



2022 Lee's Summit Water Utility Survey Findings Report

Presented to the Lee's Summit, MO
Water Utilities Department

May 2022

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Executive Summary

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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 2022. The purpose of the survey was to gather input regarding the quality of water and sewer services. This is the third 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. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey.

The goal was to obtain completed surveys from at least 400 residents. The goal was far exceeded, with a total of 629 residents completing the survey. The overall results for the sample of 629 households have a precision of at least +/-3.9% 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:

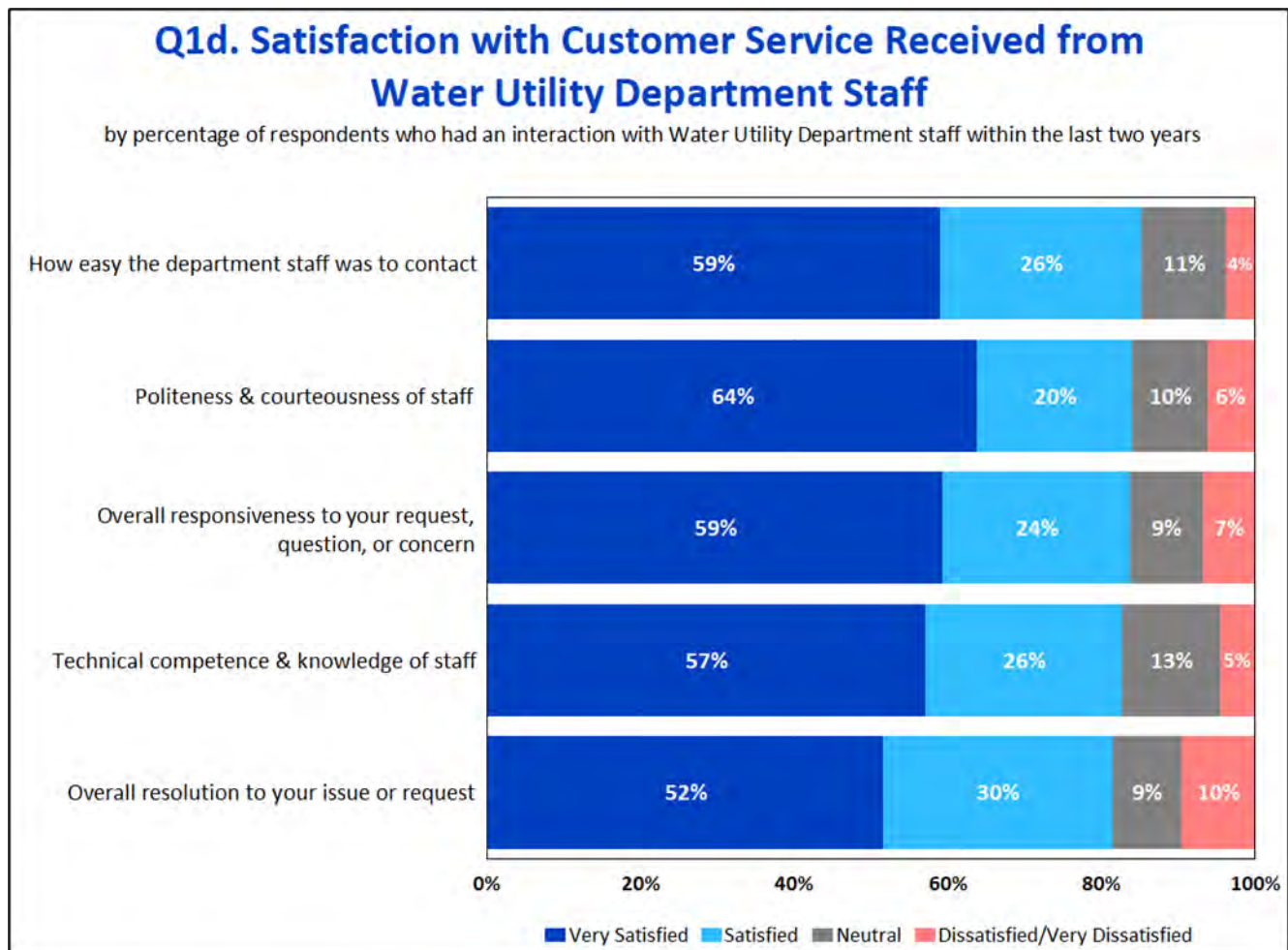
- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- Importance-Satisfaction analysis,
- tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

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Interactions with Water Utility Department Staff

Twenty-six percent (26%) of respondents indicated they had interacted with Water Utility Department staff within the last two years. Of those, 63% had contact with office staff, 16% with field staff, and 21% with both. The primary method of contacting the Water Utility Department staff was by phone (60%) or in-person with field staff (21%). 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.



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Observations of Water Utility Department Field Staff

Thirty-six percent (36%) 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 given, based upon the combined percentage of “very satisfied” and “satisfied” responses from those *who had an opinion*, were: ease of identifying field staff (88%), how field staff cleaned up the work areas when finished (85%), and field staff’s professional attitude (81%).

Unplanned Disruptions to Water Service

Only 6% of respondents indicated they have experienced an unplanned disruption to their water service caused by a main break. Of those, 81% indicated they were either “very satisfied” (42%) or “satisfied” (39%) with the amount of time it took the Water Utility to restore water service, and 59% indicated they were either “very satisfied” (15%) or “satisfied” (44%) with Water Utility Department’s efforts to inform them about the disruption to their service.

Value of Various Utility Services

Respondents were asked to indicate their level of satisfaction with the value they receive from six different utility services. Electricity (76%), water (75%), and sewer (75%) utilities received the highest levels of “very satisfied” and “satisfied” response from respondents *who had an opinion*. Respondents were least satisfied with the value received for gas, internet and telephone fees.

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. Thirty-seven percent (37%) of respondents gave a “don’t know” response, 36% 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.

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 (94%), the reliability of sanitary sewer service (90%), the clarity of drinking water (88%), the smell of drinking water (87%), and the variety of bill payment options available (86%).

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The safety of drinking water is the one service that most respondents indicated should receive the most emphasis over the next two years.

Communication and Outreach

Non-Emergency Information: Sixty-one percent (61%) of respondents indicated they prefer to use the water/sewer bill insert/message to receive non-emergency information regarding Lee's Summit Water Utilities; 58% prefer to use email, and 34% prefer to use text message, and 33% prefer to use the City of Lee's Summit's website. Only 10% of respondents indicated they prefer to use newspaper, TV, or radio advertisements or city publications (City Scope) to get non-emergency information.

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 (89%)
- **Cooking Grease:** Trash (82%)
- **Food Scraps:** Trash (76%)
- **Baby Wipes:** Trash (97%)
- **Paper Towels:** Trash (99%)
- **Facial Tissue:** Trash (97%)
- **Flushable Wipes:** Trash (70%)

Additional Findings

- Forty-five percent (45%) of respondents indicated they were aware that insurance coverage for sanitary sewer backups is often available on a homeowners insurance policy, 52% indicated they were not aware, and 3% indicate this was not applicable to their situation.
- Thirty-nine percent (39%) of respondents indicated they would be "very supportive" or "supportive" of a "rounding up" program with the additional amount being donated to a utility

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assistance fund. Thirty percent (30%) were “not sure” about supporting the program, 18% were “not supportive,” and 12% were “not at all supportive.”

When respondents were asked if they would personally participate in a “rounding up” program, 34% indicated they were “very willing” or “willing” to participate, 34% were “not sure,” 18% were “not willing,” and 15% were “not at all willing.”

- Thirty-six percent (36%) of respondents indicated they would prefer to pay their Water Utility bill through the website, 31% would prefer to pay by direct payment (ACH), and 20% would prefer to pay by mail.
- Forty-three percent (43%) of respondents indicated they are aware of the Water Utility’s cost-efficient option of electronic billing but choose not to get an electronic bill; 33% receive their bill electronically, 16% were not aware of the electronic bill and do not want to receive their bill electronically, and 8% were not aware but would like to receive their bill electronically.
- Thirty-six percent (36%) of respondents indicated they were not aware of the “Consumer Confidence Report” that the Water Utility Department releases every year in June. Forty-five percent (45%) of respondents indicated they have not reviewed the report and 20% indicated they have reviewed the report.

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Trends Since 2019

Ratings stayed the same or increased in 13 of the 32 areas that were assessed in 2019 and 2022. Four areas showed a significant increase (increase of 4% or more) from 2019 to 2022. The areas that showed significant increases are listed below:

- Efforts to inform about disruptions to service (+7%)
- Reliability of sanitary sewer service (+7%)
- Ease of identifying field staff (+4%)
- Ease of using payment portal service (+4%)

Ratings decreased in 19 of the 32 areas that were assessed in 2019 and 2022. Nine areas showed a significant decrease (decrease of 4% or more) from 2019 to 2022. The areas that showed significant decreases are listed below:

- Technical competence and knowledge of staff (-4%)
- Taste of drinking water (-4%)
- Ease of using phone payment service (-4%)
- Field staff's professional attitude (-5%)
- How well Water Utility plans for future water and sanitary sewer needs of the City of Lee's Summit (-5%)
- Clarity of drinking water (-5%)
- Accuracy of water and/or sanitary sewer bill (-6%)
- Water service charges (-11%)
- Sanitary sewer service charges (-13%)

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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 2 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=0.1625)

The table on the following page shows the Importance-Satisfaction rating for all 22 services that were rated.

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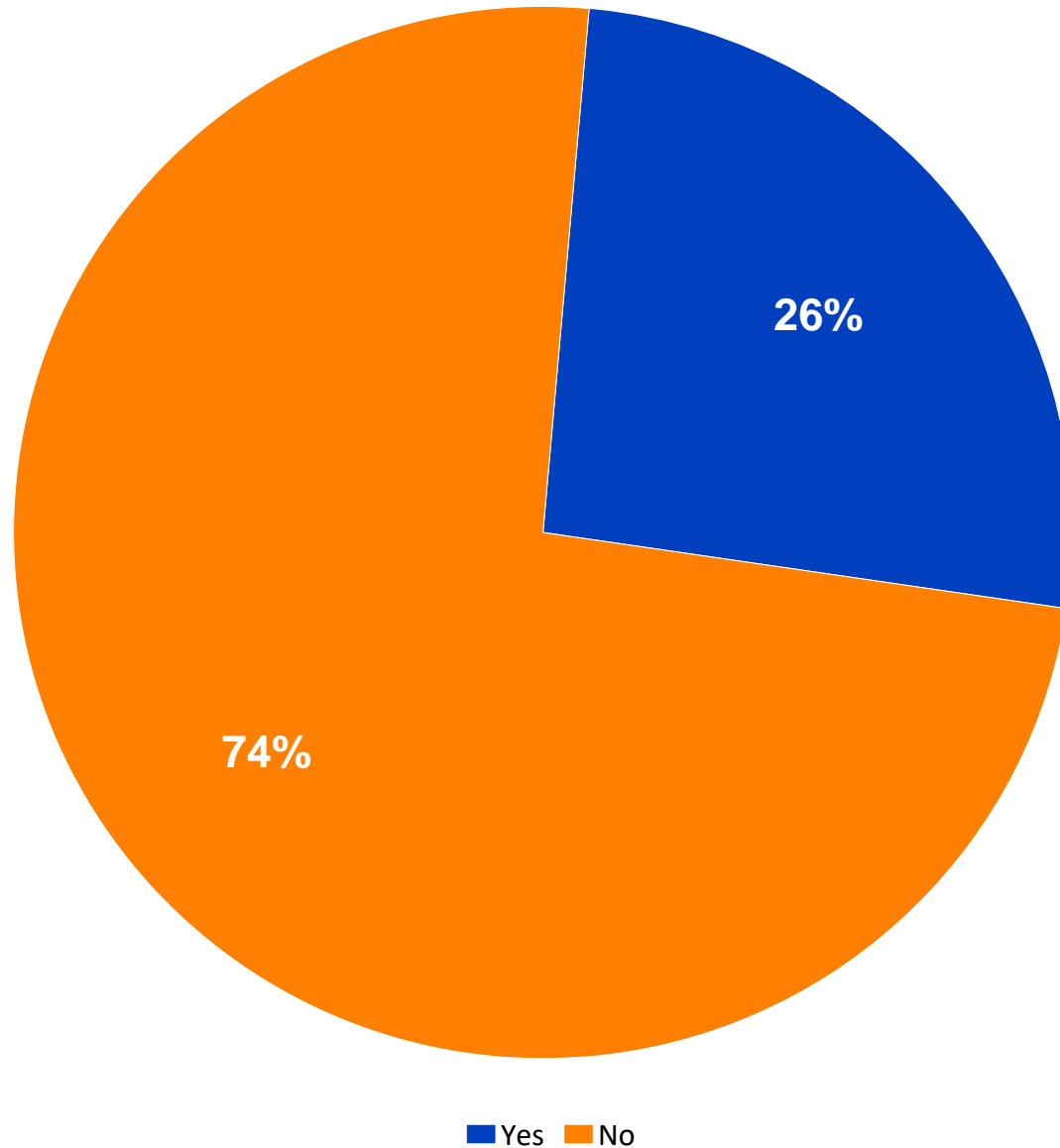
Importance-Satisfaction Rating						
Lee's Summit Water Utility Survey						
OVERALL						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 -.20)						
Water service charges	31%	4	47%	22	0.1625	1
Medium Priority (IS <.10)						
Safety of your drinking water	58%	1	86%	7	0.0829	2
Sanitary sewer service charges	15%	10	49%	21	0.0748	3
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	18%	7	61%	19	0.0684	4
Taste of your drinking water	35%	2	83%	8	0.0595	5
Your water pressure	28%	5	79%	10	0.0590	6
How well Water Utility maintains water & sanitary sewer system	15%	9	78%	11	0.0322	7
Accuracy of water and/or sanitary sewer bill	7%	12	67%	18	0.0222	8
Reliability of your sanitary sewer service	20%	6	90%	2	0.0195	9
Smell of your drinking water	14%	11	87%	4	0.0192	10
Clarity of your drinking water	15%	8	88%	3	0.0185	11
Reliability of water service	31%	3	94%	1	0.0173	12
Overall, I am satisfied with the services provided by Lee's Summit Water Utility	7%	13	82%	9	0.0122	13
Ease of using payment portal service	4%	14	72%	16	0.0116	14
Information provided by Water Utility Department website	2%	19	70%	17	0.0066	15
Ease of understanding your water and/or sanitary sewer bill	3%	17	74%	15	0.0065	16
Water usage information provided on your bill	3%	16	78%	12	0.0060	17
Ease of using phone payment service	1%	22	60%	20	0.0055	18
Information provided about water/sewer services is easily accessible	2%	18	77%	13	0.0051	19
Variety of bill payment options available	4%	15	86%	5	0.0051	20
Appearance & maintenance of facilities	2%	21	76%	14	0.0039	21
Number of days (21) you're given to pay your bill	2%	20	86%	6	0.0026	22



Charts and Graphs

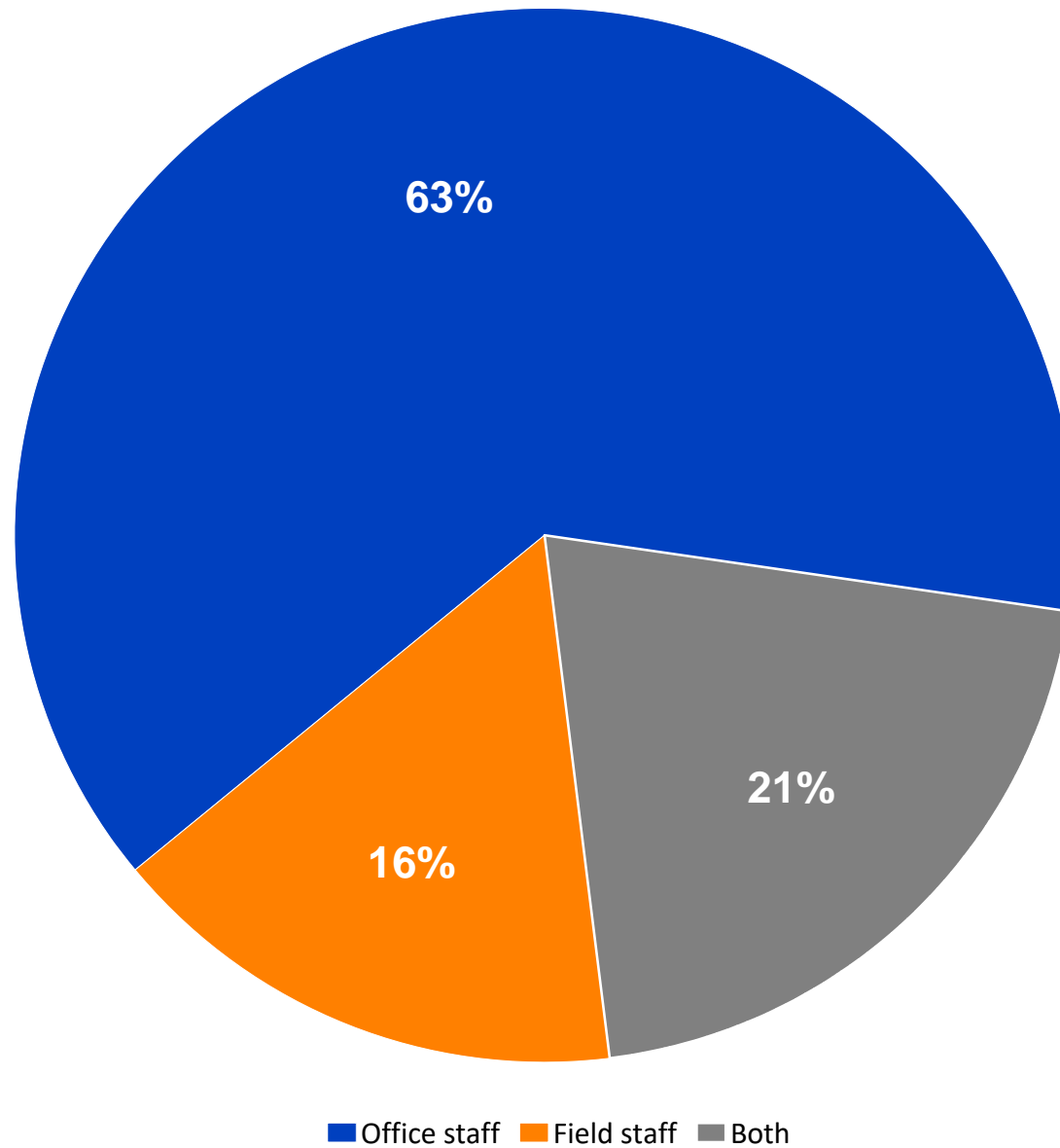
Q1. Have you had any interaction with Water Utility Department staff within the last two years?

by percentage of respondents



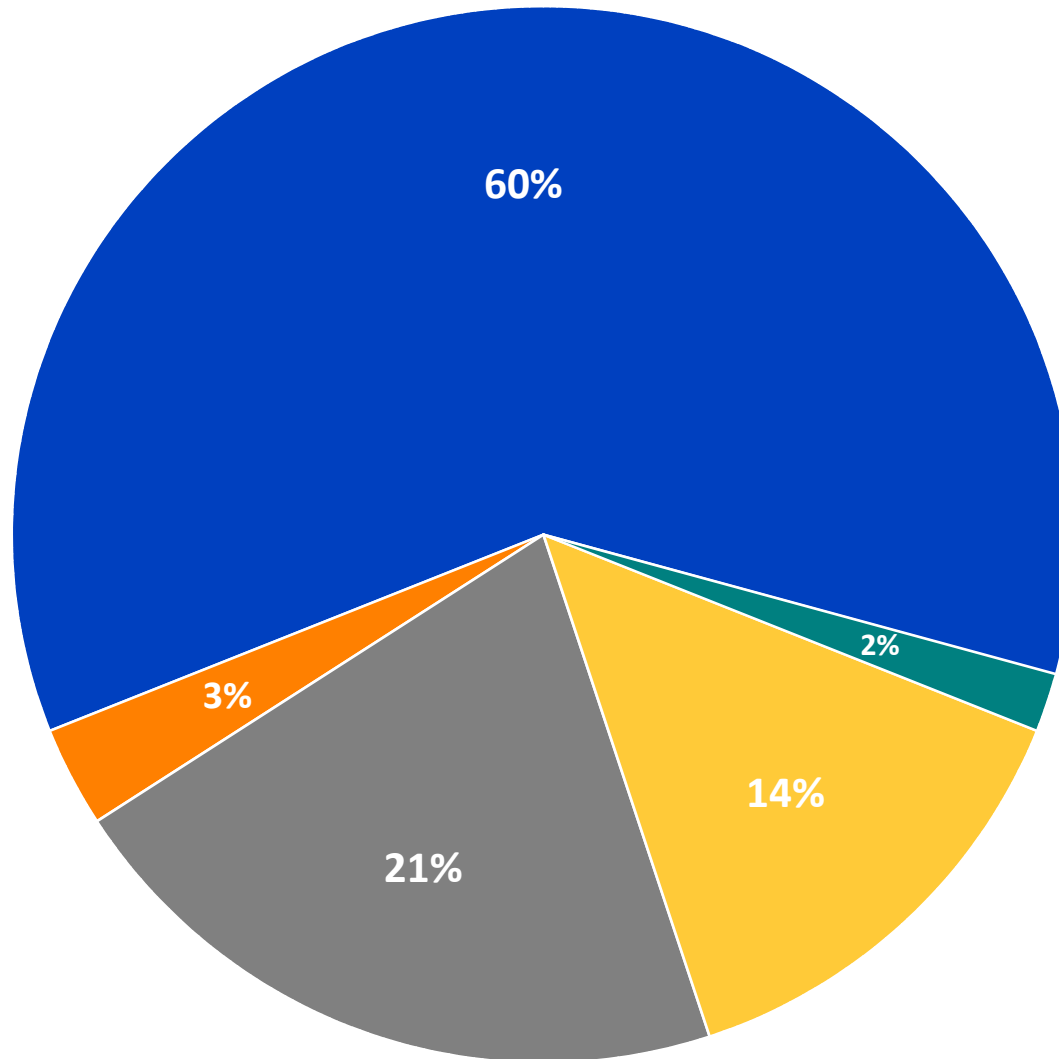
Q1a. Who was the contact with?

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?

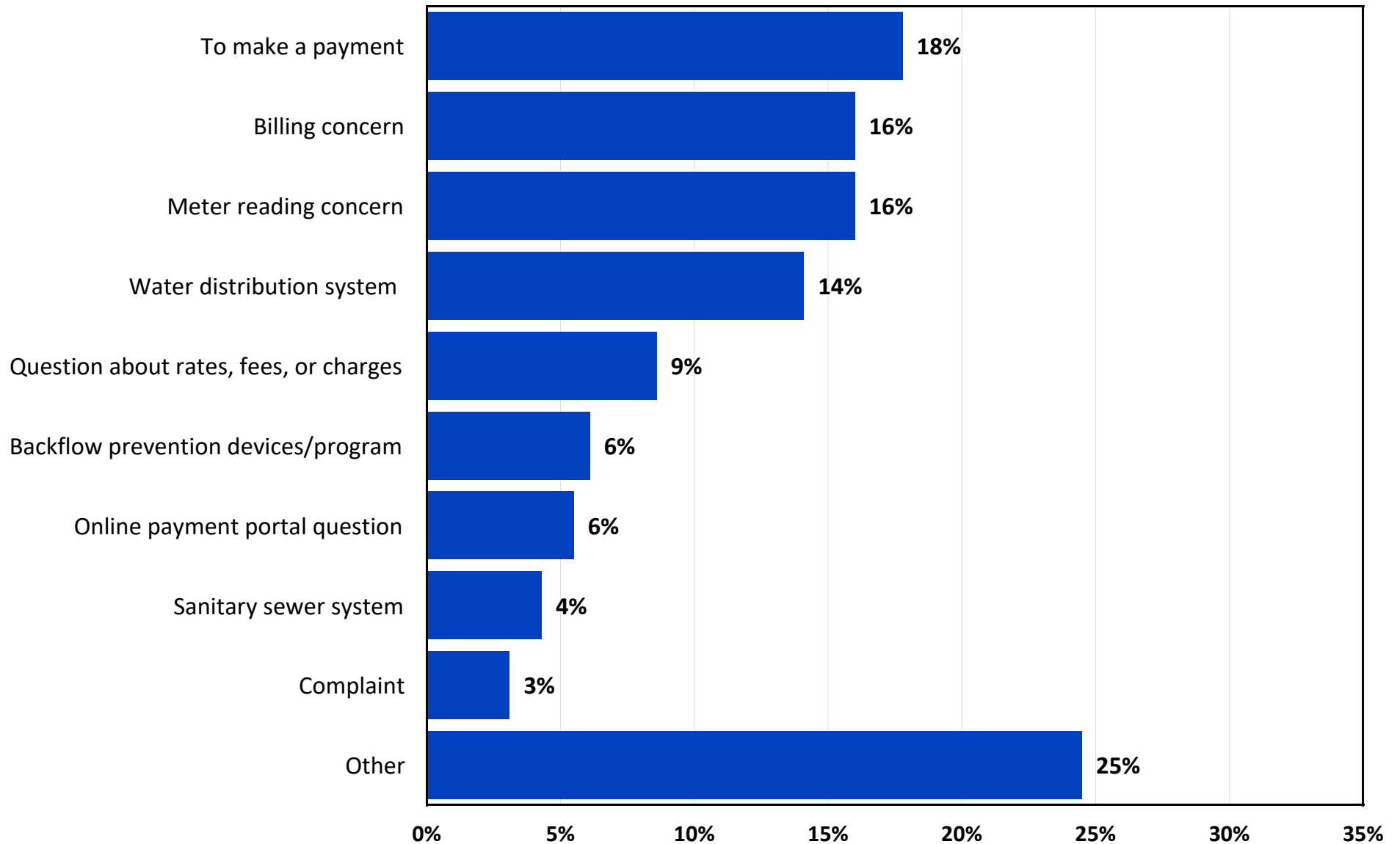
by percentage of respondents who had an interaction with Water Utility Department staff within the last two years



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

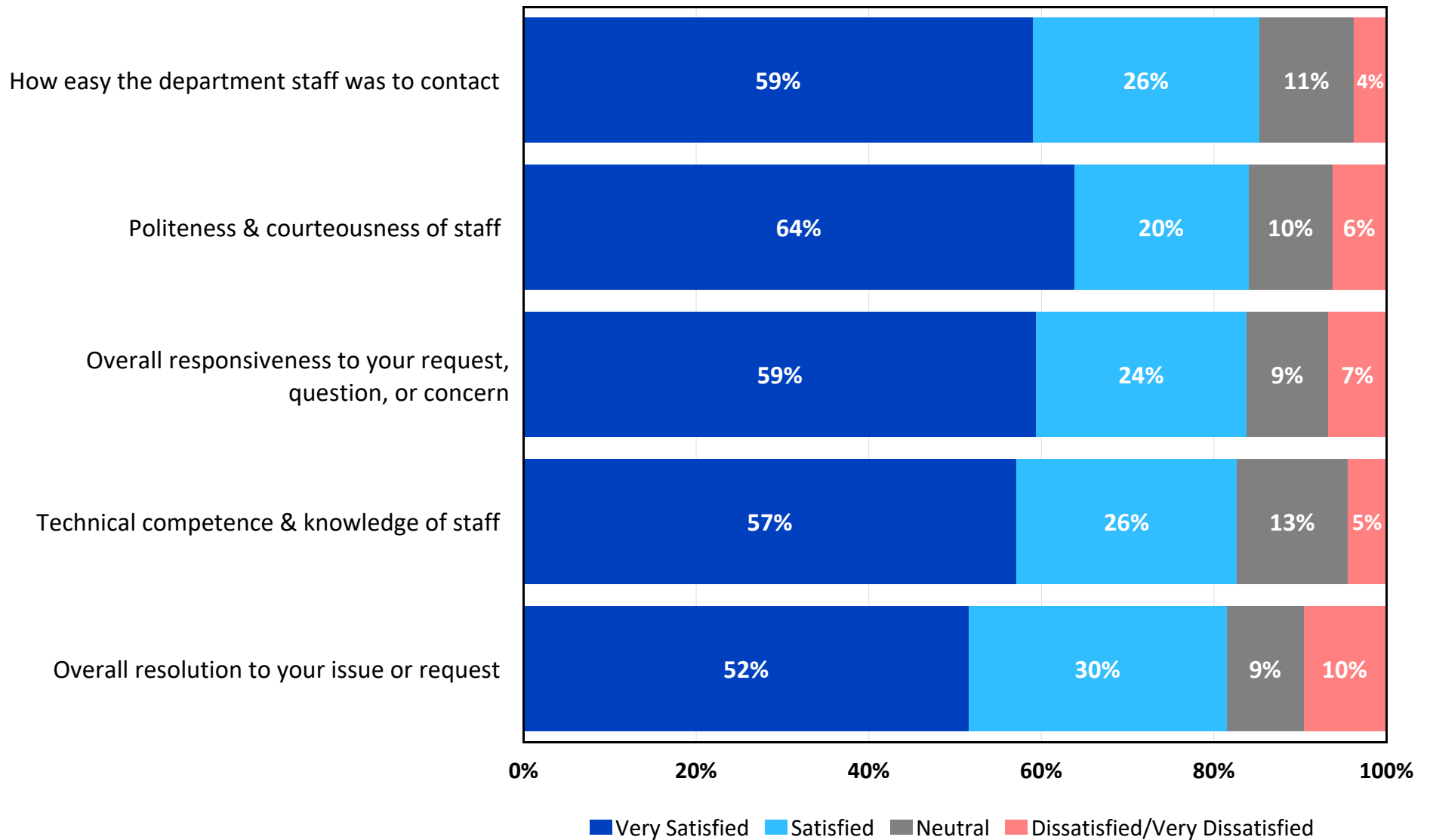
Q1c. If you initiated contact, what was the nature of your contact?

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



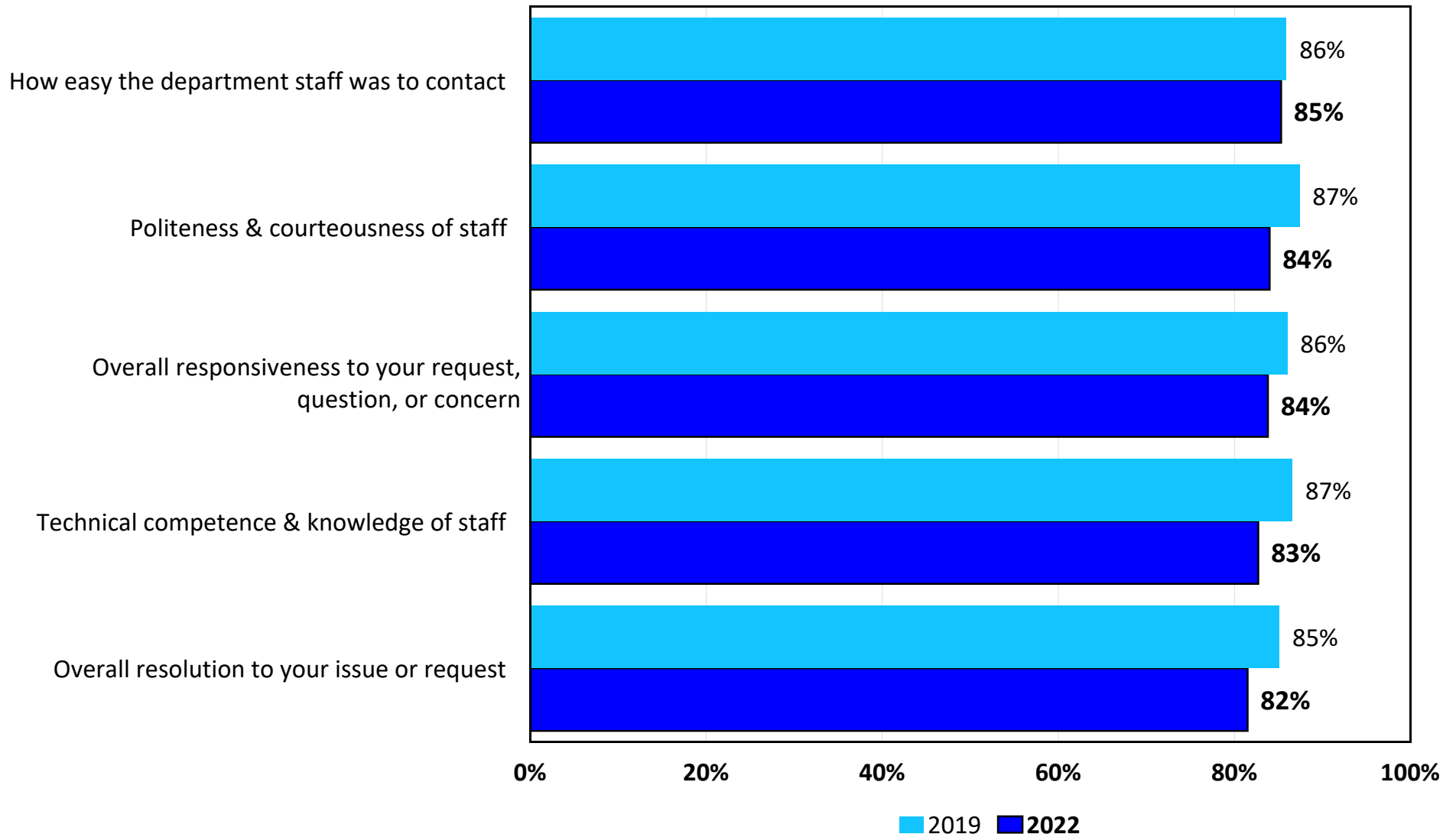
Q1d. Satisfaction with Customer Service Received from Water Utility Department Staff

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



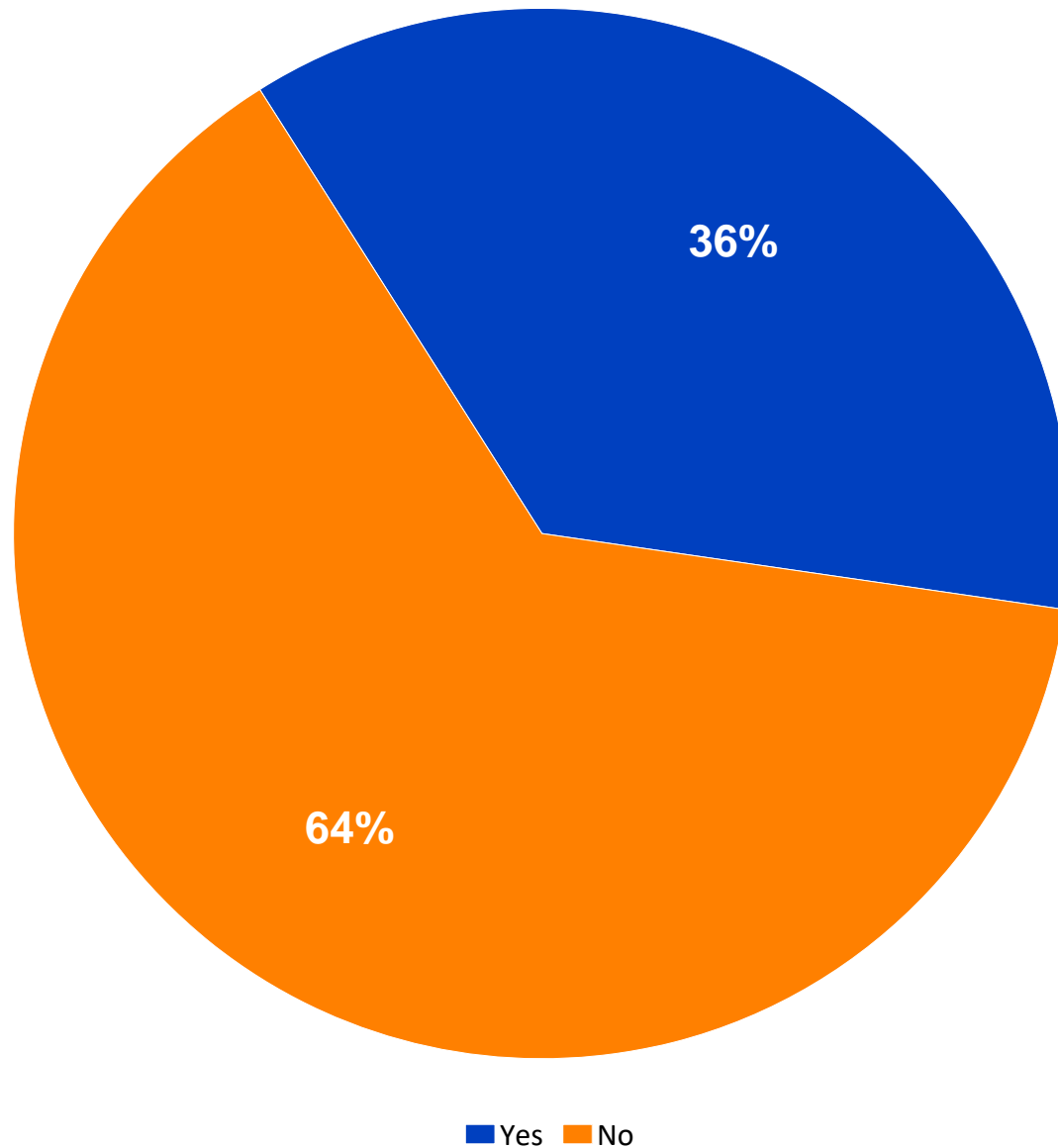
TRENDS: Satisfaction with Customer Service Received from Water Utility Department Staff - 2019 vs. 2022

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



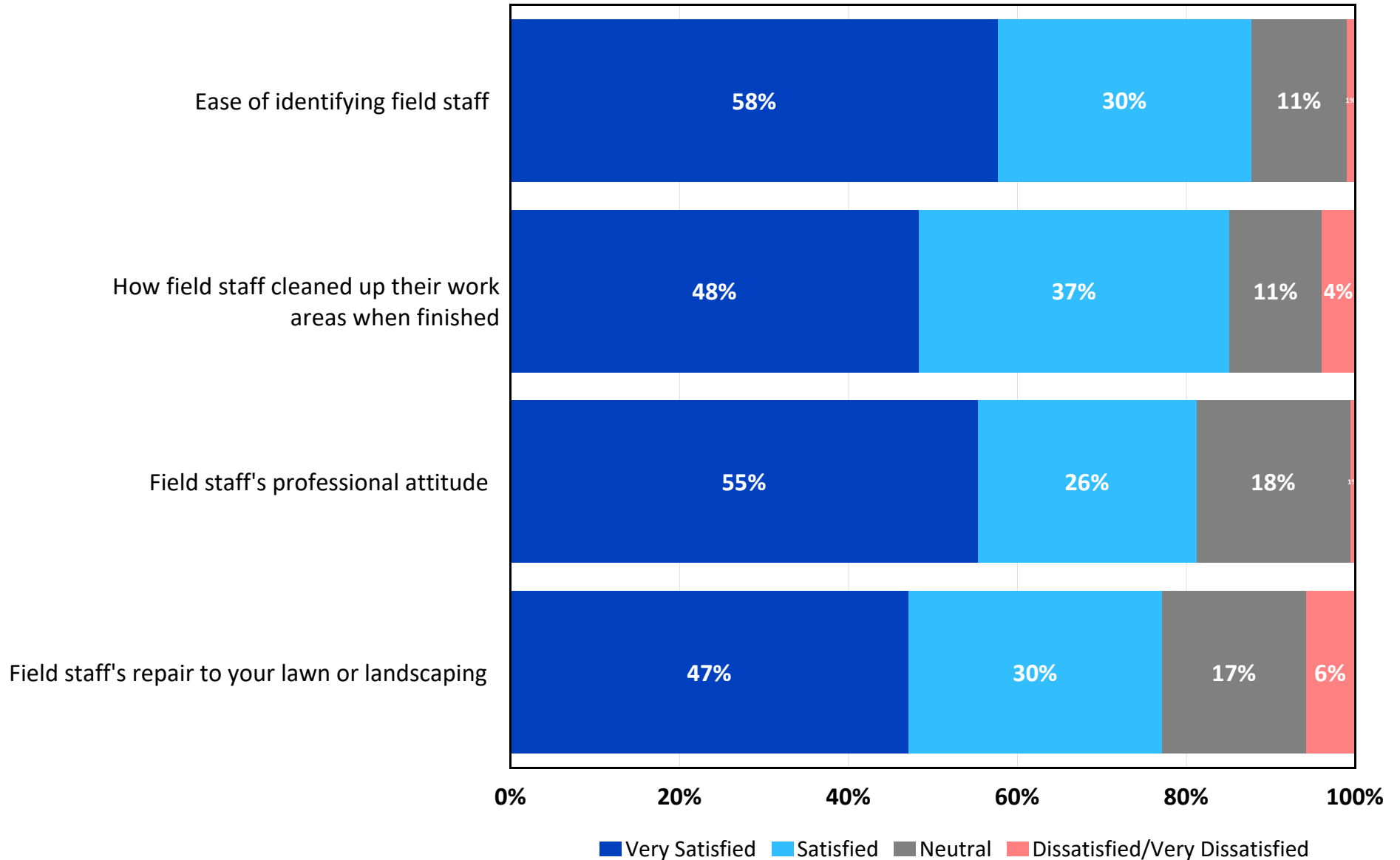
Q2. Have you observed any Water Utility Department field staff within the last two years?

by percentage of respondents



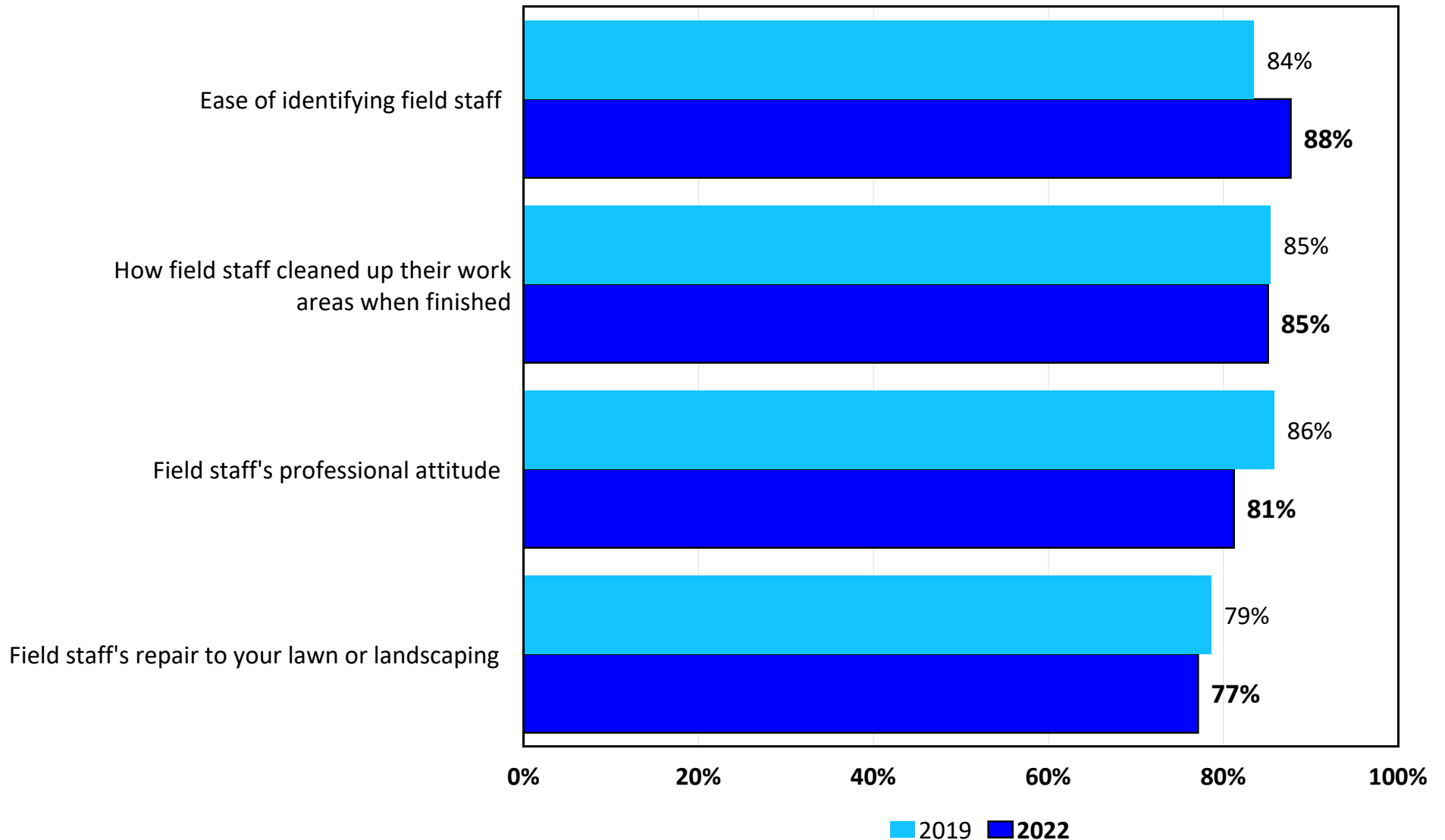
Q2a. Satisfaction with Recent Observations of Water Utility Department Field Staff

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



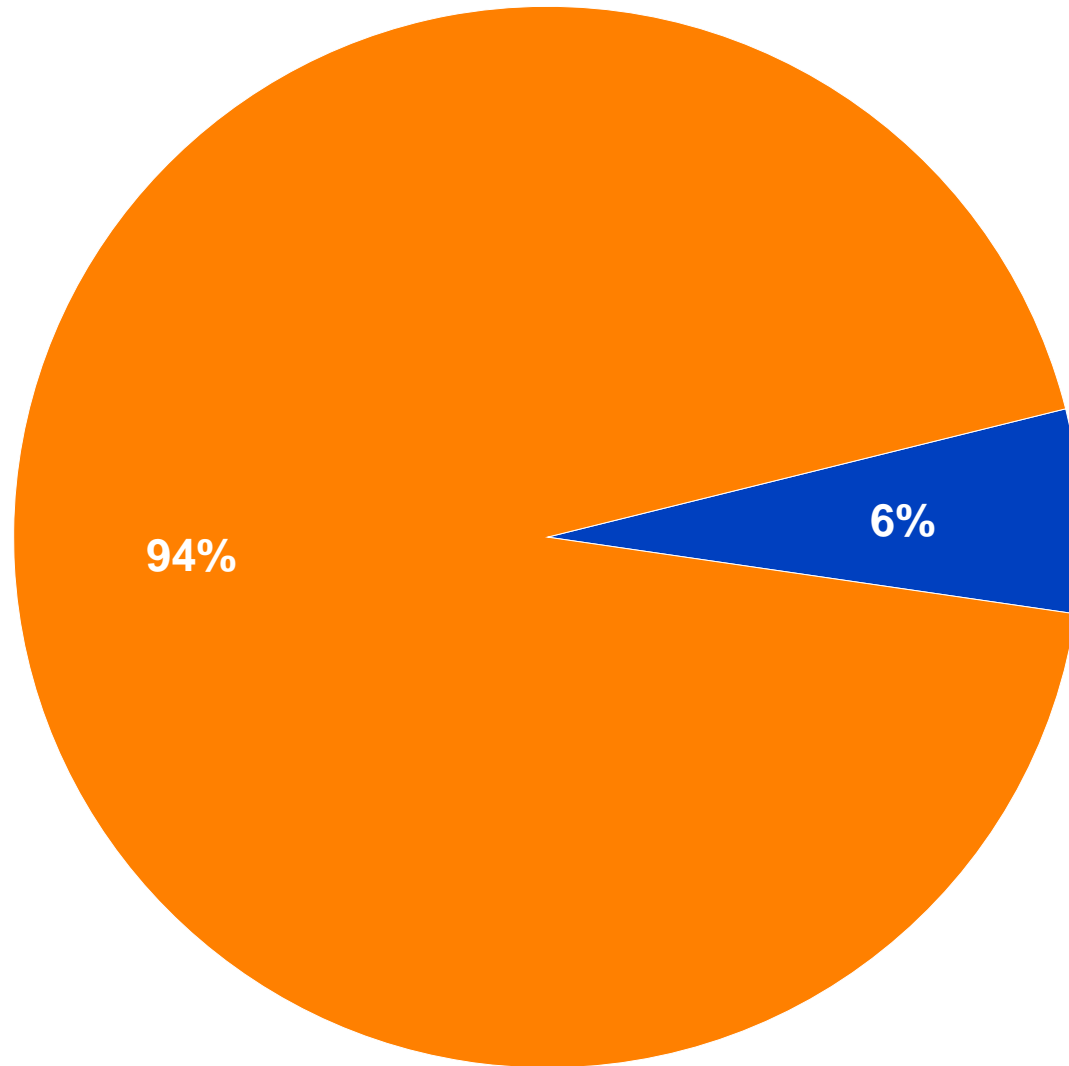
TRENDS: Satisfaction with Recent Observations of Water Utility Department Field Staff - 2019 vs. 2022

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?

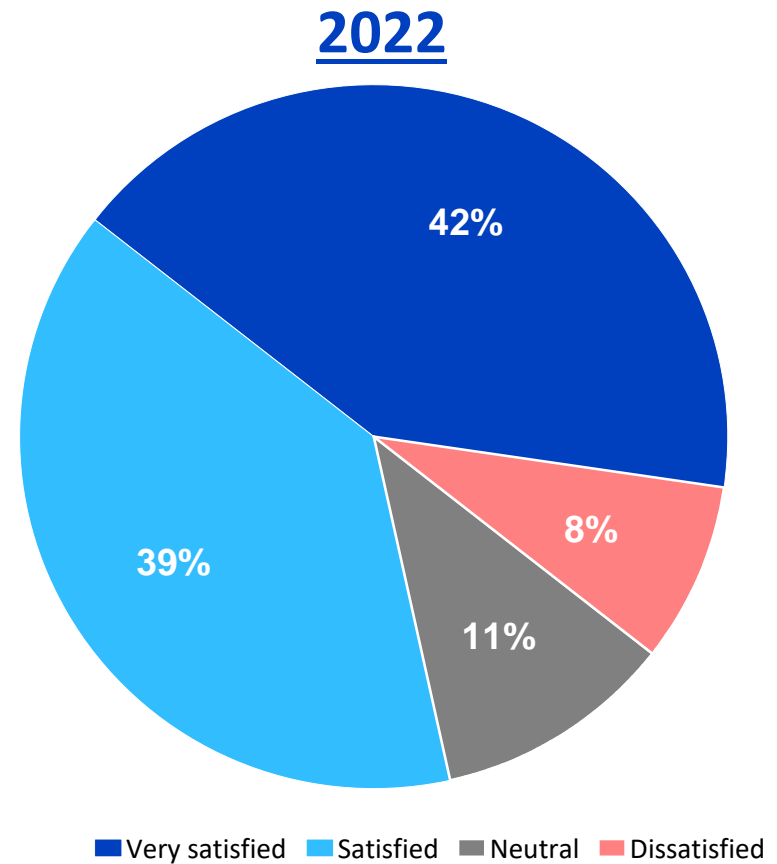
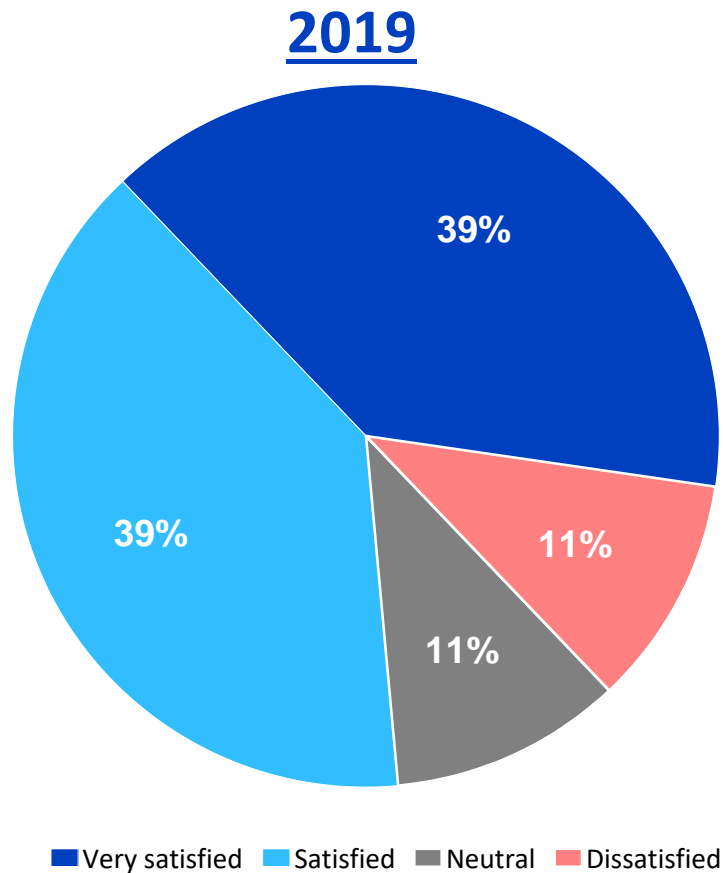
by percentage of respondents



■ Yes ■ No

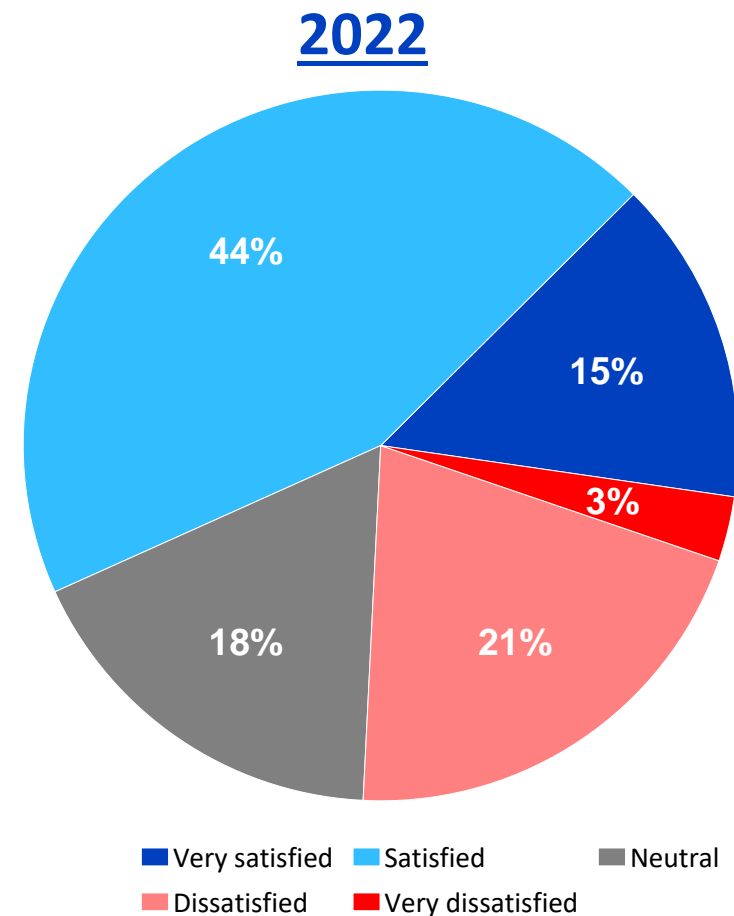
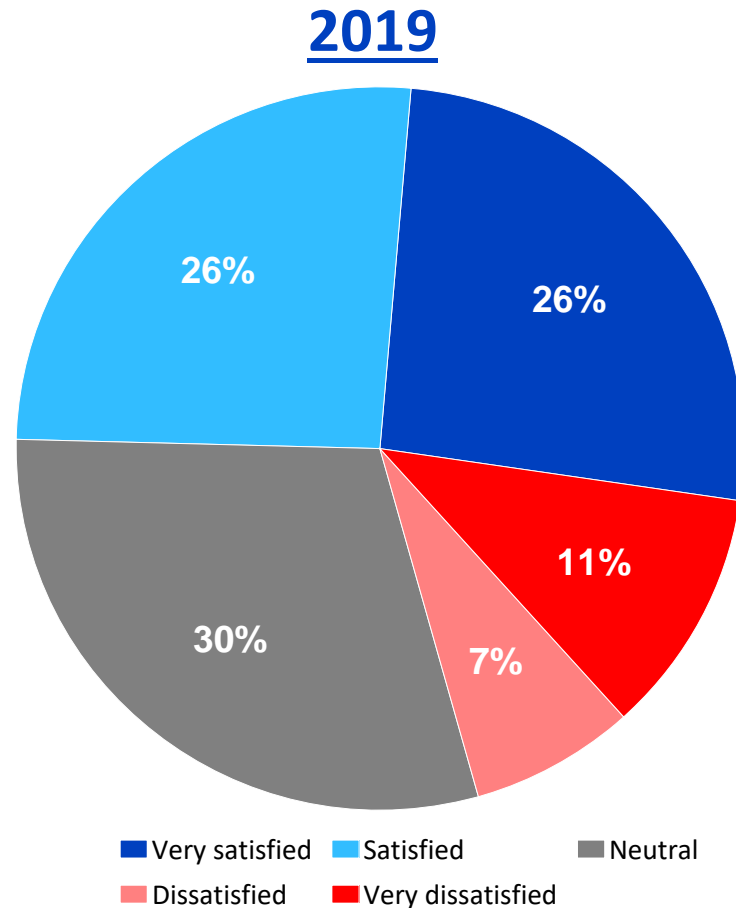
Q3a. Please rate your satisfaction with the following statement: *“The Water Utility restored water service in a reasonable amount of time.”*

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



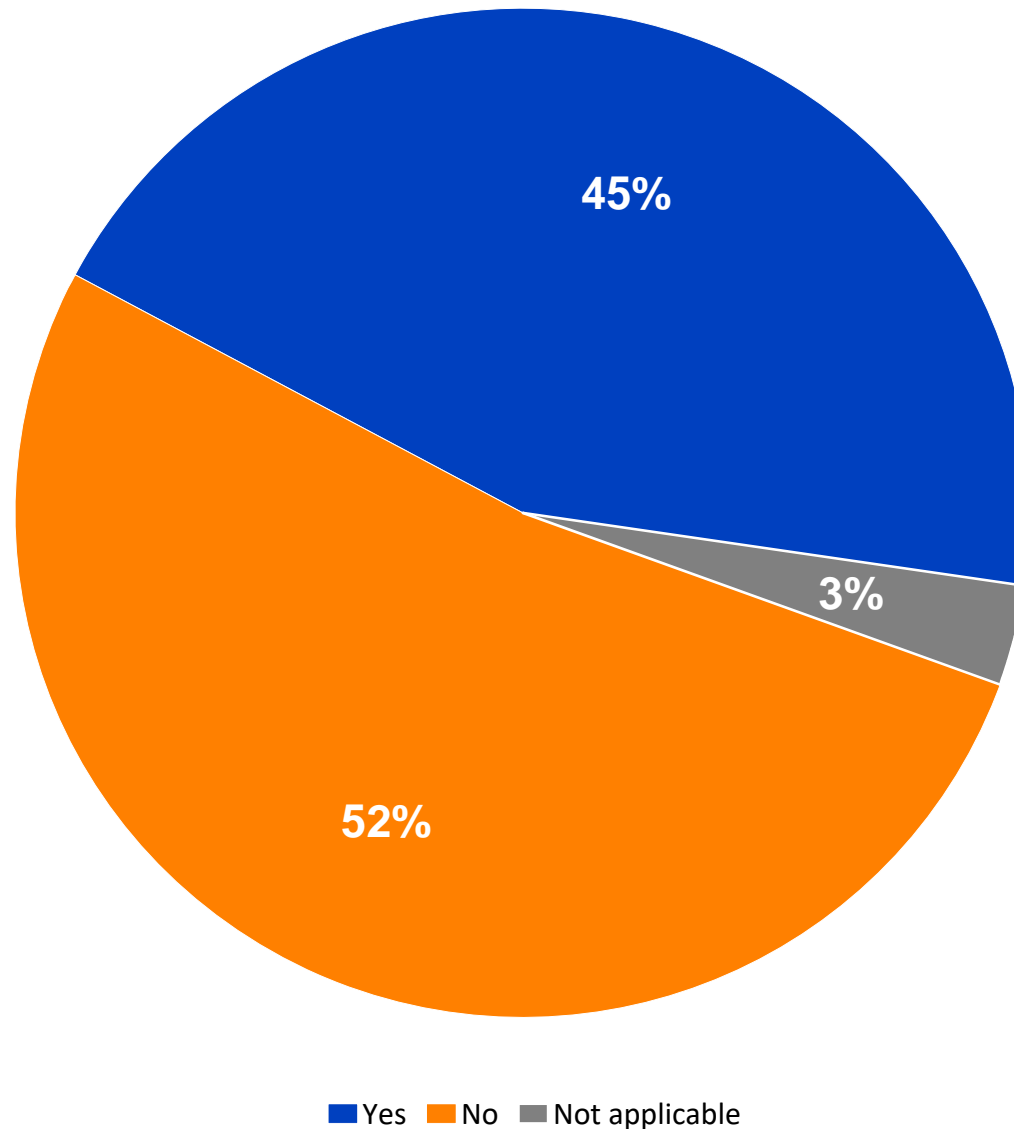
Q3b. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service?

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



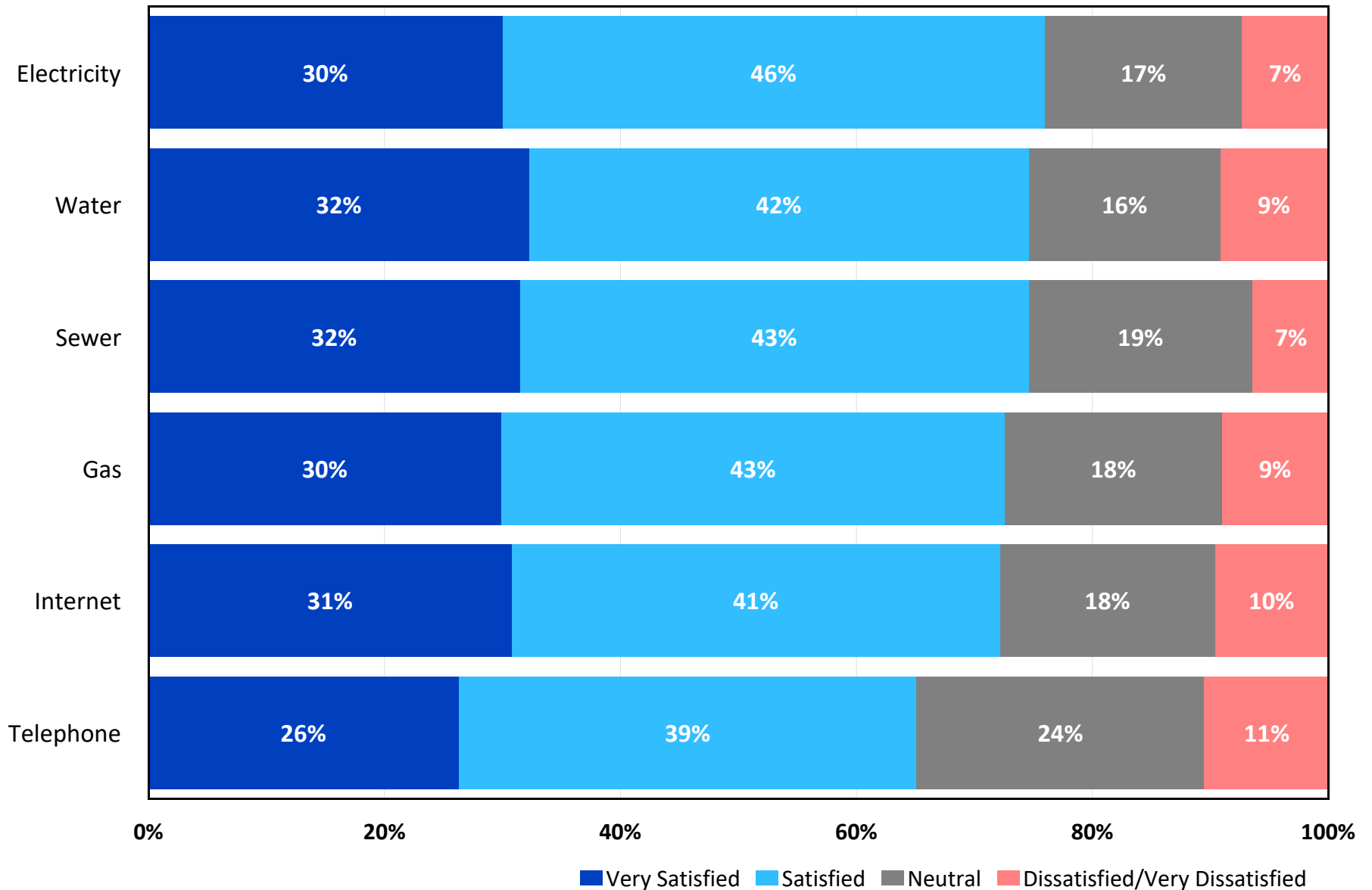
Q4. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy?

by percentage of respondents



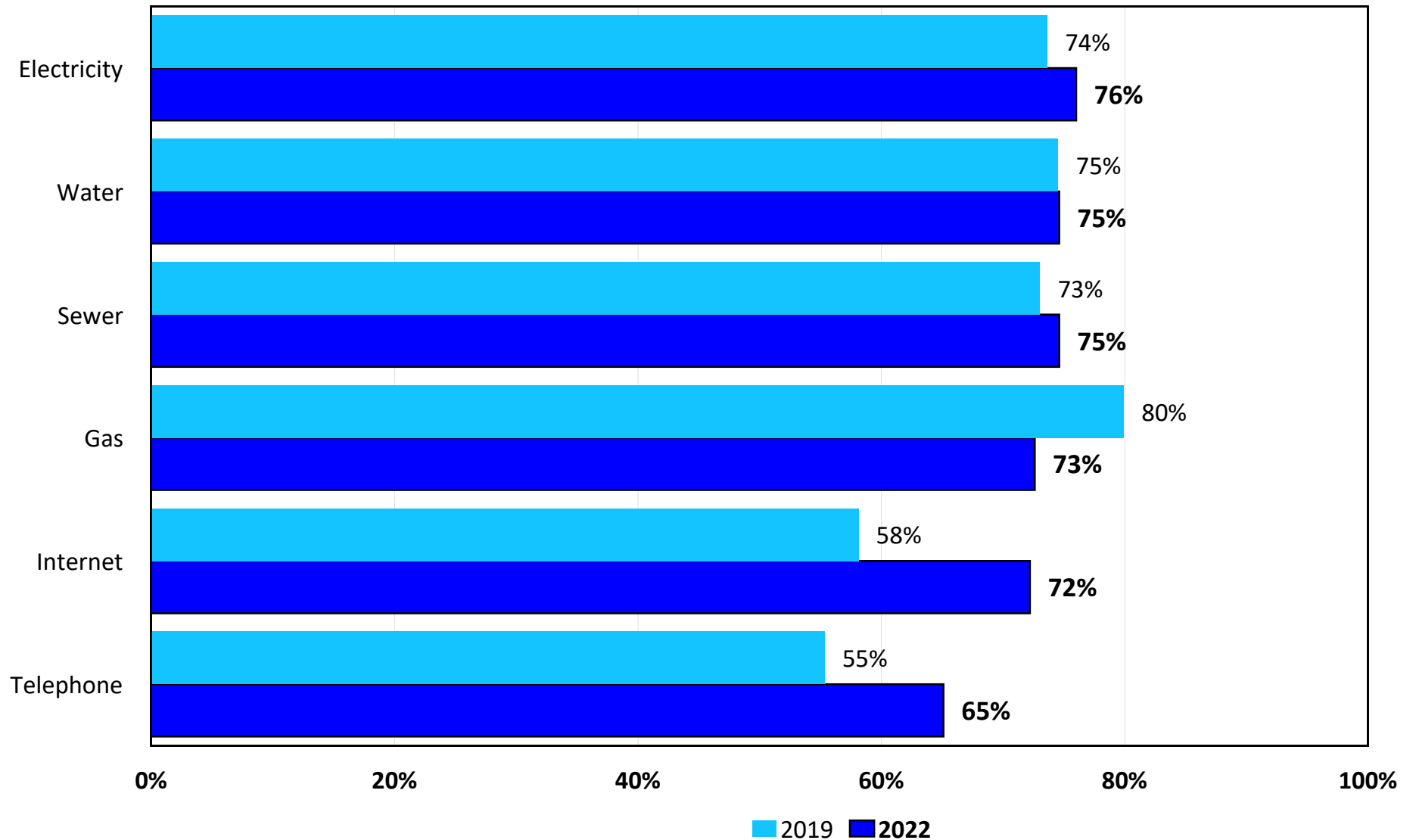
Q5. Satisfaction with the Value Received From Each Utility Service

by percentage of respondents



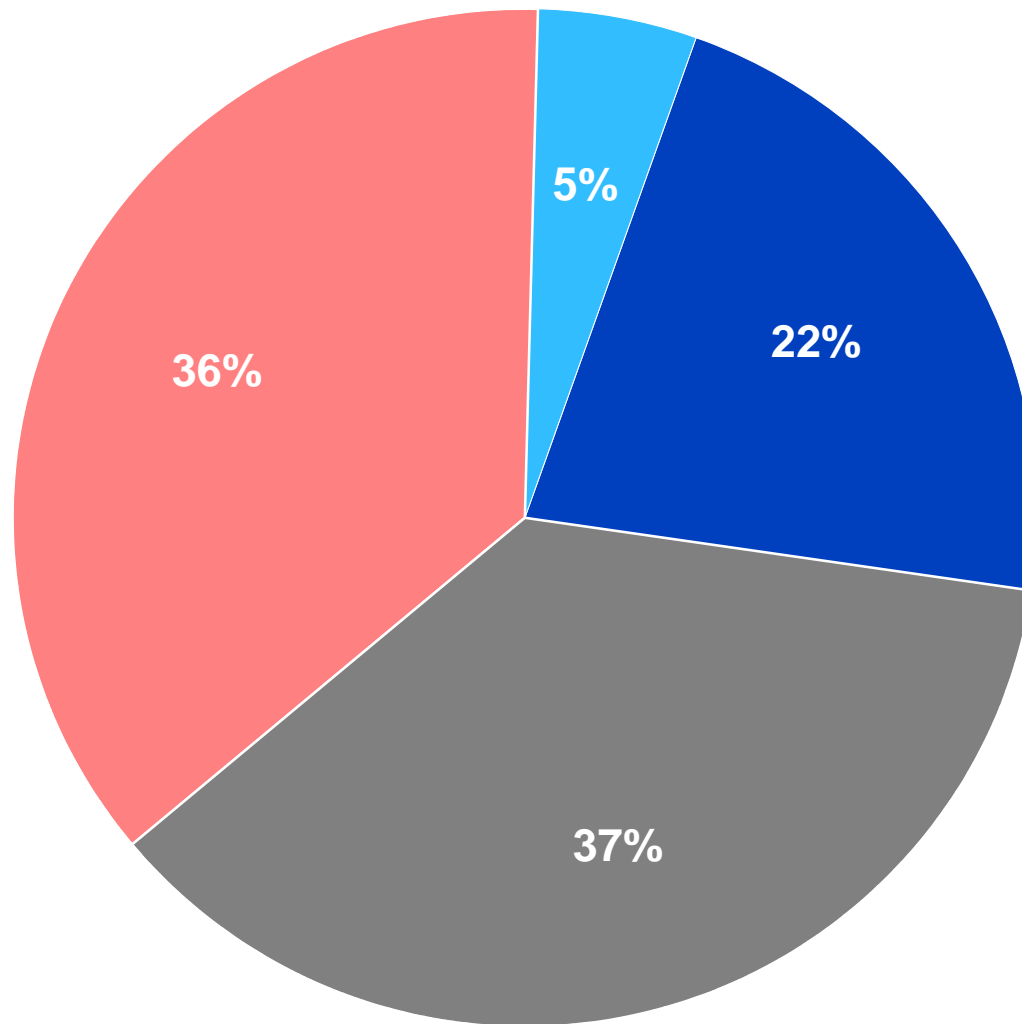
TRENDS: Satisfaction with the Value Received From Each Utility Service - 2019 vs. 2022

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



Q6. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are:

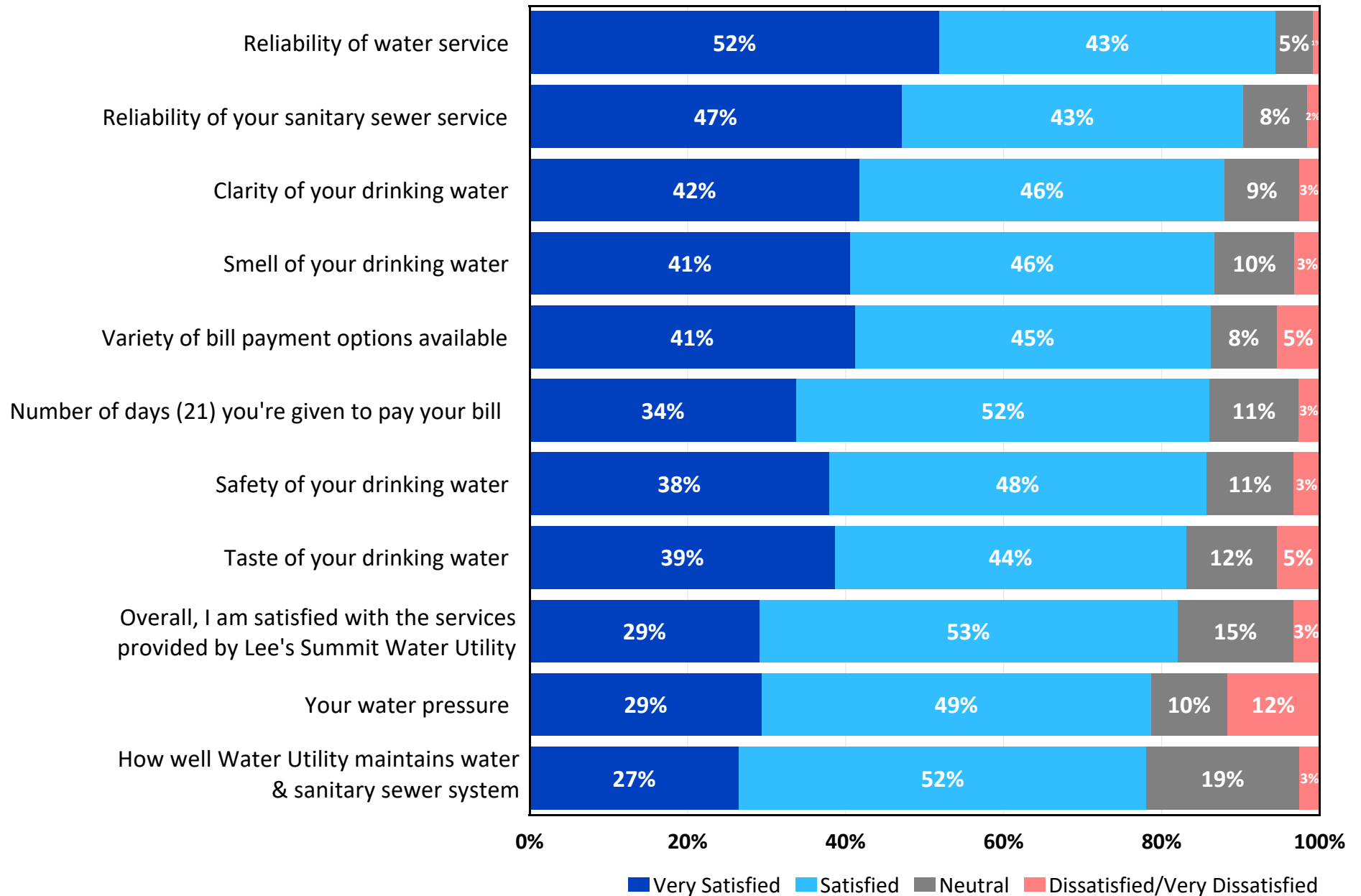
by percentage of respondents



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

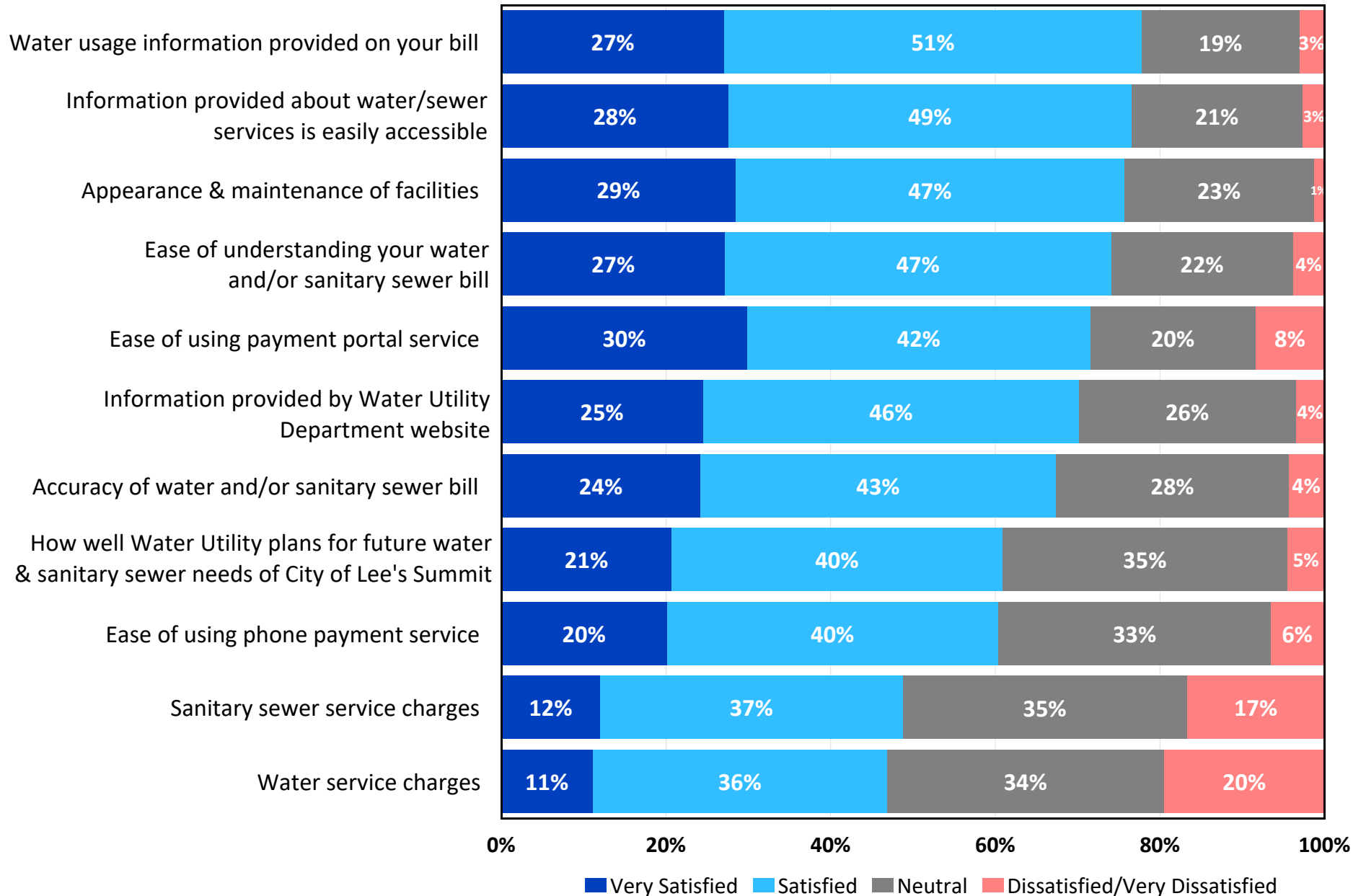
Q7. Satisfaction with Water Utility Department Services

by percentage of respondents



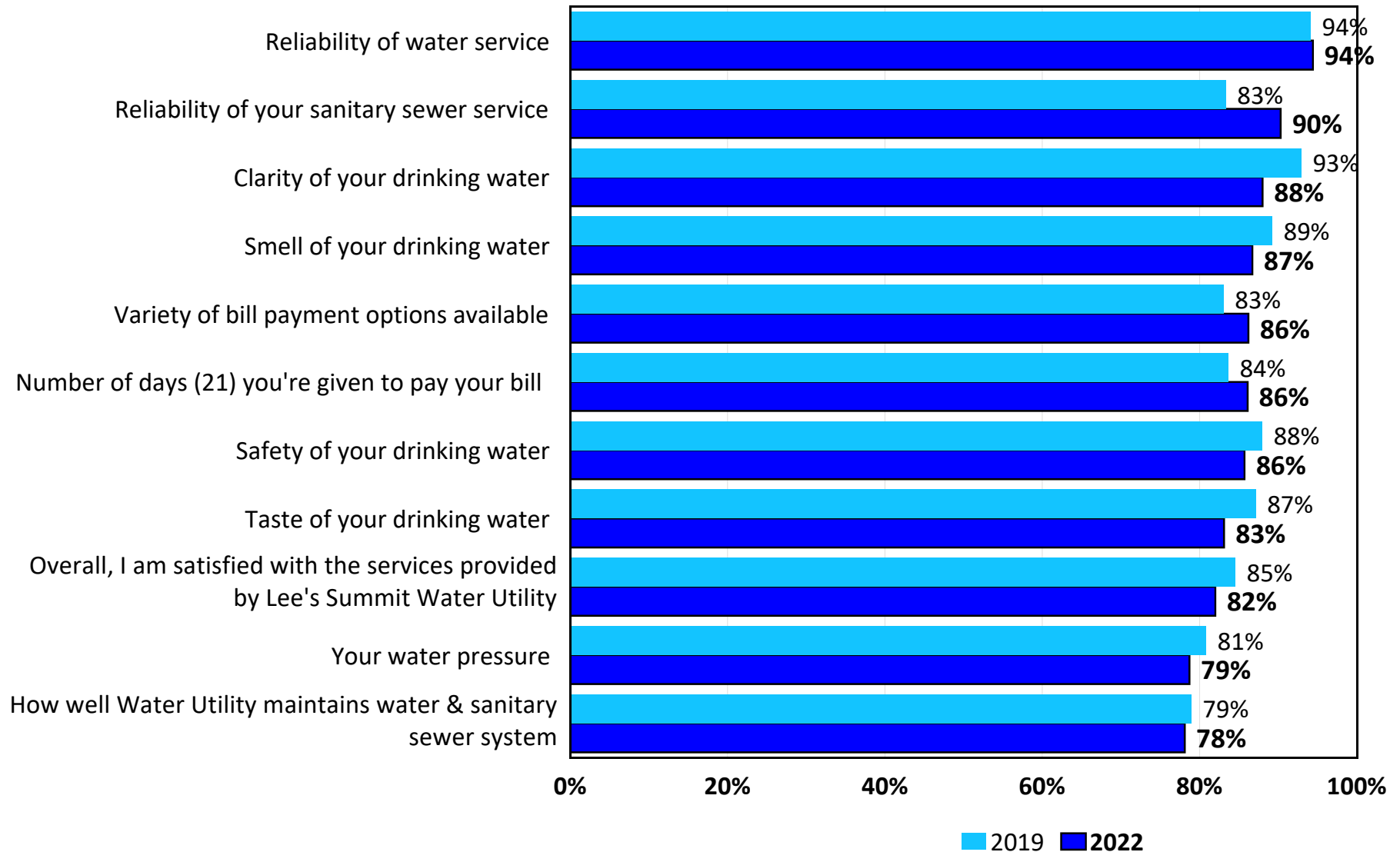
Q7. Satisfaction with Water Utility Department Services (Cont.)

by percentage of respondents



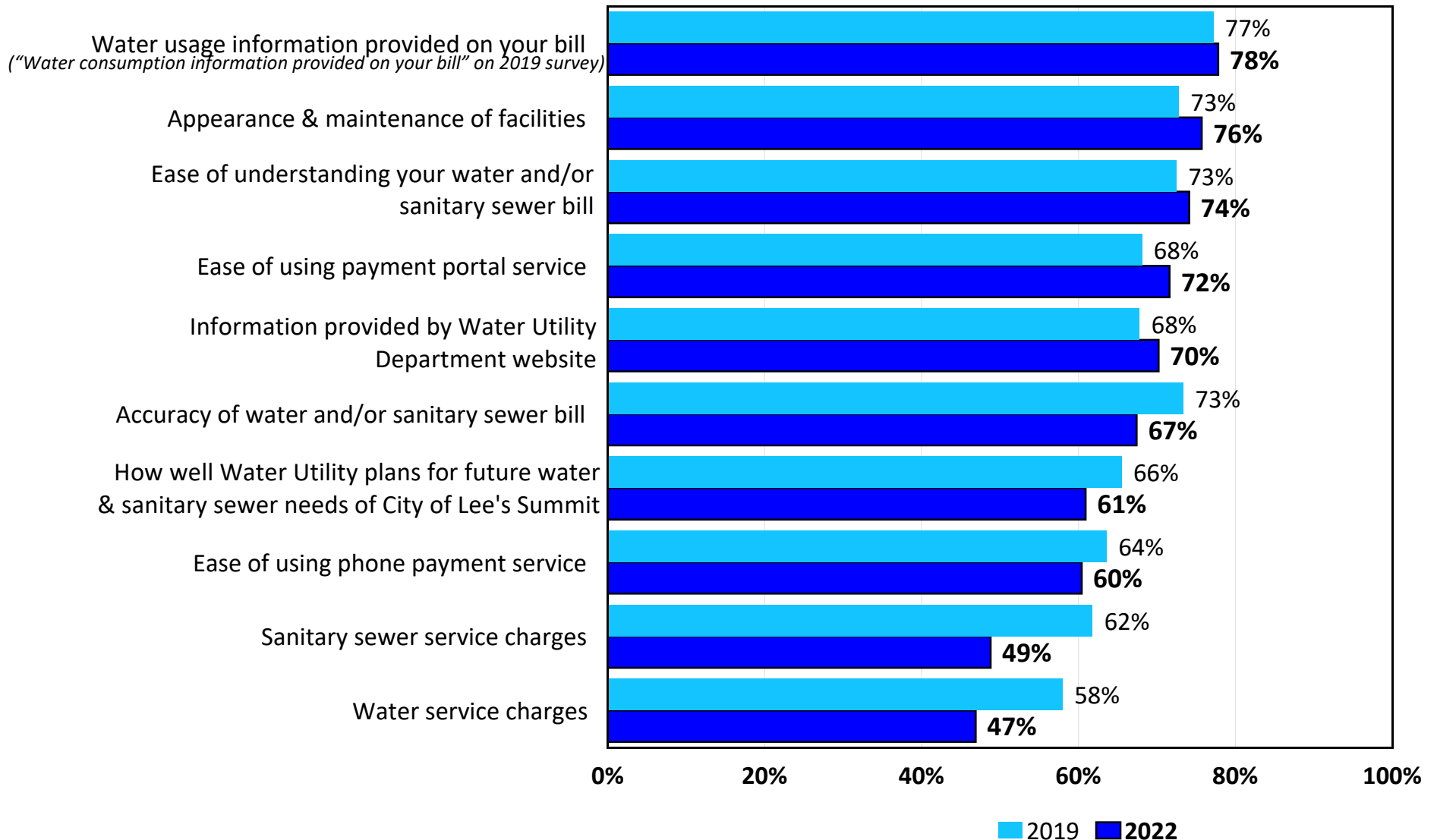
TRENDS: Satisfaction with Water Utility Department Services 2019 vs. 2022

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



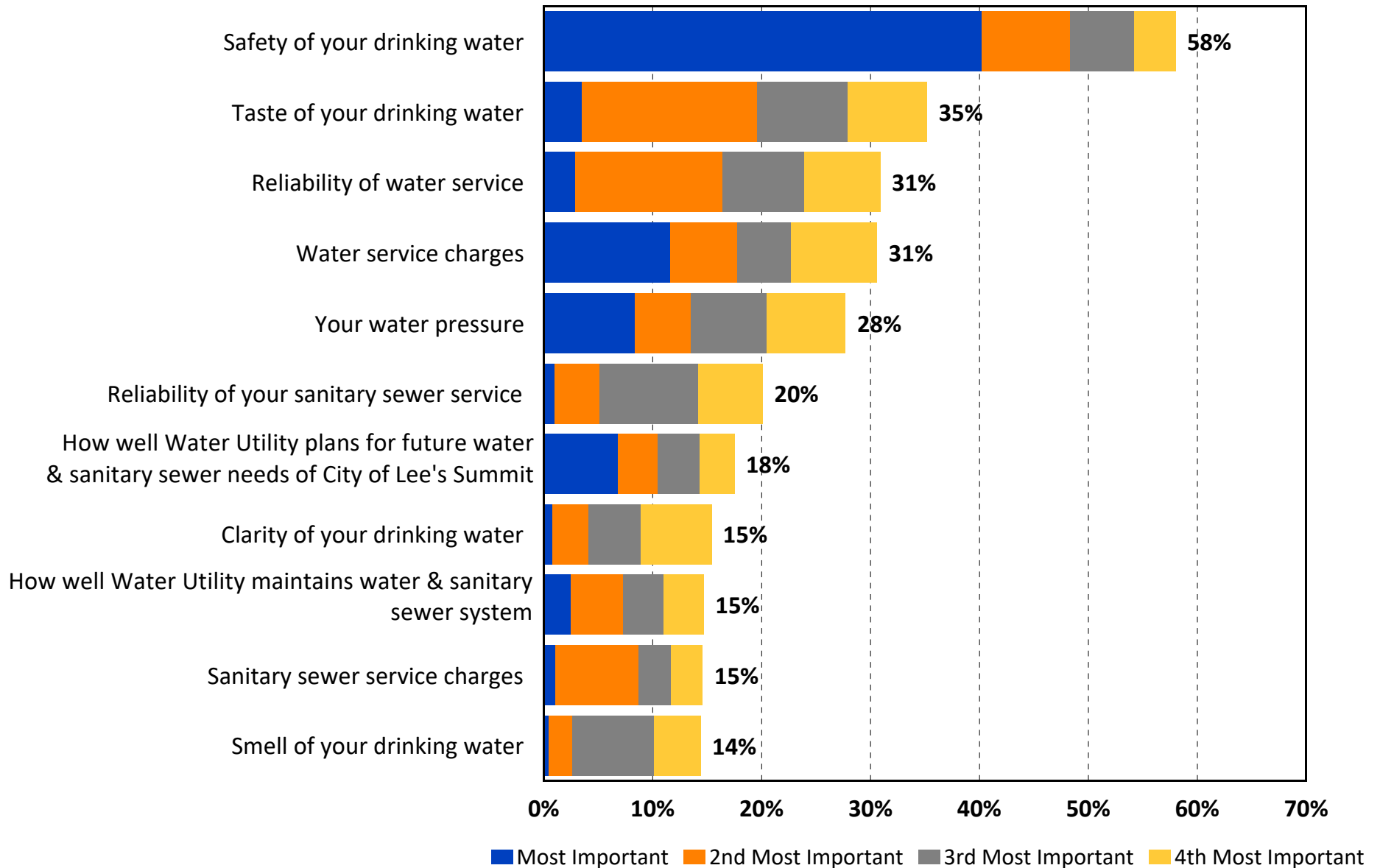
TRENDS: Satisfaction with Water Utility Department Services (Cont.) 2019 vs. 2022

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



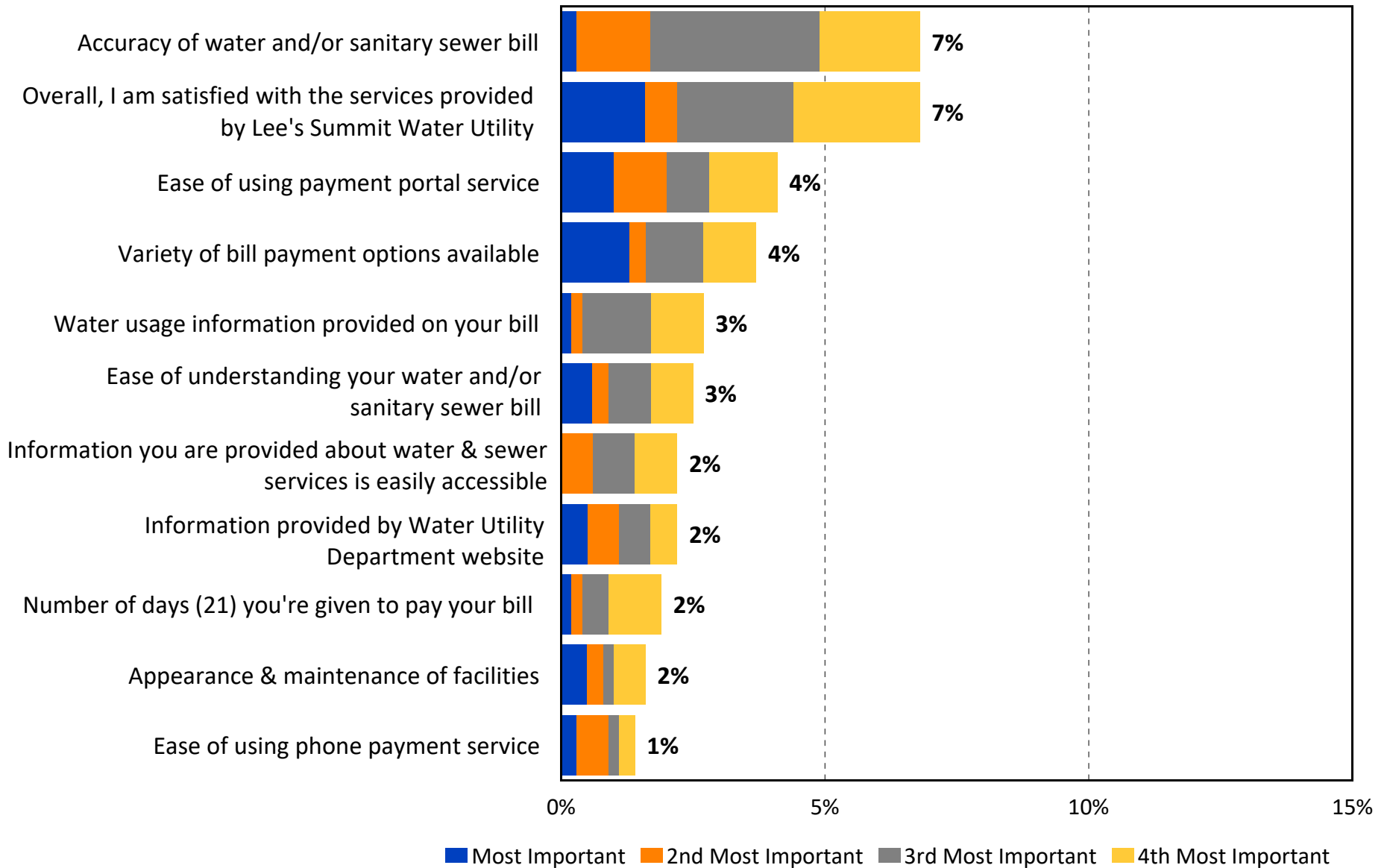
Q8. Service Items Respondents Think Should Receive the Most Emphasis Over the Next Two Years

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



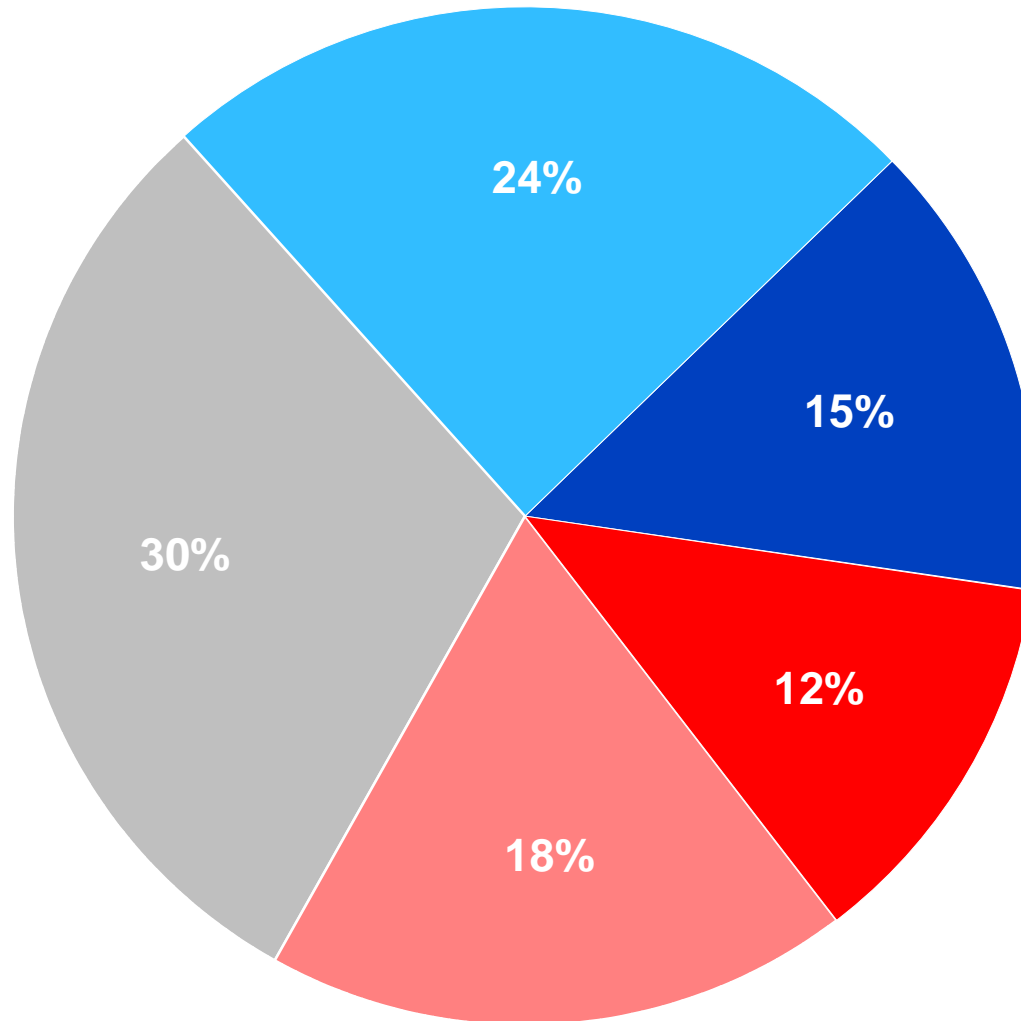
Q8. Service Items Respondents Think Should Receive the Most Emphasis Over the Next Two Years (Cont.)

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



Q9. How supportive would you be of a “rounding up” program, with the additional amount being donated to a utility assistance fund?

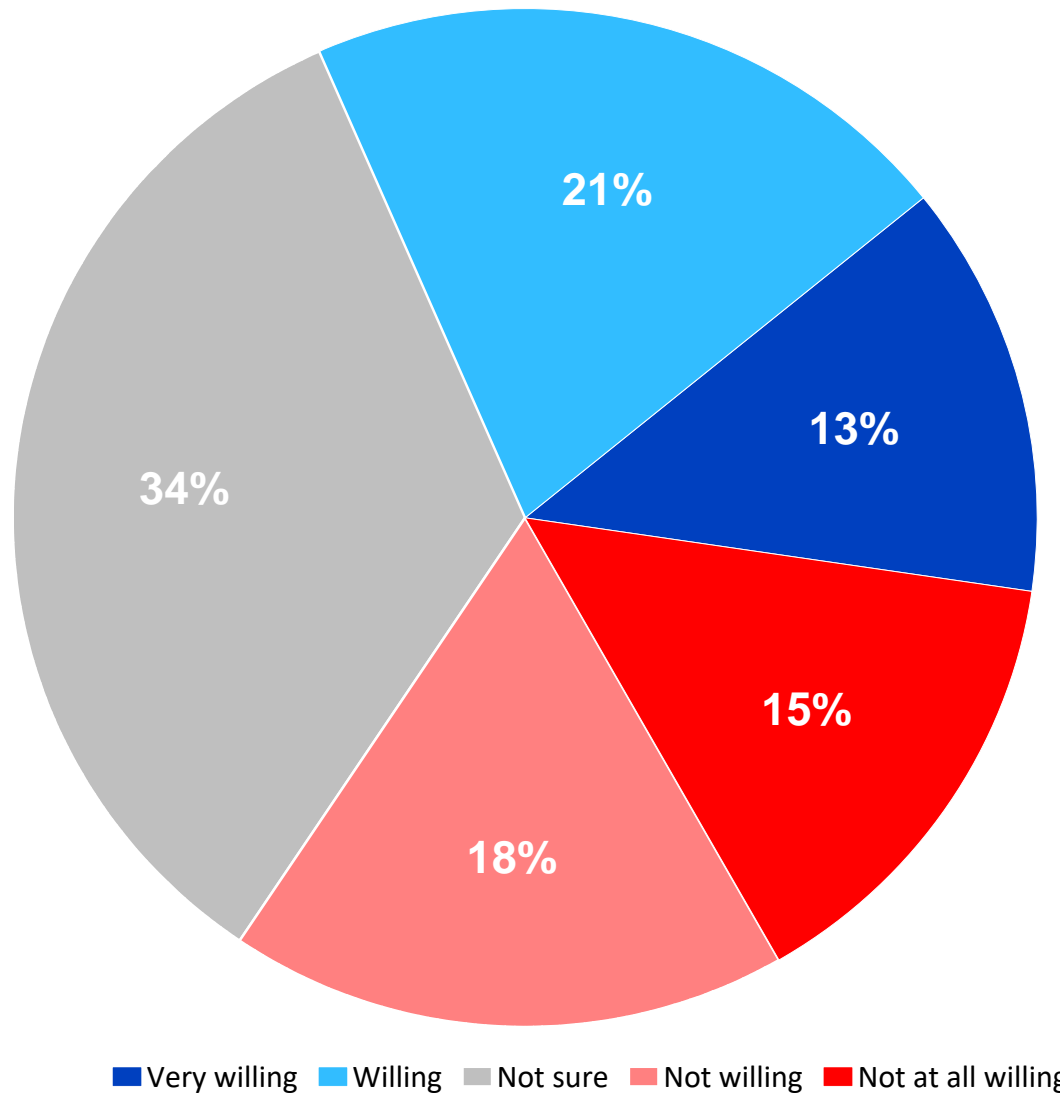
by percentage of respondents



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

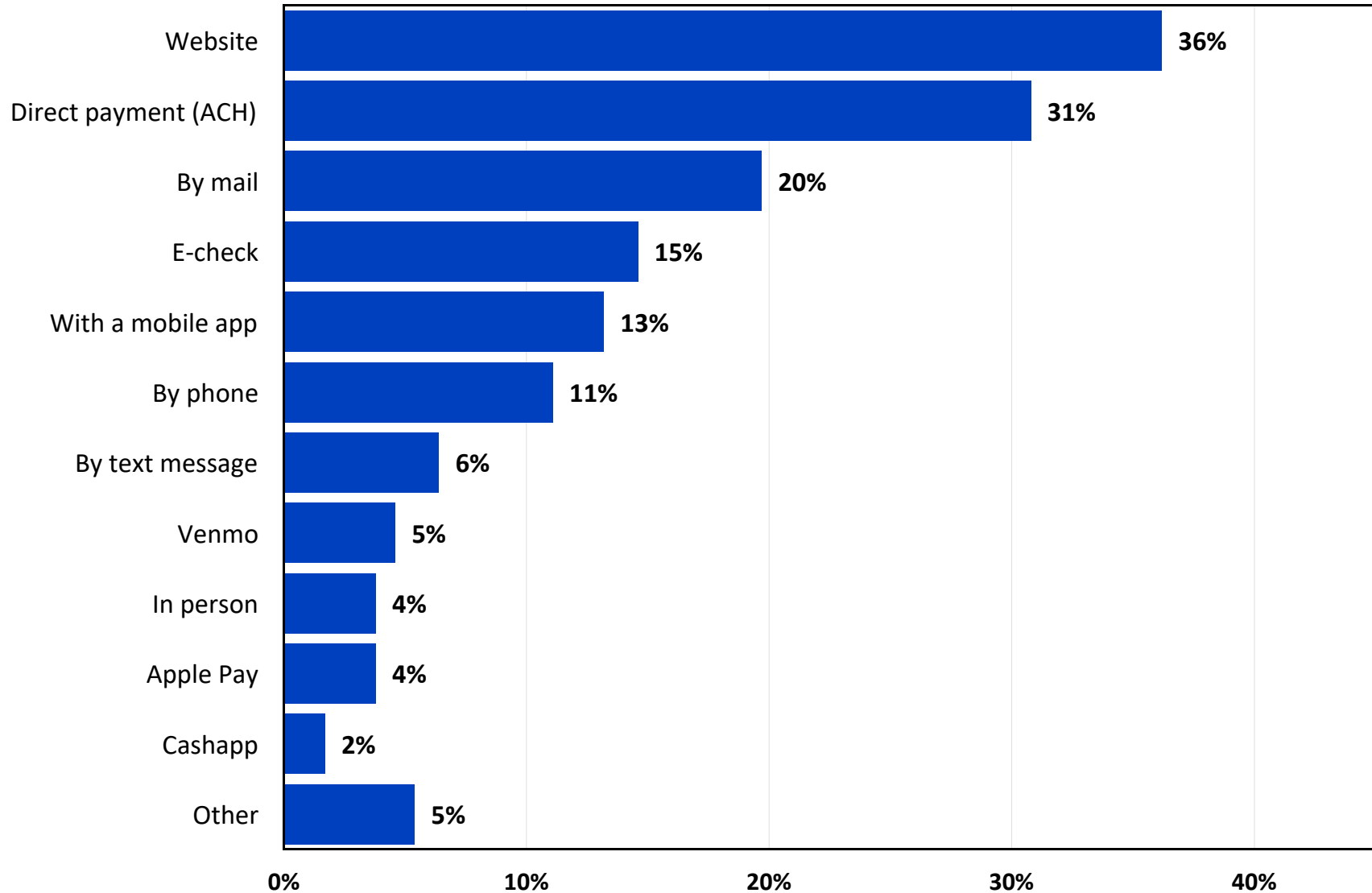
Q9a. How willing would you be to personally participate in a “rounding up” program?

by percentage of respondents



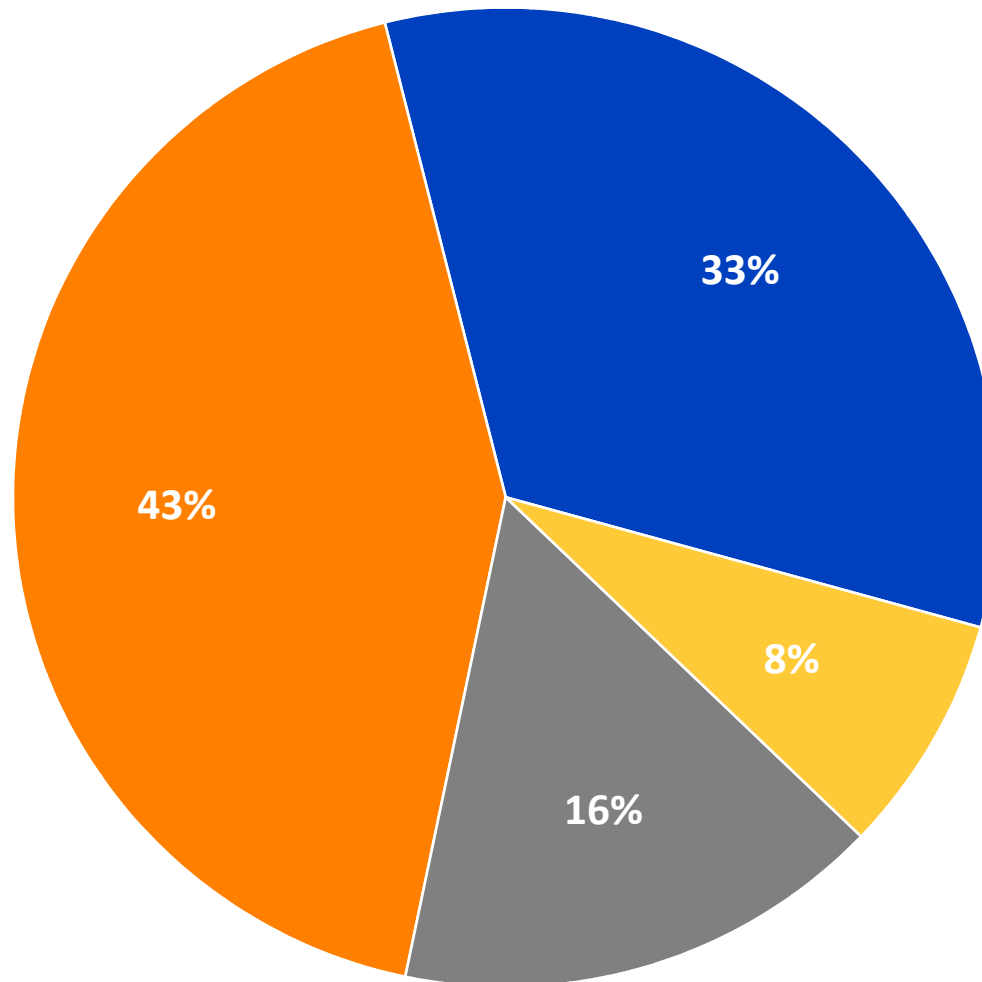
Q10. How would you prefer to pay your Water Utilities Department bill?

by percentage of respondents (multiple selections could be made)



Q11. Are you aware that Water Utilities offers electronic billing?

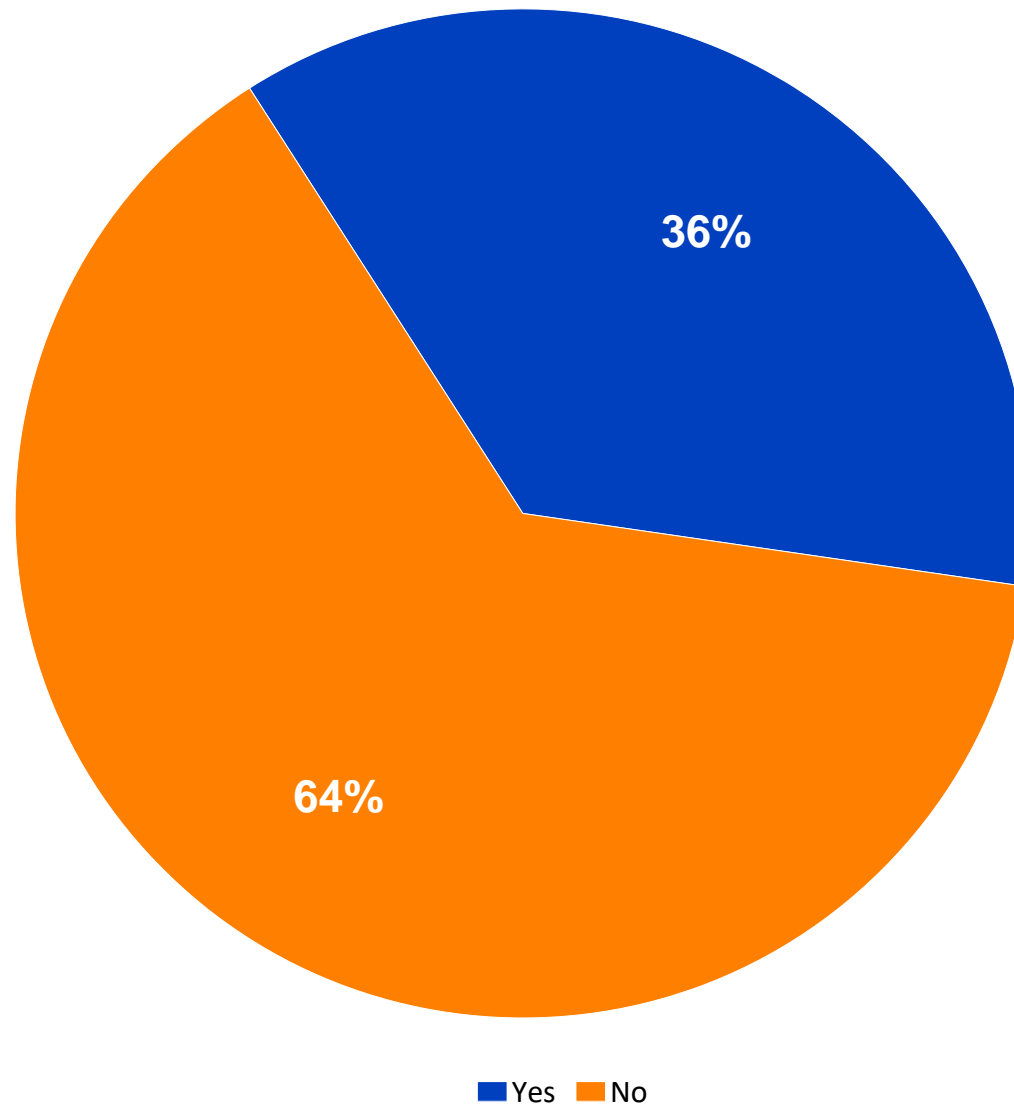
by percentage of respondents



- 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

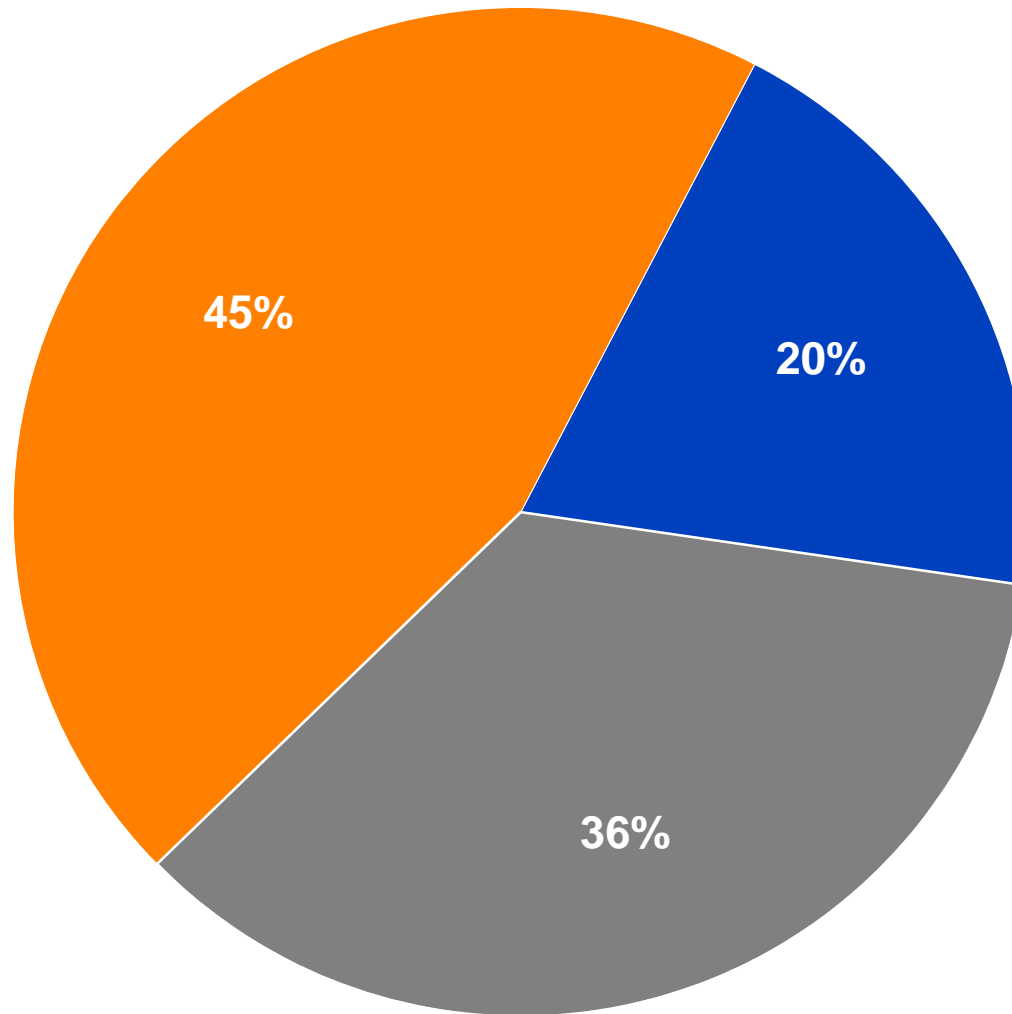
Q12. Are you aware of private, third-party warranty programs available to customers?

by percentage of respondents



Q13. Have you ever reviewed the "Consumer Confidence Report" released by the Water Utility Department?

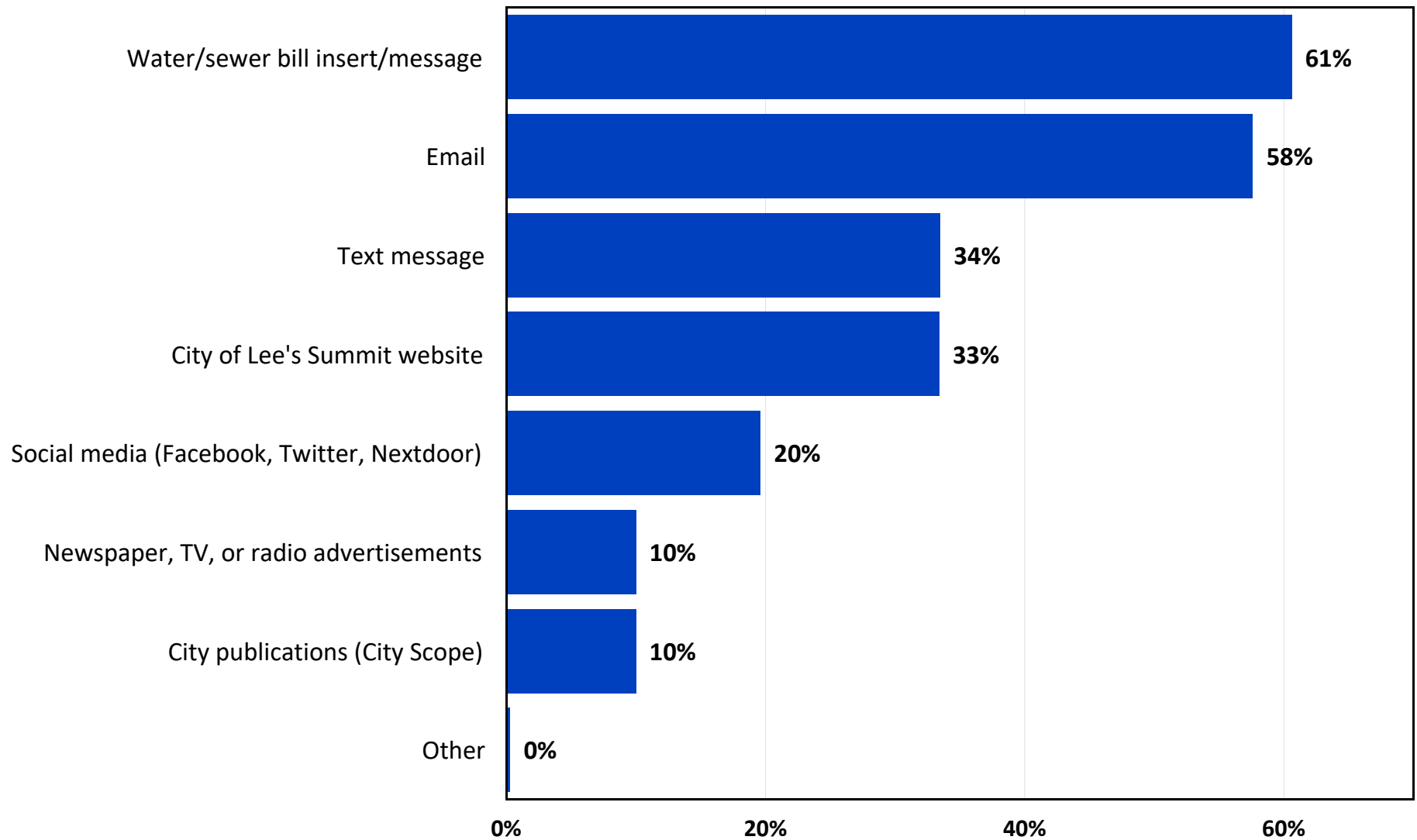
by percentage of respondents



■ Yes ■ No ■ Not aware of the report

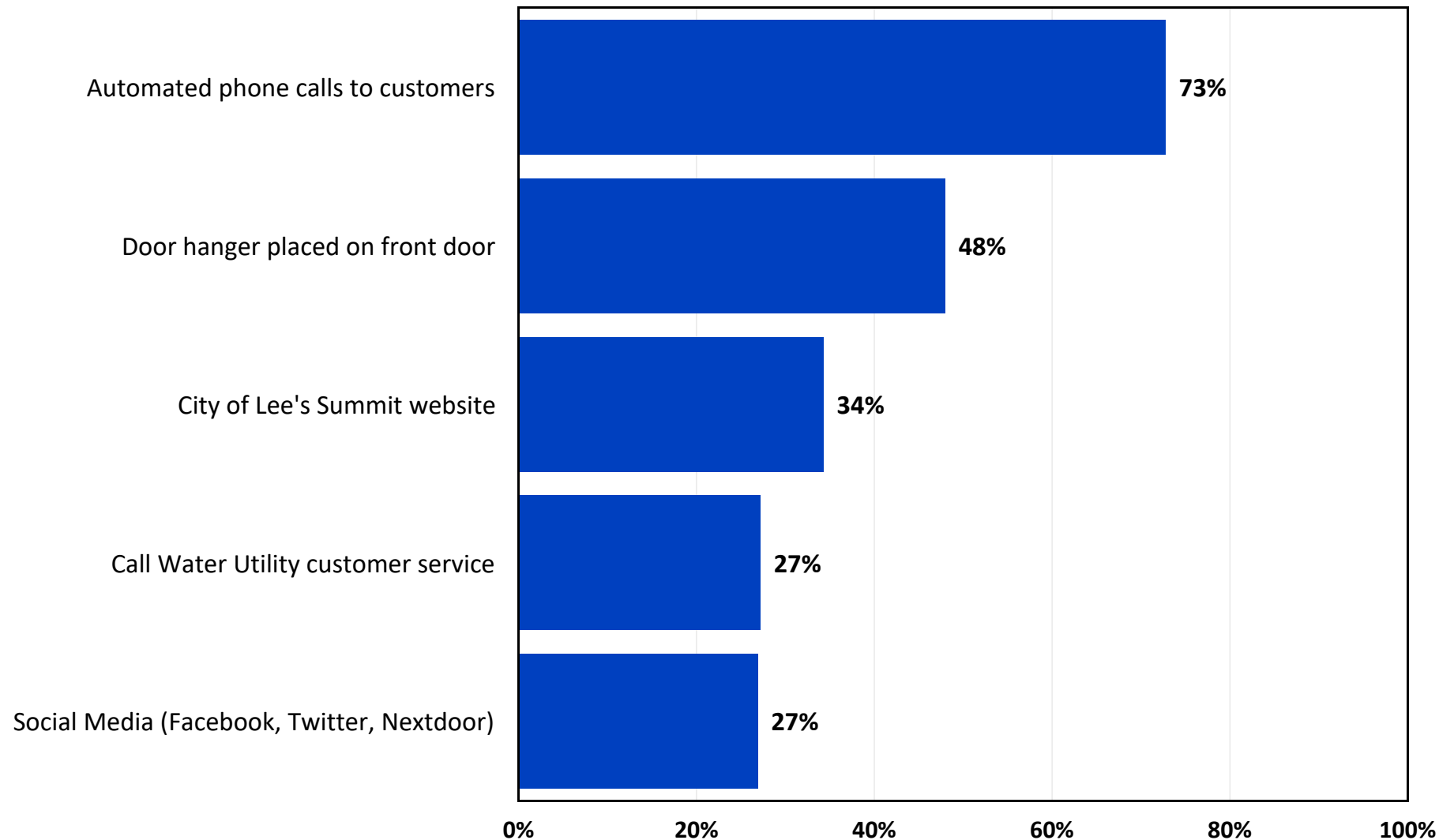
Q14. Preferred Communication Methods for Non-Emergency Information Regarding Lee's Summit Water Utilities

by percentage of respondents



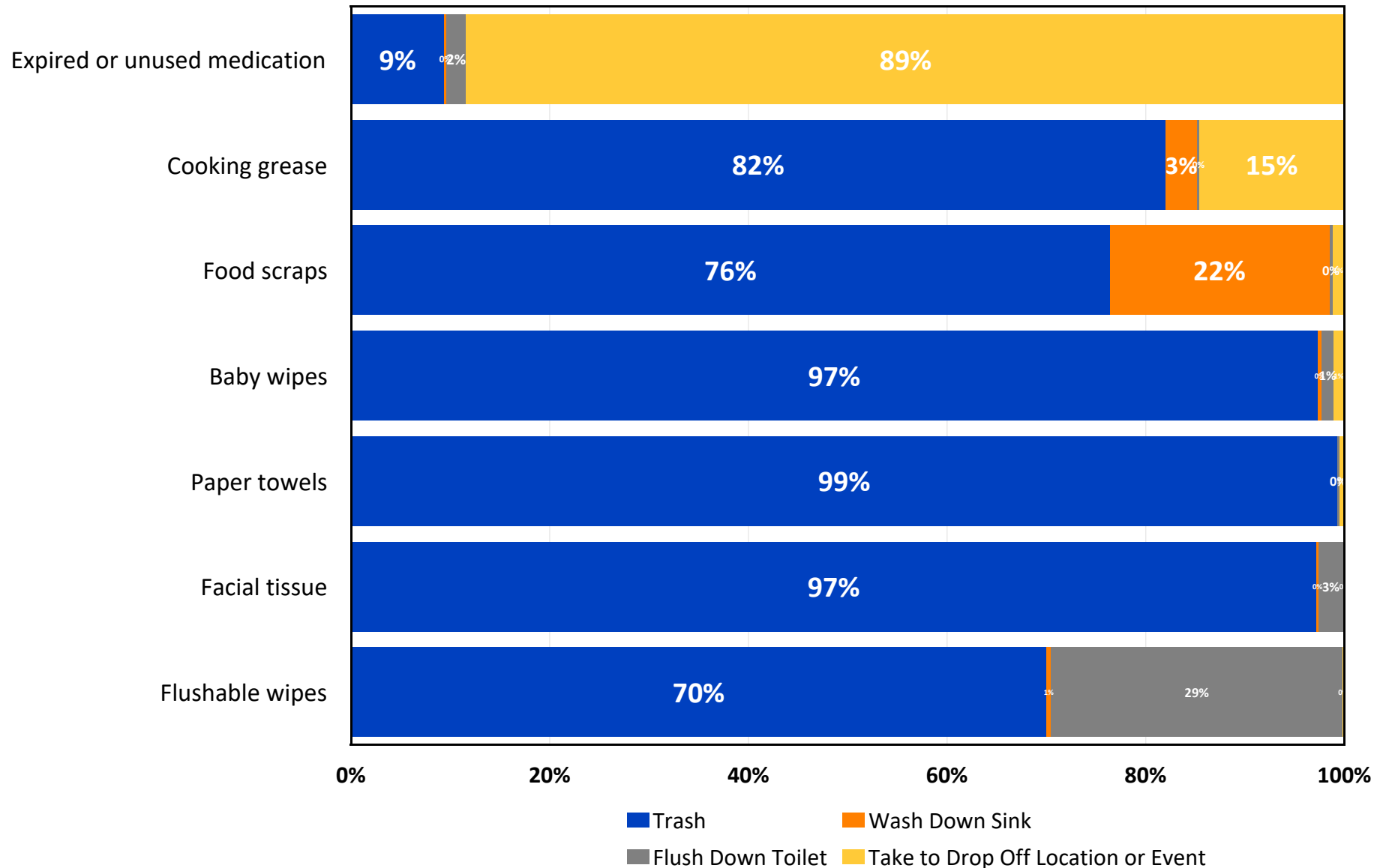
Q15. Preferred Communication Methods for Emergency Information Regarding Lee's Summit Water Utilities

by percentage of respondents



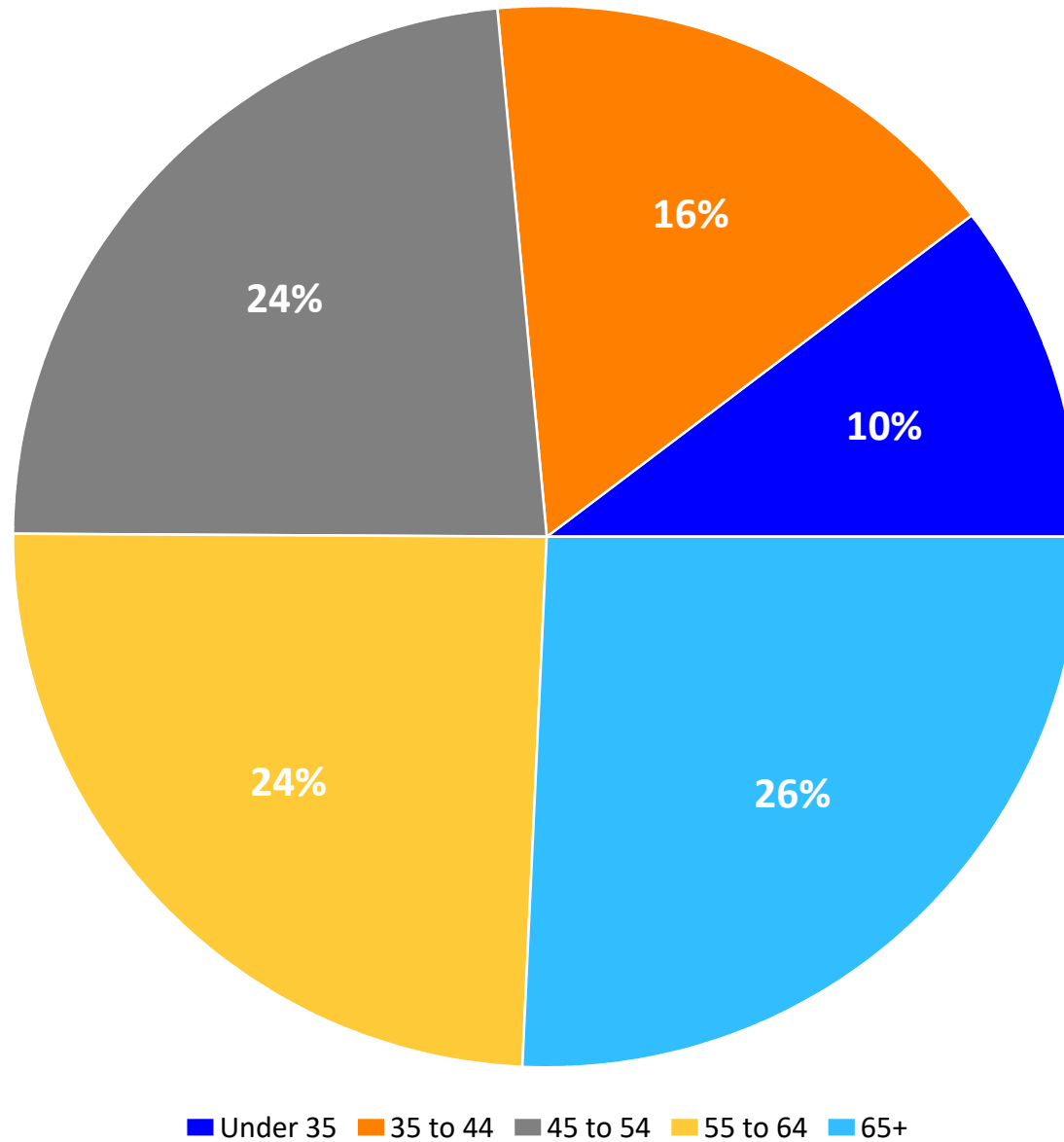
Q16. What Respondents Believe are the Proper Methods for Disposing of the Following Materials

by percentage of respondents



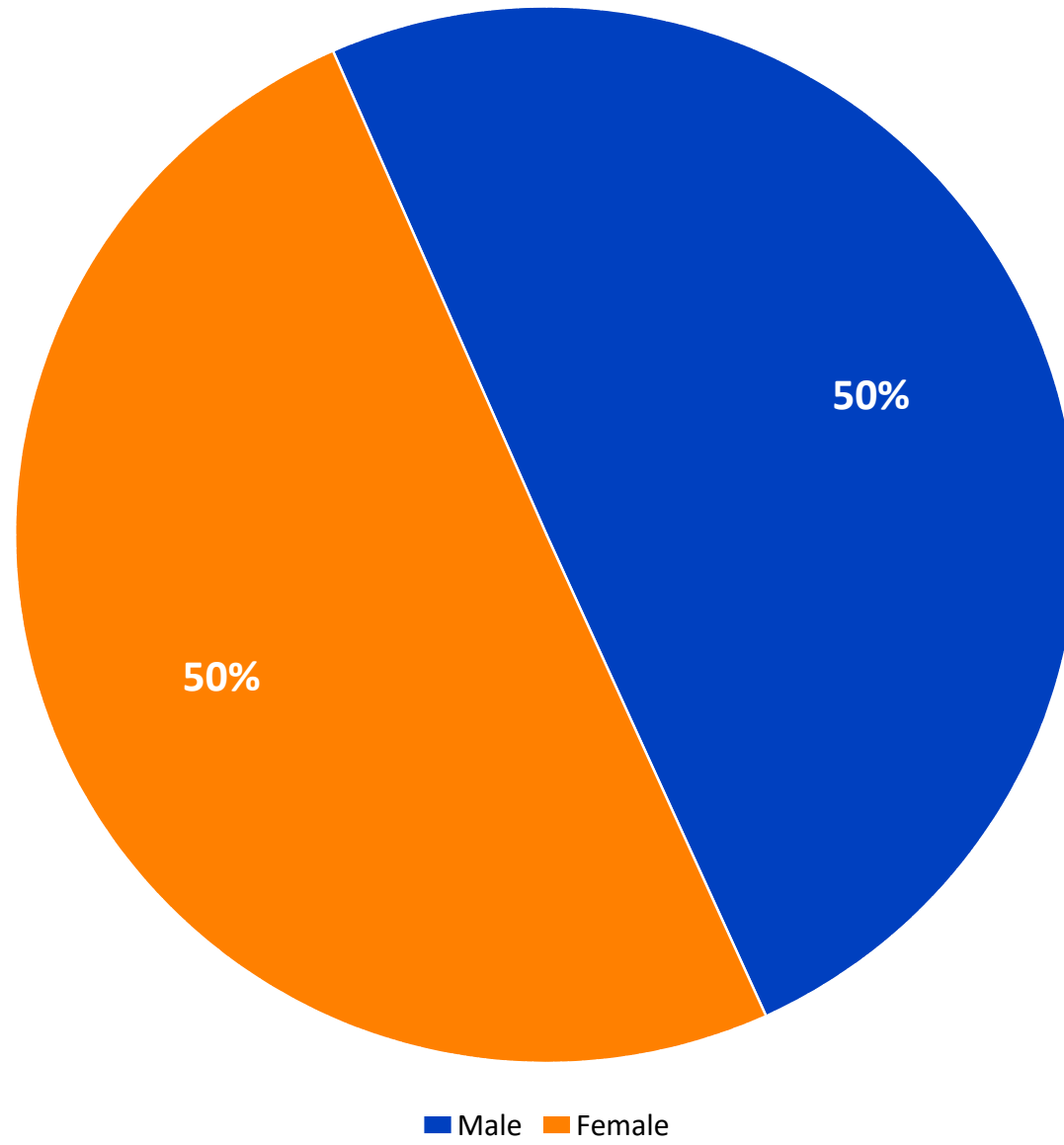
Q19. Demographics: What is your age?

by percentage of respondents



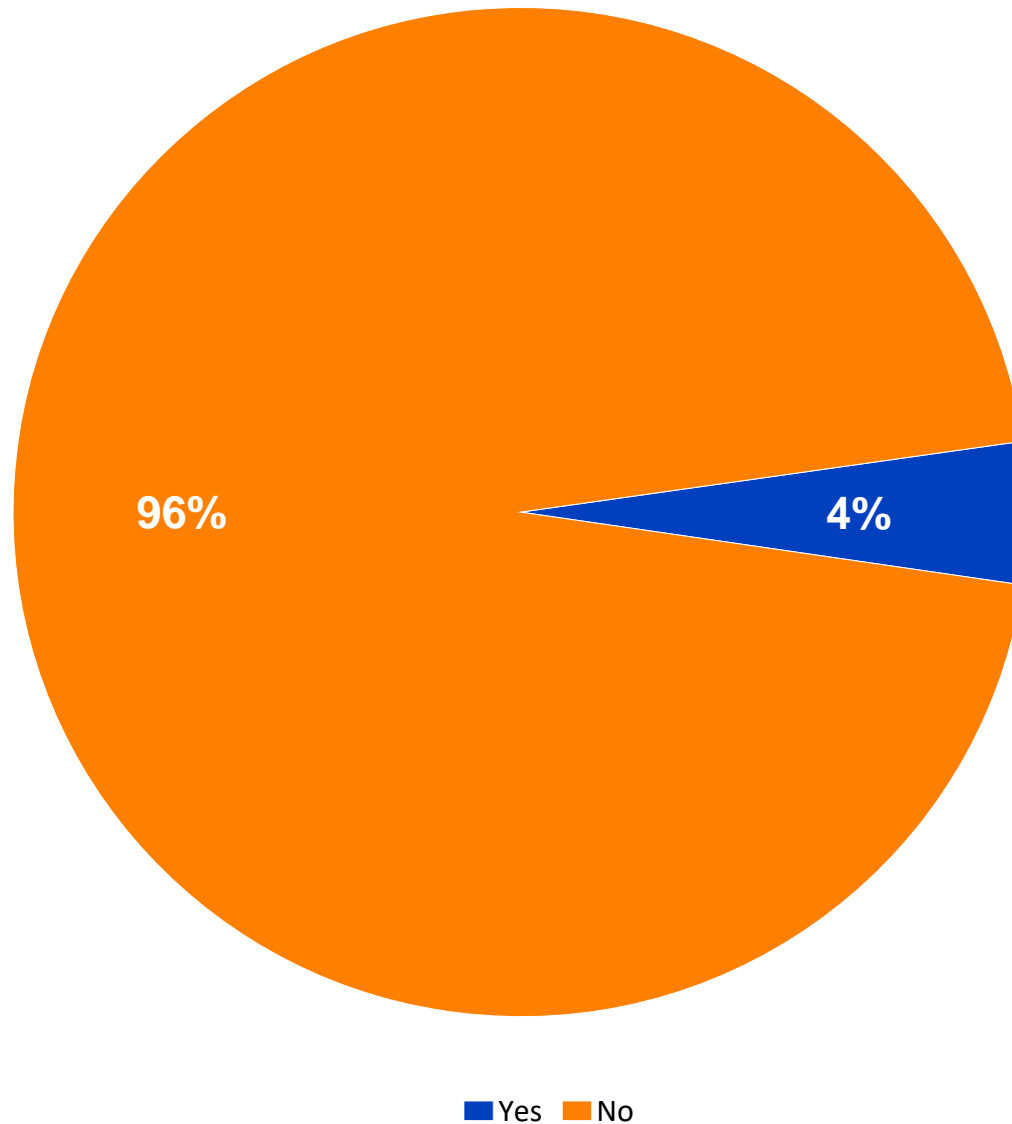
Q20. Demographics: What is your gender?

by percentage of respondents



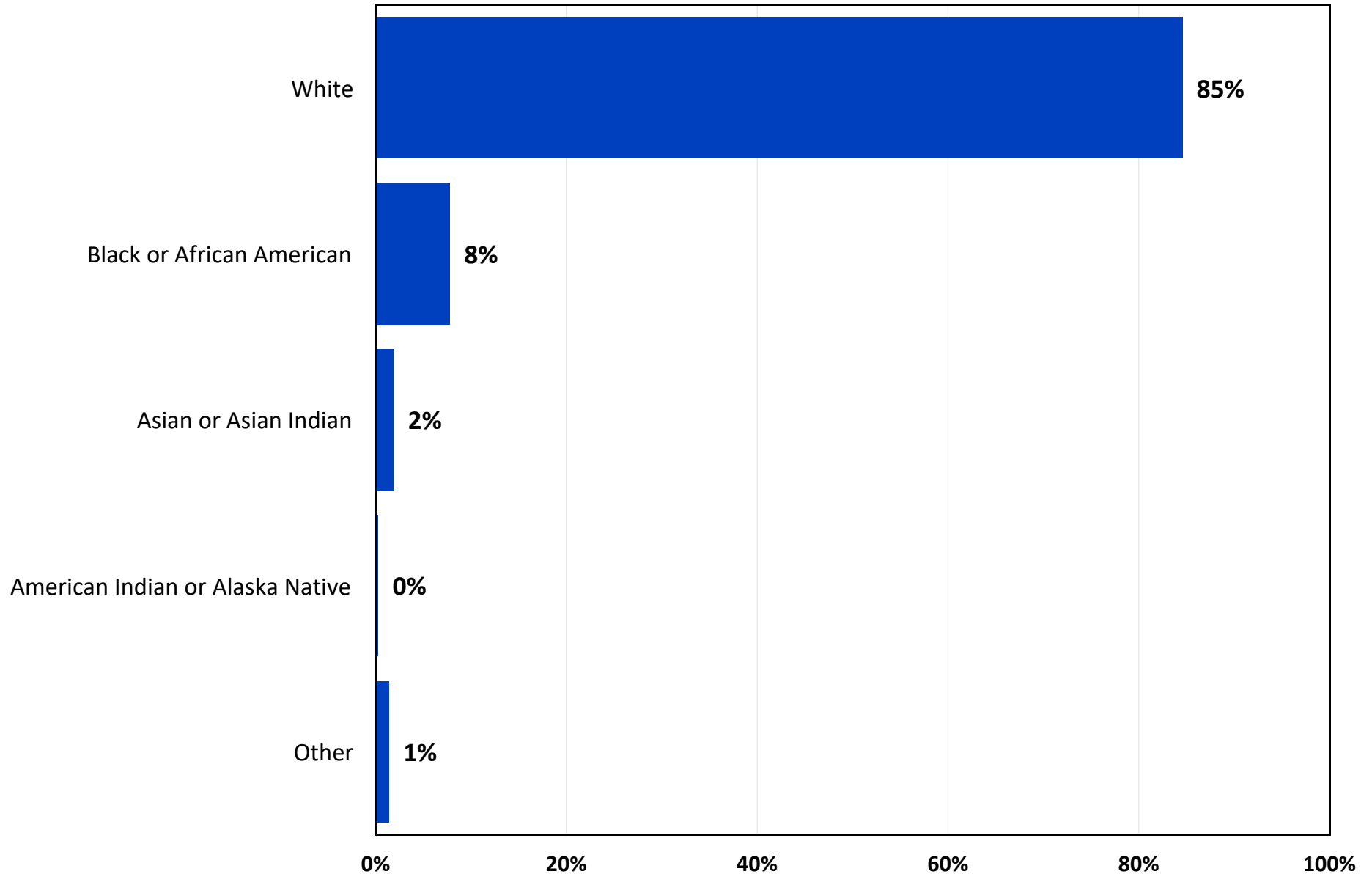
Q21. Demographics: Are you of Hispanic, Latino, or Spanish ancestry?

by percentage of respondents



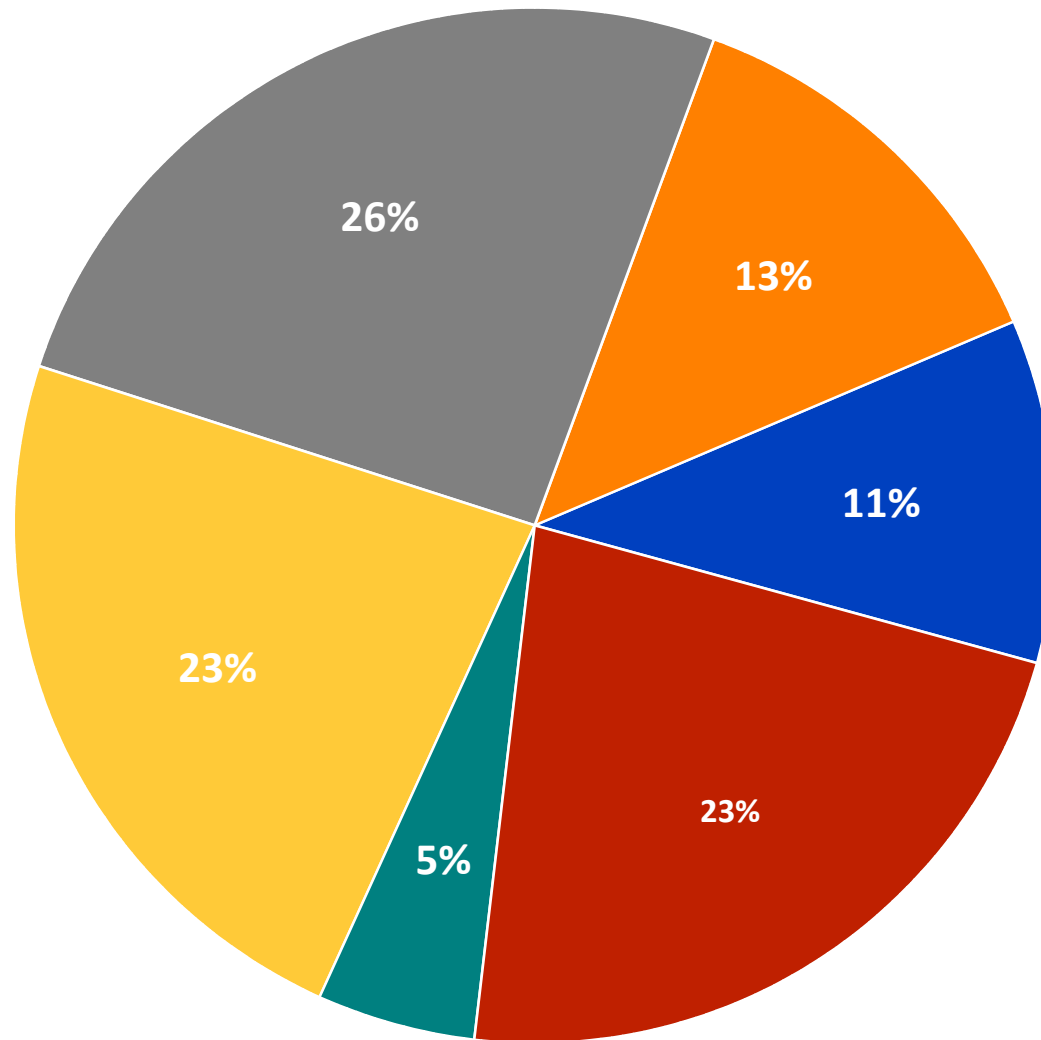
Q22. Demographics: Race/Ethnicity

by percentage of respondents (multiple choices could be made)



Q23. Demographics: Would you say your total annual household income is...

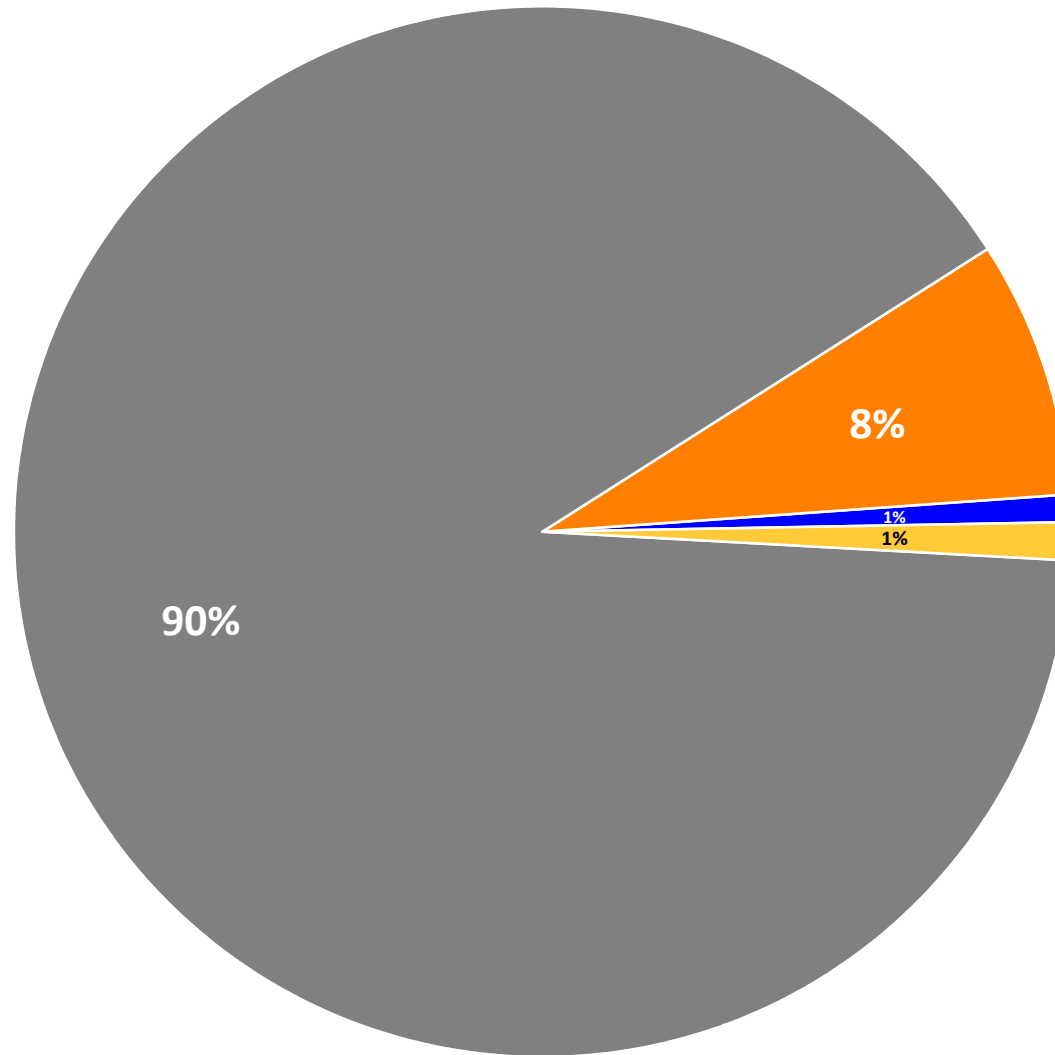
by percentage of respondents



■ Under \$35K ■ \$35K-\$59,999 ■ \$60K-\$99,999 ■ \$100K-\$199,999 ■ \$200K+ ■ Prefer not to say

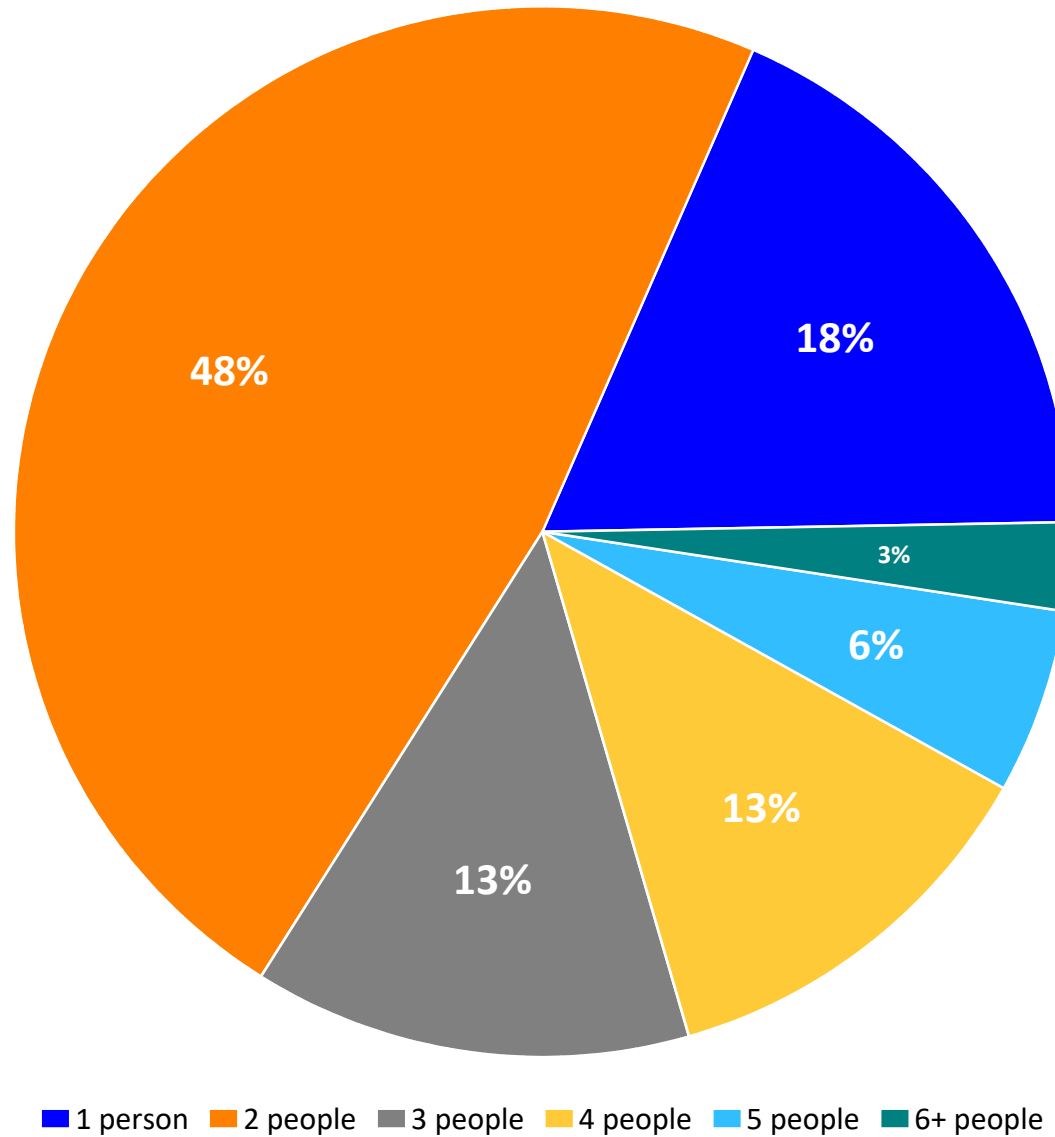
Q24. Demographics: Which of the following best describes your home?

by percentage of respondents



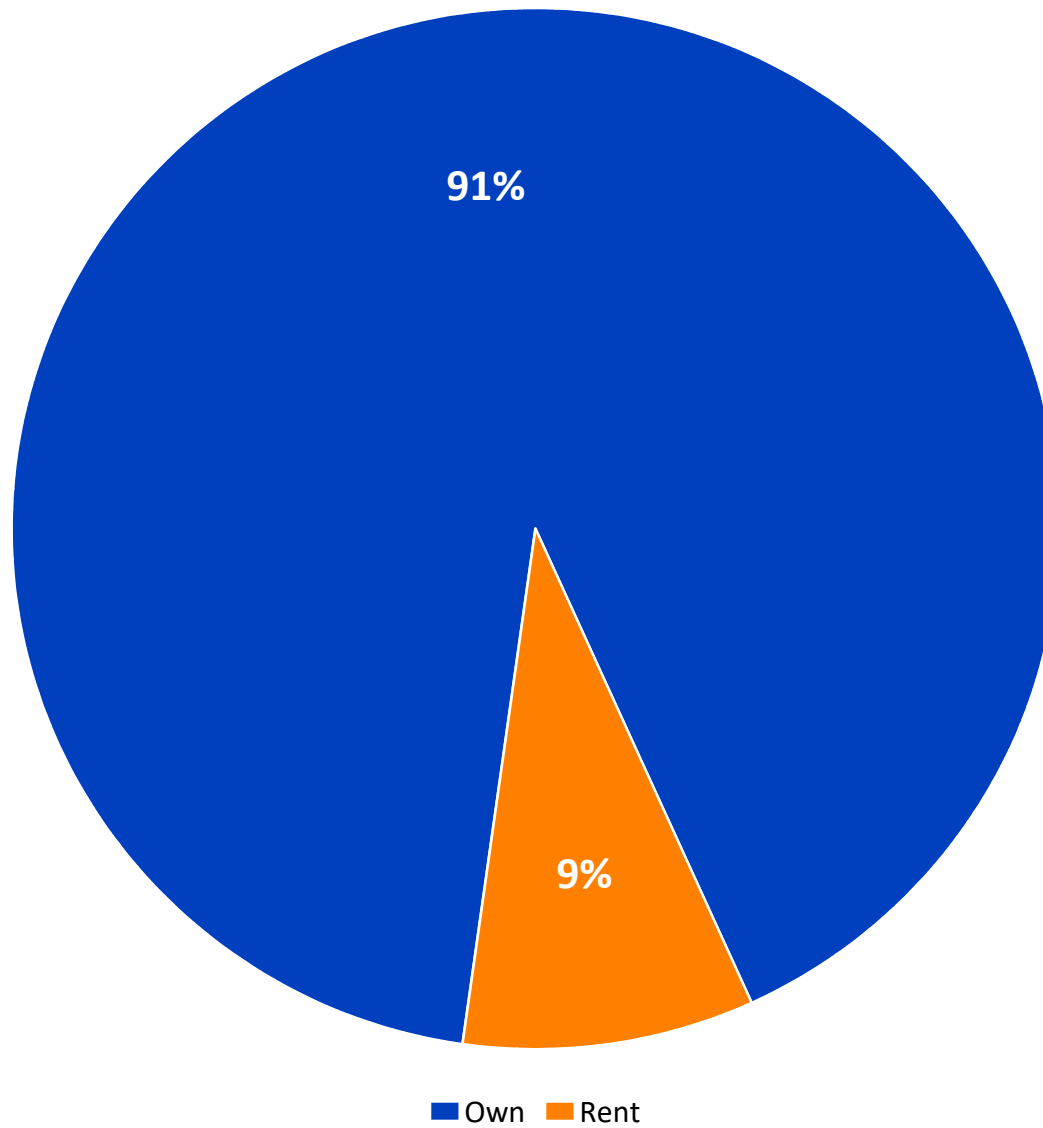
■ Multi-family/apartment building ■ Duplex/triplex/quadplex ■ Single family ■ Rural residential

Q25. Demographics: How many people reside in your household? by percentage of respondents



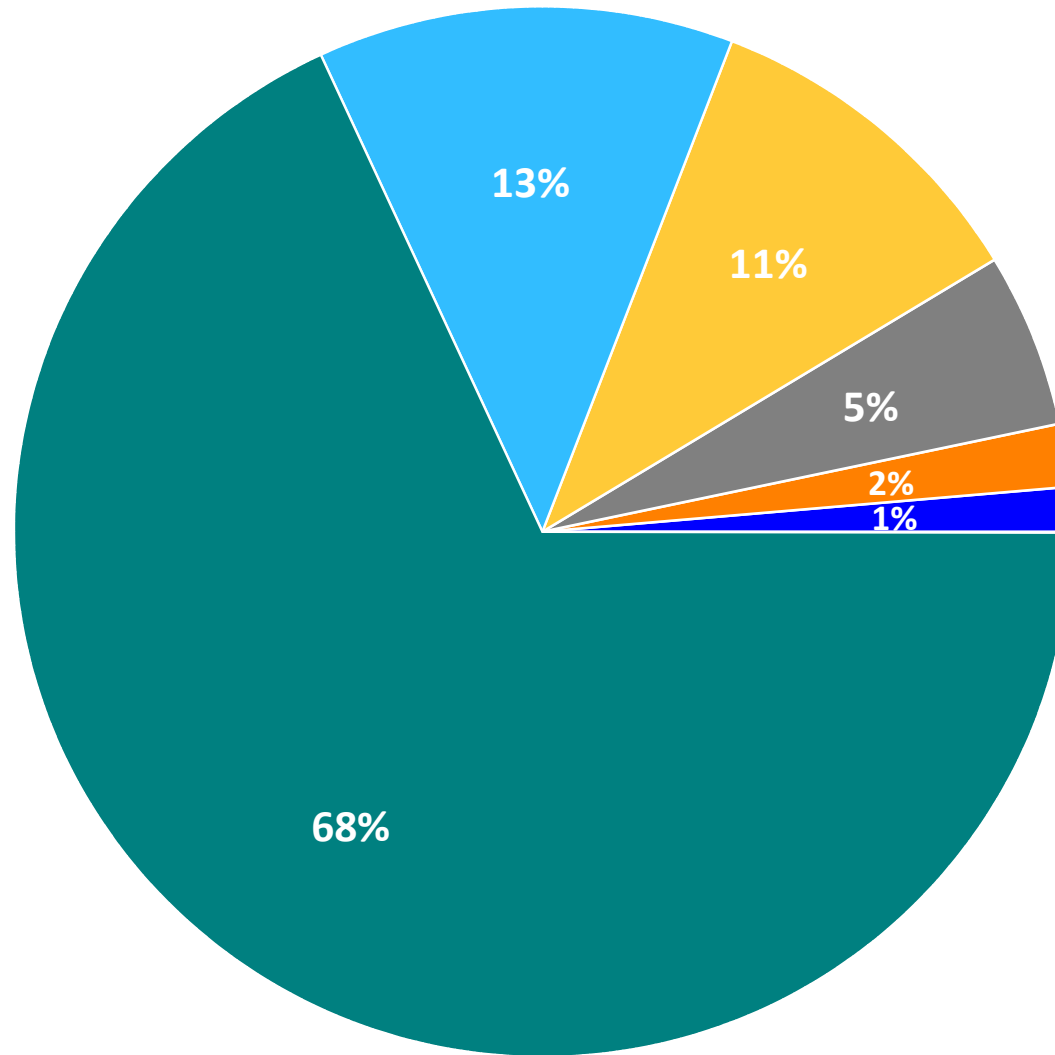
Q26. Demographics: Do you own or rent?

by percentage of respondents



Q27. Demographics: Approximately, how many years have you received services from the Lee's Summit Water Utility Department?

by percentage of respondents



■ Less than a year ■ 1-2 years ■ 3-5 years ■ 6-10 years ■ 11-15 years ■ 15+ years



2 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



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 (30.6%) of households selected "*water service charges*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 46.9% 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, 30.6% was multiplied by 53.1% (1-0.469). This calculation yielded an I-S rating of 0.1625, which ranked first out of twenty-two Water Utility service categories analyzed.

Importance-Satisfaction Analysis



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	31%	4	47%	22	0.1625	1
Medium Priority (IS <.10)						
Safety of your drinking water	58%	1	86%	7	0.0829	2
Sanitary sewer service charges	15%	10	49%	21	0.0748	3
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	18%	7	61%	19	0.0684	4
Taste of your drinking water	35%	2	83%	8	0.0595	5
Your water pressure	28%	5	79%	10	0.0590	6
How well Water Utility maintains water & sanitary sewer system	15%	9	78%	11	0.0322	7
Accuracy of water and/or sanitary sewer bill	7%	12	67%	18	0.0222	8
Reliability of your sanitary sewer service	20%	6	90%	2	0.0195	9
Smell of your drinking water	14%	11	87%	4	0.0192	10
Clarity of your drinking water	15%	8	88%	3	0.0185	11
Reliability of water service	31%	3	94%	1	0.0173	12
Overall, I am satisfied with the services provided by Lee's Summit Water Utility	7%	13	82%	9	0.0122	13
Ease of using payment portal service	4%	14	72%	16	0.0116	14
Information provided by Water Utility Department website	2%	19	70%	17	0.0066	15
Ease of understanding your water and/or sanitary sewer bill	3%	17	74%	15	0.0065	16
Water usage information provided on your bill	3%	16	78%	12	0.0060	17
Ease of using phone payment service	1%	22	60%	20	0.0055	18
Information provided about water/sewer services is easily accessible	2%	18	77%	13	0.0051	19
Variety of bill payment options available	4%	15	86%	5	0.0051	20
Appearance & maintenance of facilities	2%	21	76%	14	0.0039	21
Number of days (21) you're given to pay your bill	2%	20	86%	6	0.0026	22

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 and 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 "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.



3

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	163	25.9 %
No	466	74.1 %
Total	629	100.0 %

Q1a. Who was the contact with?

Q1a. Who was the contact with	Number	Percent
Office staff	103	63.2 %
Field staff	26	16.0 %
Both	34	20.9 %
Total	163	100.0 %

Q1b. What was the method of contact?

Q1b. What was the method of contact	Number	Percent
Phone	98	60.1 %
Email	5	3.1 %
In-person with field staff	34	20.9 %
In-person at Water Utility office	23	14.1 %
Other	3	1.8 %
Total	163	100.0 %

Q1b-7. Other

Q1b-7. Other	Number	Percent
Email & phone calls to office staff, in-person with field staff	1	33.3 %
Construction company cut my line 3 times, then water was milky	1	33.3 %
City Hall	1	33.3 %
Total	3	100.0 %

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

<u>Q1c. What was the nature of contact</u>	<u>Number</u>	<u>Percent</u>
To make a payment	29	17.8 %
Meter reading concern	26	16.0 %
Billing concern	26	16.0 %
Online payment portal question	9	5.5 %
Question about rates, fees, or charges	14	8.6 %
Sanitary sewer system (odor, blockage, backup, Capital Improvement Project, etc.)	7	4.3 %
Water distribution system (taste, odor, pressure, main breaks, water quality, Capital Improvement Project, etc.)	23	14.1 %
Complaint	5	3.1 %
Backflow prevention devices/program	10	6.1 %
<u>Other</u>	<u>40</u>	<u>24.5 %</u>
Total	189	

Q1c-10. Other

- A water testing site.
- Asked about status / physical health of our meter. 'was it okay' basically. He was kind and courteous when answering our question.
- Asked level of water pressure as I was installing a new water softener
- asking about projects in the neighborhood
- Asking what they were doing?
- Broken water line
- called to start new service
- change automatic routing #
- Change in auto billing name and account
- change of service
- Checking on vacation stop
- Damages during main break repair.
- Discontinue service at one address and start service at another address.
- frozen water meter- no water
- general
- I needed to set up my water account for my condo
- Line insurance
- Meter raised.
- Move service from old to new address
- Moved so stopped service them started again several months later at new locations
- Name change on account

Q1c-10. Other

- new service
- Requested a receipt for previous month
- Run off line collapse.
- Set up service.
- Spoke with field employees doing pressure check of hydrants in the neighborhood.
- talked to field staff while they worked on a water break
- They contacted me
- to replace broken cover
- Transfer of service from renter to landlord after move out
- Turn off old service until new build is done and ready for transfer of service.
- used to work there
- Visiting in front yard
- Wanted to make sure city sewer was not an issue on our property because of multiple water issues in our immediate neighborhood.
- Wanted to pay without a service charge and the office worker was kind enough to help me. She was very kind and efficient.
- Was filling pool and alerted the Water department to avoid a leakage inquiry
- Water main break in my front yard.
- Water was mistakenly cut off.
- We couldn't locate our water meter.
- We were moving and we're confirming shut-off date at old house and start date at new house.

Q1d. Thinking of your most recent experience with Water Utility Department staff, please indicate your satisfaction with each of the following.

(N=163)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1d-1. Politeness & courteousness of staff	63.8%	20.2%	9.8%	1.8%	4.3%	0.0%
Q1d-2. Technical competence & knowledge of staff	54.6%	24.5%	12.3%	2.5%	1.8%	4.3%
Q1d-3. How easy the department staff was to contact	56.4%	25.2%	10.4%	2.5%	1.2%	4.3%
Q1d-4. Overall resolution to your issue or request	49.7%	28.8%	8.6%	5.5%	3.7%	3.7%
Q1d-5. Overall responsiveness to your request, question, or concern	58.3%	23.9%	9.2%	2.5%	4.3%	1.8%

WITHOUT "DON'T KNOW"

Q1d. Thinking of your most recent experience with Water Utility Department staff, please indicate your satisfaction with each of the following. (without "don't know")

(N=163)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1d-1. Politeness & courteousness of staff	63.8%	20.2%	9.8%	1.8%	4.3%
Q1d-2. Technical competence & knowledge of staff	57.1%	25.6%	12.8%	2.6%	1.9%
Q1d-3. How easy the department staff was to contact	59.0%	26.3%	10.9%	2.6%	1.3%
Q1d-4. Overall resolution to your issue or request	51.6%	29.9%	8.9%	5.7%	3.8%
Q1d-5. Overall responsiveness to your request, question, or concern	59.4%	24.4%	9.4%	2.5%	4.4%

Q2. Have you observed any Water Utility 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	227	36.1 %
No	402	63.9 %
Total	629	100.0 %

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

(N=227)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2a-1. Ease of identifying field staff (i.e., safety vest, jackets, name tags)	54.2%	28.2%	10.6%	0.9%	0.0%	6.2%
Q2a-2. Field staff's professional attitude	41.4%	19.4%	13.7%	0.0%	0.4%	25.1%
Q2a-3. How field staff cleaned up their work areas when finished	37.0%	28.2%	8.4%	2.6%	0.4%	23.3%
Q2a-4. Field staff's repair to your lawn or landscaping	14.5%	9.3%	5.3%	1.3%	0.4%	69.2%

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

(N=227)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2a-1. Ease of identifying field staff (i.e., safety vest, jackets, name tags)	57.7%	30.0%	11.3%	0.9%	0.0%
Q2a-2. Field staff's professional attitude	55.3%	25.9%	18.2%	0.0%	0.6%
Q2a-3. How field staff cleaned up their work areas when finished	48.3%	36.8%	10.9%	3.4%	0.6%
Q2a-4. Field staff's repair to your lawn or landscaping	47.1%	30.0%	17.1%	4.3%	1.4%

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	Number	Percent
Yes	37	5.9 %
No	577	91.7 %
Don't know	15	2.4 %
Total	629	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	Number	Percent
Yes	37	6.0 %
No	577	94.0 %
Total	614	100.0 %

Q3a. Please rate your satisfaction with the following statement: "The Water Utility 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	15	40.5 %
Satisfied	14	37.8 %
Neutral	4	10.8 %
Dissatisfied	3	8.1 %
Not provided	1	2.7 %
Total	37	100.0 %

WITHOUT "NOT PROVIDED"**Q3a. Please rate your satisfaction with the following statement: "The Water Utility restored my water service in a reasonable amount of time." (without "not provided")**

Q3a. Water Utilities Department restored my water service in a reasonable amount of time	Number	Percent
Very satisfied	15	41.7 %
Satisfied	14	38.9 %
Neutral	4	11.1 %
Dissatisfied	3	8.3 %
Total	36	100.0 %

Q3b. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service?

Q3b. How satisfied were you with Water Utilities
Department's efforts to inform you about disruption to
your service

	Number	Percent
Very satisfied	5	13.5 %
Satisfied	15	40.5 %
Neutral	6	16.2 %
Dissatisfied	7	18.9 %
Very dissatisfied	1	2.7 %
Not provided	3	8.1 %
Total	37	100.0 %

WITHOUT "NOT PROVIDED"

Q3b. How satisfied were you with the Water Utility Department's efforts to inform you about the disruption to your service? (without "not provided")

Q3b. How satisfied were you with Water Utilities
Department's efforts to inform you about disruption to
your service

	Number	Percent
Very satisfied	5	14.7 %
Satisfied	15	44.1 %
Neutral	6	17.6 %
Dissatisfied	7	20.6 %
Very dissatisfied	1	2.9 %
Total	34	100.0 %

Q4. Are you aware that insurance coverage for sanitary sewer backups is often available on your homeowners insurance policy?

Q4. Are you aware that insurance coverage for sanitary
sewer backups is often available on your homeowners
insurance policy

	Number	Percent
Yes	280	44.5 %
No	329	52.3 %
Not applicable	20	3.2 %
Total	629	100.0 %

Q5. Considering the following utilities, please rank your satisfaction in terms of value.

(N=629)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not applicable
Q5-1. Gas	27.8%	39.7%	17.2%	5.4%	3.0%	6.8%
Q5-2. Water	31.8%	41.7%	16.1%	6.2%	2.7%	1.6%
Q5-3. Sewer	29.3%	40.1%	17.6%	3.5%	2.5%	7.0%
Q5-4. Telephone	17.5%	25.8%	16.2%	5.1%	1.9%	33.5%
Q5-5. Internet	28.6%	38.5%	16.9%	7.6%	1.3%	7.2%
Q5-6. Electricity	29.1%	44.7%	16.2%	5.6%	1.6%	2.9%

WITHOUT "NOT APPLICABLE"**Q5. Considering the following utilities, please rank your satisfaction in terms of value. (without "not applicable")**

(N=629)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Gas	29.9%	42.7%	18.4%	5.8%	3.2%
Q5-2. Water	32.3%	42.3%	16.3%	6.3%	2.7%
Q5-3. Sewer	31.5%	43.1%	19.0%	3.8%	2.7%
Q5-4. Telephone	26.3%	38.8%	24.4%	7.7%	2.9%
Q5-5. Internet	30.8%	41.4%	18.2%	8.2%	1.4%
Q5-6. Electricity	30.0%	46.0%	16.7%	5.7%	1.6%

Q6. Compared to other communities in the Kansas City metropolitan area, do you think Lee's Summit's water and wastewater charges are:

Q6. What do you think Lee's Summit's water & wastewater charges are	Number	Percent
About the same	138	21.9 %
Less expensive	31	4.9 %
More expensive	229	36.4 %
Don't know	231	36.7 %
Total	629	100.0 %

WITHOUT "DON'T KNOW"

Q6. 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")

Q6. What do you think Lee's Summit's water & wastewater charges are	Number	Percent
About the same	138	34.7 %
Less expensive	31	7.8 %
More expensive	229	57.5 %
Total	398	100.0 %

Q7. Please rate your satisfaction with the following:

(N=629)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Your water pressure	29.3%	49.0%	9.5%	8.7%	2.9%	0.6%
Q7-2. Safety of your drinking water	36.2%	45.6%	10.5%	1.9%	1.3%	4.5%
Q7-3. Taste of your drinking water	37.8%	43.4%	11.3%	4.0%	1.3%	2.2%
Q7-4. Smell of your drinking water	39.7%	45.2%	9.9%	2.2%	1.0%	2.1%
Q7-5. Clarity of your drinking water	41.2%	45.5%	9.2%	1.4%	1.1%	1.6%
Q7-6. Reliability of water service	50.9%	41.7%	4.6%	0.6%	0.3%	1.9%
Q7-7. Reliability of your sanitary sewer service	44.2%	40.5%	7.6%	0.8%	0.6%	6.2%
Q7-8. Water service charges	10.8%	34.8%	32.6%	14.0%	4.9%	2.9%
Q7-9. Sanitary sewer service charges	11.0%	33.5%	31.5%	10.8%	4.5%	8.7%
Q7-10. Ease of understanding your water and/or sanitary sewer bill	26.2%	45.2%	21.3%	3.0%	0.6%	3.7%
Q7-11. Water usage information provided on your bill	26.2%	49.0%	18.6%	2.5%	0.3%	3.3%
Q7-12. Accuracy of water and/or sanitary sewer bill	21.6%	38.6%	25.3%	2.7%	1.1%	10.7%
Q7-13. Number of days (21) you're given to pay your bill	33.1%	51.2%	11.0%	1.9%	0.8%	2.1%
Q7-14. Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	40.4%	44.0%	8.3%	2.5%	2.7%	2.1%
Q7-15. Is information you are provided about water & sewer services easily accessible	25.4%	45.2%	19.1%	2.4%	0.2%	7.8%

Q7. Please rate your satisfaction with the following:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-16. Information provided by Water Utility Department website	17.8%	33.2%	19.1%	2.1%	0.5%	27.3%
Q7-17. Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	21.1%	35.0%	17.0%	0.5%	0.5%	25.9%
Q7-18. Ease of using payment portal service	21.0%	29.3%	14.0%	3.2%	2.7%	29.9%
Q7-19. Ease of using phone payment service	8.9%	17.8%	14.6%	0.6%	2.2%	55.8%
Q7-20. How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	11.8%	22.9%	19.7%	1.4%	1.1%	43.1%
Q7-21. How well Water Utility maintains water & sanitary sewer system	20.3%	39.6%	14.8%	1.3%	0.8%	23.2%
Q7-22. Overall, I am satisfied with services provided by Lee's Summit Water Utility	28.6%	52.0%	14.5%	2.7%	0.5%	1.7%

WITHOUT "DON'T KNOW"**Q7. Please rate your satisfaction with the following: (without "don't know")**

(N=629)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Your water pressure	29.4%	49.3%	9.6%	8.8%	2.9%
Q7-2. Safety of your drinking water	37.9%	47.8%	11.0%	2.0%	1.3%
Q7-3. Taste of your drinking water	38.7%	44.4%	11.5%	4.1%	1.3%
Q7-4. Smell of your drinking water	40.6%	46.1%	10.1%	2.3%	1.0%
Q7-5. Clarity of your drinking water	41.8%	46.2%	9.4%	1.5%	1.1%
Q7-6. Reliability of water service	51.9%	42.5%	4.7%	0.6%	0.3%
Q7-7. Reliability of your sanitary sewer service	47.1%	43.2%	8.1%	0.8%	0.7%
Q7-8. Water service charges	11.1%	35.8%	33.6%	14.4%	5.1%
Q7-9. Sanitary sewer service charges	12.0%	36.8%	34.5%	11.8%	4.9%
Q7-10. Ease of understanding your water and/or sanitary sewer bill	27.2%	46.9%	22.1%	3.1%	0.7%
Q7-11. Water usage information provided on your bill	27.1%	50.7%	19.2%	2.6%	0.3%
Q7-12. Accuracy of water and/or sanitary sewer bill	24.2%	43.2%	28.3%	3.0%	1.2%
Q7-13. Number of days (21) you're given to pay your bill	33.8%	52.3%	11.2%	1.9%	0.8%
Q7-14. Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	41.2%	45.0%	8.4%	2.6%	2.8%
Q7-15. Is information you are provided about water & sewer services easily accessible	27.6%	49.0%	20.7%	2.6%	0.2%
Q7-16. Information provided by Water Utility Department website	24.5%	45.7%	26.3%	2.8%	0.7%
Q7-17. Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	28.5%	47.2%	23.0%	0.6%	0.6%
Q7-18. Ease of using payment portal service	29.9%	41.7%	20.0%	4.5%	3.9%

WITHOUT "DON'T KNOW"**Q7. Please rate your satisfaction with the following: (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-19. Ease of using phone payment service	20.1%	40.3%	33.1%	1.4%	5.0%
Q7-20. How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	20.7%	40.2%	34.6%	2.5%	2.0%
Q7-21. How well Water Utility maintains water & sanitary sewer system	26.5%	51.6%	19.3%	1.7%	1.0%
Q7-22. Overall, I am satisfied with services provided by Lee's Summit Water Utility	29.1%	52.9%	14.7%	2.8%	0.5%

Q8. Which FOUR of the items in Question 7 do you think should receive the MOST EMPHASIS over the next two years?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	53	8.4 %
Safety of your drinking water	253	40.2 %
Taste of your drinking water	22	3.5 %
Smell of your drinking water	3	0.5 %
Clarity of your drinking water	5	0.8 %
Reliability of water service	18	2.9 %
Reliability of your sanitary sewer service	6	1.0 %
Water service charges	73	11.6 %
Sanitary sewer service charges	7	1.1 %
Ease of understanding your water and/or sanitary sewer bill	4	0.6 %
Water usage information provided on your bill	1	0.2 %
Accuracy of water and/or sanitary sewer bill	2	0.3 %
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)	8	1.3 %
Information provided by Water Utility Department website	3	0.5 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	3	0.5 %
Ease of using payment portal service	6	1.0 %
Ease of using phone payment service	2	0.3 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	43	6.8 %
How well Water Utility maintains water & sanitary sewer system	16	2.5 %
Overall, I am satisfied with services provided by Lee's Summit Water Utility	10	1.6 %
<u>None chosen</u>	<u>90</u>	<u>14.3 %</u>
Total	629	100.0 %

Q8. Which FOUR of the items in Question 7 do you think should receive the MOST EMPHASIS over the next two years?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	32	5.1 %
Safety of your drinking water	51	8.1 %
Taste of your drinking water	101	16.1 %
Smell of your drinking water	13	2.1 %
Clarity of your drinking water	21	3.3 %
Reliability of water service	85	13.5 %
Reliability of your sanitary sewer service	26	4.1 %
Water service charges	39	6.2 %
Sanitary sewer service charges	48	7.6 %
Ease of understanding your water and/or sanitary sewer bill	2	0.3 %
Water usage information provided on your bill	1	0.2 %
Accuracy of water and/or sanitary sewer bill	9	1.4 %
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)	2	0.3 %
Is information you are provided about water & sewer services easily accessible	4	0.6 %
Information provided by Water Utility Department website	4	0.6 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	2	0.3 %
Ease of using payment portal service	6	1.0 %
Ease of using phone payment service	4	0.6 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	23	3.7 %
How well Water Utility maintains water & sanitary sewer system	30	4.8 %
Overall, I am satisfied with services provided by Lee's Summit Water Utility	4	0.6 %
<u>None chosen</u>	<u>121</u>	<u>19.2 %</u>
Total	629	100.0 %

Q8. Which FOUR of the items in Question 7 do you think should receive the MOST EMPHASIS over the next two years?

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	44	7.0 %
Safety of your drinking water	37	5.9 %
Taste of your drinking water	52	8.3 %
Smell of your drinking water	47	7.5 %
Clarity of your drinking water	30	4.8 %
Reliability of water service	47	7.5 %
Reliability of your sanitary sewer service	57	9.1 %
Water service charges	31	4.9 %
Sanitary sewer service charges	19	3.0 %
Ease of understanding your water and/or sanitary sewer bill	5	0.8 %
Water usage information provided on your bill	8	1.3 %
Accuracy of water and/or sanitary sewer bill	20	3.2 %
Number of days (21) you're given to pay your bill	3	0.5 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	7	1.1 %
Is information you are provided about water & sewer services easily accessible	5	0.8 %
Information provided by Water Utility Department website	4	0.6 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	1	0.2 %
Ease of using payment portal service	5	0.8 %
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	24	3.8 %
How well Water Utility maintains water & sanitary sewer system	23	3.7 %
Overall, I am satisfied with services provided by Lee's Summit Water Utility	14	2.2 %
<u>None chosen</u>	<u>145</u>	<u>23.1 %</u>
Total	629	100.0 %

Q8. Which FOUR of the items in Question 7 do you think should receive the MOST EMPHASIS over the next two years?

<u>Q8. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	45	7.2 %
Safety of your drinking water	24	3.8 %
Taste of your drinking water	46	7.3 %
Smell of your drinking water	27	4.3 %
Clarity of your drinking water	41	6.5 %
Reliability of water service	44	7.0 %
Reliability of your sanitary sewer service	37	5.9 %
Water service charges	50	7.9 %
Sanitary sewer service charges	18	2.9 %
Ease of understanding your water and/or sanitary sewer bill	5	0.8 %
Water usage information provided on your bill	6	1.0 %
Accuracy of water and/or sanitary sewer bill	12	1.9 %
Number of days (21) you're given to pay your bill	6	1.0 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	6	1.0 %
Is information you are provided about water & sewer services easily accessible	5	0.8 %
Information provided by Water Utility Department website	3	0.5 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	4	0.6 %
Ease of using payment portal service	8	1.3 %
Ease of using phone payment service	2	0.3 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	20	3.2 %
How well Water Utility maintains water & sanitary sewer system	23	3.7 %
Overall, I am satisfied with services provided by Lee's Summit Water Utility	15	2.4 %
<u>None chosen</u>	<u>182</u>	<u>28.9 %</u>
Total	629	100.0 %

SUM OF TOP 4 CHOICES**Q8. Which FOUR of the items in Question 7 do you think should receive the MOST EMPHASIS over the next two years? (top 4)**

<u>Q8. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Your water pressure	174	27.7 %
Safety of your drinking water	365	58.0 %
Taste of your drinking water	221	35.1 %
Smell of your drinking water	90	14.3 %
Clarity of your drinking water	97	15.4 %
Reliability of water service	194	30.8 %
Reliability of your sanitary sewer service	126	20.0 %
Water service charges	193	30.7 %
Sanitary sewer service charges	92	14.6 %
Ease of understanding your water and/or sanitary sewer bill	16	2.5 %
Water usage information provided on your bill	16	2.5 %
Accuracy of water and/or sanitary sewer bill	43	6.8 %
Number of days (21) you're given to pay your bill	11	1.7 %
Variety of bill payment options available (in person, by mail, bank draft, online, & phone system)	23	3.7 %
Is information you are provided about water & sewer services easily accessible	14	2.2 %
Information provided by Water Utility Department website	14	2.2 %
Appearance & maintenance of facilities (buildings, tanks, pump stations, properties, etc.)	10	1.6 %
Ease of using payment portal service	25	4.0 %
Ease of using phone payment service	9	1.4 %
How well Water Utility plans for future water & sanitary sewer needs of City of Lee's Summit	110	17.5 %
How well Water Utility maintains water & sanitary sewer system	92	14.6 %
Overall, I am satisfied with services provided by Lee's Summit Water Utility	43	6.8 %
None chosen	90	14.3 %
Total	2068	

Q9. 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?

Q9. How supportive would you be of "rounding up" program	Number	Percent
Very supportive	91	14.5 %
Supportive	153	24.3 %
Not sure	191	30.4 %
Not supportive	116	18.4 %
Not at all supportive	78	12.4 %
Total	629	100.0 %

Q9a. 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?

Q9a. How willing would you be to personally participate in "rounding up" program	Number	Percent
Very willing	82	13.0 %
Willing	130	20.7 %
Not sure	215	34.2 %
Not willing	110	17.5 %
Not at all willing	92	14.6 %
Total	629	100.0 %

Q10. How would you prefer to pay your Water Utilities Department bill?

Q10. How would you prefer to pay your Water Utilities Department bill	Number	Percent
By mail	124	19.7 %
By phone	70	11.1 %
Website	228	36.2 %
By text message	40	6.4 %
With a mobile app	83	13.2 %
Direct payment (ACH)	194	30.8 %
In person	24	3.8 %
E-check	92	14.6 %
Apple Pay	24	3.8 %
Cashapp	11	1.7 %
Venmo	29	4.6 %
Other	34	5.4 %
Total	953	

Q10-12. Other

Q10-12. Other	Number	Percent
Credit card	6	17.6 %
Online banking	5	14.7 %
Paypal	4	11.8 %
Auto pay with no charge	1	2.9 %
We make electronic payments via banks web app	1	2.9 %
Auto pay credit card	1	2.9 %
Through my bank	1	2.9 %
Auto payment	1	2.9 %
My online bank	1	2.9 %
I pay all bills thru my banks online bill payments center	1	2.9 %
UMB online payments	1	2.9 %
Auto pay	1	2.9 %
Bank payment	1	2.9 %
No credit card fee	1	2.9 %
Water included in rent	1	2.9 %
My banks online bill pay like the gas and electric bill do	1	2.9 %
Banking online	1	2.9 %
Auto pay with credit card	1	2.9 %
Water is included in my monthly fee	1	2.9 %
Bill pay thru my bank	1	2.9 %
Drop boxes	1	2.9 %
Thru my bank bill payment	1	2.9 %
Total	34	100.0 %

Q11. Are you aware that Water Utilities offers electronic billing?

Q11. Are you aware that Water Utilities offers electronic billing	Number	Percent
Yes, I receive my bill electronically	201	32.0 %
Yes, but I choose not to get an electronic bill	261	41.5 %
No, & I don't want to receive an electronic bill	93	14.8 %
No, but I would like to receive an electronic bill	45	7.2 %
Not provided	29	4.6 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"**Q11. Are you aware that Water Utilities offers electronic billing? (without "not provided")**

Q11. Are you aware that Water Utilities offers electronic billing	Number	Percent
Yes, I receive my bill electronically	201	33.5 %
Yes, but I choose not to get an electronic bill	261	43.5 %
No, & I don't want to receive an electronic bill	93	15.5 %
No, but I would like to receive an electronic bill	45	7.5 %
Total	600	100.0 %

Q12. 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?

Q12. Are you aware of private, third-party warranty programs available to customers	Number	Percent
Yes	218	34.7 %
No	385	61.2 %
Not provided	26	4.1 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"

Q12. 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")

Q12. Are you aware of private, third-party warranty programs available to customers	Number	Percent
Yes	218	36.2 %
No	385	63.8 %
Total	603	100.0 %

Q13. 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?

Q13. Have you ever reviewed Water Utilities Department's "Consumer Confidence Report"	Number	Percent
Yes	124	19.7 %
No	282	44.8 %
Not aware of the report	223	35.5 %
Total	629	100.0 %

Q14. 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.

Q14. Methods of communication you would prefer to use to receive non-emergency information regarding

<u>Lee's Summit Water Utilities</u>	<u>Number</u>	<u>Percent</u>
Water/sewer bill insert/message	381	60.6 %
City of Lee's Summit website	210	33.4 %
Email	362	57.6 %
Newspaper, TV, or radio advertisements	63	10.0 %
City publications	63	10.0 %
Text message	211	33.5 %
Social media (Facebook, Twitter, Nextdoor)	123	19.6 %
Other	2	0.3 %
Total	1415	

Q14-8. Other

<u>Q14-8. Other</u>	<u>Number</u>	<u>Percent</u>
Phone	1	50.0 %
Mailing	1	50.0 %
Total	2	100.0 %

Q15. Please CHECK ALL the methods of communication below that you would prefer to receive emergency information in reference to The Water Utilities Department.

Q15. Methods of communication you would prefer to receive emergency information in reference to Water

<u>Utilities Department</u>	<u>Number</u>	<u>Percent</u>
Call Water Utility customer service	171	27.2 %
Automated phone calls to customers	458	72.8 %
City of Lee's Summit website	216	34.3 %
Social media (Facebook, Twitter, Nextdoor)	169	26.9 %
Door hanger placed on your front door	302	48.0 %
Total	1316	

Q16. Please select what you believe are the proper methods for disposing of the following materials.

(N=629)

	Trash	Wash down sink	Flush down toilet	Take to drop off location or event	Don't know
Q16-1. Expired or unused medication	8.9%	0.2%	1.9%	84.1%	4.9%
Q16-2. Cooking grease	74.1%	2.9%	0.2%	13.2%	9.7%
Q16-3. Food scraps	72.7%	21.0%	0.3%	1.1%	4.9%
Q16-4. Baby wipes	86.8%	0.3%	1.1%	1.0%	10.8%
Q16-5. Paper towels	97.0%	0.0%	0.2%	0.5%	2.4%
Q16-6. Facial tissue	94.6%	0.2%	2.4%	0.2%	2.7%
Q16-7. Flushable wipes	64.9%	0.5%	27.2%	0.2%	7.3%

WITHOUT "DON'T KNOW"**Q16. Please select what you believe are the proper methods for disposing of the following materials. (without "don't know")**

(N=629)

	Trash	Wash down sink	Flush down toilet	Take to drop off location or event
Q16-1. Expired or unused medication	9.4%	0.2%	2.0%	88.5%
Q16-2. Cooking grease	82.0%	3.2%	0.2%	14.6%
Q16-3. Food scraps	76.4%	22.1%	0.3%	1.2%
Q16-4. Baby wipes	97.3%	0.4%	1.2%	1.1%
Q16-5. Paper towels	99.3%	0.0%	0.2%	0.5%
Q16-6. Facial tissue	97.2%	0.2%	2.5%	0.2%
Q16-7. Flushable wipes	70.0%	0.5%	29.3%	0.2%

Q17. Please provide any additional comments that you feel would be helpful.

- A payment system similar to the electric company. Smell, taste and chemicals in the water causes me to use a Brita filter
- Accuracy of the bill is important! In the last few years I've been leaving alone and it didn't reflect on my bill!!
- Be more aware of changing watershed issues caused by development projects that require more asphalt roads and concrete sidewalks thereby increasing runoff. In 2019 2 homes in our subdivision, Crystal View, were demolished as a result of watershed issues.
- Better Water Pressure
- Composting is not listed in your questions. That is the best way to dispose of food scraps.
- Composting should be an option to the last few questions.
- Concern about projections regarding expansion of water and sewer demands
- cost of water/sewer should be lower
- For cooking grease - city should supply a 1 gallon safe bottle to pour it into to bring in monthly. Same for unused medication. And make sure all Lees Summit Citizens are FULLY INFORMED of when and where to get the containers and where to take them. Inform ... INFORM ... INFORM. For flushable wipes... why does it say they are flushable ... when I guess they are not?????
- God gave us water. We should not be paying ridiculous amounts of money for it. Don't appreciate the fee when paying bill by phone.
- Historically cost too much.
- How can we make it safer?
- I am upset that the water department now charges to pay online. That is so archaic! No one else charges for electronic payments. So I write a check every month and a real person has to process it. I guess it's job security for someone.
- I do not like the fact that my water bill is the only utility that charges me a convenience fee to use my credit/debit card
- I feel like the city of Lee's Summit is doing a great job. We all have areas of improvement but I feel they do their best.
- I feel that water and sewer cost are above average in Lees Summit as compared to other large suburbs in the KC Metro area.
- I have a very difficult time with paying my water bill each month because you have refused to help with a contact number to talk with a live person! Giving computer access doesn't help with paying because you have gone out of your way to make it difficult! Paying a bill should be very easy but the water bill has been the worst bill for the last 20 years to pay!!! It looks like you do it on purpose to possibly collect more money!!!!???? Put out a cell number for customers to call to do business with you!! PLEASE!!! I have spoken with several of your customers over the years and I'm not the only one dissatisfied with you bill pay system!!!
- I have been told our water is NOT fluorinated. I believe this is a necessary mineral for the health of our teeth! I have lived in other cities that added fluoride to the city drinking water to side in the health of their citizens.
- I have experienced many water interruptions due to water min breaks. Never sure when repairs will be completed and concerned with water safety. We are due for replacements, please upgrade.
- I moved to my current address 18 months ago. Both my current and previous homes receive water service from LSWU. Although my current home and property is much smaller, my water bills are much higher. My monthly water bills are higher than both my electric and gas bills! And my water pressure is unacceptable.
- I often wonder about the accuracy of my water bill when I notice it fluctuates for a reason I can't understand.
- I recycle all paper products that I can.

Q17. Please provide any additional comments that you feel would be helpful.

- I try to keep the sewer lines as clean as possible, including double flushes.
- I water pressure has dropped significantly in the past couple months. Not sure why?
- I would like to know more about water line insurance if possible.
- I've had Kansas City water services and Lees Summit water bills are much higher!
- If a "round up" program were instituted I would like it to administered by an independent social services agency such LSSS
- if it is recyclable, that's waste I do
- Improve payment by phone or online. There should not a charge for this service
- It would be good to have more recycling options for plastic, aluminum & glass.
- Just unhappy how the rates changed so drastically a couple of years ago for those of us who have lawn irrigation systems.
- Lees Summit prices have always been higher than other communities and are getting out of hand. When we do move, it will be out of LS because of utility costs.
- Lower the water and sewer bill
- maybe info on water pressure? Water pressure off Sampson Rd (Longview Farms Division) seems low. I have not check your website
- more education to people. my lines are over 70 yrs. old and I have learned over the years about grease. flushable wipes only
- My bill has become more expensive over the years for the same service and the mentality doesn't add up that just because time passes it should cost more.
- My waiter bill was \$27 with 2 kids. Nothing changed. It went up to \$67-69 a month. One time I called to complain I was asked if someone had moved in with me. That was I unprofessional and I will never forget it.
- My water flow seems low. Can the water utility help with testing this?
- Not all residents who have irrigation systems receive the letters requiring a Backflow inspection. Why are some residents targeted and others aren't?
- Old neighborhood needs as much focus as new been paying for over 50+ years. So time to fix our issues. Infrastructural in my neighborhood.
- Our bills are never viewable on the website. We always receive an error.
- Our neighborhood has struggled with sewage odors off and on for years.
- Our neighborhood is on septic tanks which causes unsanitary situations. The upside is that we do not have to pay d=sewer fees.
- Overall, quite satisfied.
- Pay by phone requests same information each month most utilities capture payment method to speed payment they also DON'T ADD A CREDIT CARD FEE. You need to use a different payment provider that doesn't change a fee. Your monthly charges are already high.
- Please don't name anymore city buildings after make employees until an equal number of sites are named after female citizens or employees.
- Please explain how you estimate my bill two months back to back in Jan and Feb so now I get to pay even more
- Quit raising the rates.
- Recycle all paper products
- Second and third tiered price rates are outrageous compared to other cities.
- Sewer bill too high

Q17. Please provide any additional comments that you feel would be helpful (cont.)

- sewer rates are outrageous. As a senior citizen, it is tough to pay
- Something very helpful would be to send out an application of what makes your water safer and without interruptions... #Don'tPutTheseThingsInTheDrainOrToilet
- Stop backflow testing water runs down not up??
- Stop charging extra to pay bill online!
- Take off the \$2.95 charge to pay on the website with a debit/credit card. People are already struggling and now have to pay a fee to pay their bill.
- Thank you for asking our opinions.
- Thank you!
- The City needs to really focus on improving local sewer lines in our community and in a timely manner!! Also, cleaning up our drinking water for our safety!
- The city needs to reopen the recycling centers!
- The cost of LS water has been astronomical. I've stopped using my sprinkler system as I cannot afford the water bill. It's pretty bad compared to Leawood and Independence, who has the best water in the country.
- The cranky jerk responding to emails and calls needs a diff job. Auto pay on your site has never worked and caused late fees for me when it never actually paid. However it was not my fault but she was sure to tell me it was.
- The employee who responded to our call was excellent. He was informed, helpful and hope he is appreciated by his leadership. His name was Pat and please thank him for us and let Lance Lewis know it was a pleasure doing business with Pat.
- The fee to pay the bill online is my biggest gripe. Though I understand the fee is passed on from the card processing companies themselves, it still frustrating at almost \$3 a transaction.
- the water at our home in Lakewood has a large amount of minerals that ruins faucets and sinks over time. We would like to reduce that without the hassle of a water softener
- There should not be a fee to pay any bill. Improve the account management platform.
- There should not be a fee to pay my bill over the phone. There are no fees for bill pay with any company but you?!? I need something done with my water pressure immediately. It only continues to get worse.
- toilet tissue is the only thing that should be flushed
- Update on COVID19 watershed levels in the neighborhood
- Used condoms down the toilet
- Very happy with the water service.
- Very satisfied.
- water pressure too high, focus on keeping prices low, not charity funds
- We live in city limits and do not have sewers.
- We did u stop allowing payment on line - no fee?
- We had good water pressure until a few years ago. Now if anybody flushes the toilet in the other bathroom there is no water pressure whatsoever if we wash clothes there's no pressure for washing dishes. I have found that this improves in the middle of the night and the loss of pressure is less. I feel our water is clear and probably healthy but I feel like our cost keeps going up significantly.
- We had our water pressure checked and found out it was 148 pounds that is almost double the recommended pressure that we are supposed to have. We have no control over what you pump in to our home but to get it down to the level it is supposed to be will cost us around 400.00 to have a plumber put a pressure reducer on our water line. I ask how fair is this for us to have this expense to pay for?

Q17. Please provide any additional comments that you feel would be helpful (cont.)

- We have Grinder Pump, therefore need to be very careful how to dispose some materials including cooking grease.
- we use water purification system because the regular water is poor quality
- We will not be able to afford a nice lawn this summer. Water Bill's last year were unbelievable enough. There should be some kind of a break for water usage that doesn't go in the sewage system.
- When we had an undetected water pipe puncture resulting in several hundreds of dollars extra on our water bill I contacted the water department. They were totally unconcerned, and a bit rude in informing me this is my tough luck, offered no assistance at all in problem resolution. That being said, my foremost complaint is the very poor water pressure here. I've lived in two different homes in Lees Summit, both have poor pressure.
- Why doesn't the Water Utilities Department include trash service. Other municipalities do. Could it be added as an option?
- With online bill pay please add option of autopay on a certain date. I get paid on the 1st and 15th.
- With the amount of billings you do I don't understand why there is a service charge when using my debit card.
- You guys can make up any fee you want and out it on the bill and doctor people to pay it. Who's getting rich off of these ridiculous fees? Stop feeding people to death for WATER.

Q18. 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?

Q18. Would you like to be considered to serve on a citizen-based, water advisory committee	Number	Percent
Yes	86	13.7 %
No	543	86.3 %
Total	629	100.0 %

Q19. What is your age?

Q19. Your age	Number	Percent
18 to 34	64	10.2 %
35 to 44	100	15.9 %
45 to 54	146	23.2 %
55 to 64	152	24.2 %
65+	160	25.4 %
Not provided	7	1.1 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"

Q19. What is your age? (without "not provided")

Q19. Your age	Number	Percent
18 to 34	64	10.3 %
35 to 44	100	16.1 %
45 to 54	146	23.5 %
55 to 64	152	24.4 %
65+	160	25.7 %
Total	622	100.0 %

Q20. Your gender:

<u>Q20. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	311	49.4 %
Female	314	49.9 %
Not provided	4	0.6 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"**Q20. Your gender: (without "not provided")**

<u>Q20. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	311	49.8 %
Female	314	50.2 %
Total	625	100.0 %

Q21. Are you of Hispanic, Latino, or Spanish ancestry?

<u>Q21. Are you of Hispanic, Spanish, or Latino/a/x ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	27	4.3 %
No	592	94.1 %
Not provided	10	1.6 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Are you of Hispanic, Latino, or Spanish ancestry? (without "not provided")**

<u>Q21. Are you of Hispanic, Spanish, or Latino/a/x ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	27	4.4 %
No	592	95.6 %
Total	619	100.0 %

Q22. Which of the following best describes your race/ethnicity?

Q22. Your race/ethnicity	Number	Percent
Asian or Asian Indian	12	1.9 %
Black or African American	49	7.8 %
American Indian or Alaska Native	2	0.3 %
White	532	84.6 %
Other	9	1.4 %
Total	604	

Q22-5. Self-describe your race/ethnicity:

Q22-5. Self-describe your race/ethnicity	Number	Percent
Mixed	4	44.4 %
Multi-racial	1	11.1 %
More than one	1	11.1 %
IRISH	1	11.1 %
Italian	1	11.1 %
Middle Eastern	1	11.1 %
Total	9	100.0 %

Q23. Would you say your total annual household income is...

Q23. Your total annual household income	Number	Percent
Under \$35K	66	10.5 %
\$35K-\$59,999	83	13.2 %
\$60K-\$99,999	161	25.6 %
\$100K-\$199,999	146	23.2 %
\$200K+	31	4.9 %
Prefer not to say	142	22.6 %
Total	629	100.0 %

WITHOUT "PREFER NOT TO SAY"**Q23. Would you say your total annual household income is... (without "prefer not to say")**

Q23. Your total annual household income	Number	Percent
Under \$35K	66	13.6 %
\$35K-\$59,999	83	17.0 %
\$60K-\$99,999	161	33.1 %
\$100K-\$199,999	146	30.0 %
\$200K+	31	6.4 %
Total	487	100.0 %

Q24. Which of the following best describes your home?

Q24. Which following best describes your home	Number	Percent
Multi-family/apartment building	5	0.8 %
Duplex/triplex/quadplex	49	7.8 %
Single family	563	89.5 %
Rural residential	7	1.1 %
Not provided	5	0.8 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Which of the following best describes your home? (without "not provided")**

Q24. Which following best describes your home	Number	Percent
Multi-family/apartment building	5	0.8 %
Duplex/triplex/quadplex	49	7.9 %
Single family	563	90.2 %
Rural residential	7	1.1 %
Total	624	100.0 %

Q25. How many people reside in your household?

Q25. How many people reside in your household	Number	Percent
1 person	112	17.8 %
2 people	291	46.3 %
3 people	81	12.9 %
4 people	77	12.2 %
5 people	35	5.6 %
6+ people	16	2.5 %
Not provided	17	2.7 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"**Q25. How many people reside in your household? (without "not provided")**

Q25. How many people reside in your household	Number	Percent
1 person	112	18.3 %
2 people	291	47.5 %
3 people	81	13.2 %
4 people	77	12.6 %
5 people	35	5.7 %
6+ people	16	2.6 %
Total	612	100.0 %

Q26. Do you own or rent?

Q26. Do you own or rent	Number	Percent
Own	569	90.5 %
Rent	55	8.7 %
Not provided	5	0.8 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Do you own or rent? (without "not provided")**

Q26. Do you own or rent	Number	Percent
Own	569	91.2 %
Rent	55	8.8 %
Total	624	100.0 %

Q27. Approximately, how many years have you received services from the Lee's Summit Water Utility Department?

Q27. How many years have you received services from Lee's Summit Water Utility Department	Number	Percent
Less than a year	8	1.3 %
1-2 years	12	1.9 %
3-5 years	34	5.4 %
6-10 years	67	10.7 %
11-15 years	78	12.4 %
15+ years	427	67.9 %
Not provided	3	0.5 %
Total	629	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Approximately, how many years have you received services from the Lee's Summit Water Utility Department? (without "not provided")**

Q27. How many years have you received services from Lee's Summit Water Utility Department	Number	Percent
Less than a year	8	1.3 %
1-2 years	12	1.9 %
3-5 years	34	5.4 %
6-10 years	67	10.7 %
11-15 years	78	12.5 %
15+ years	427	68.2 %
Total	626	100.0 %



4

Survey Instrument



LEE'S SUMMIT

MISSOURI

April 2022

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

Water Utilities

2022 Lee's Summit Water Utility Customer Satisfaction Survey

Please take a few minutes to complete this survey. Lee's Summit Water would like your opinion on how well they are delivering services to residents so they can better serve the needs of the community. Your input is an important part of the City's ongoing efforts to identify and respond to resident concerns. If you would prefer, you may also complete this survey online at LSWaterSurvey.org.

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

___(1) Yes [Answer Q1a-d.] ___(2) No [Skip to Q2.]

1a. Who was the contact with? ___(1) Office staff ___(2) Field staff ___(3) Both

1b. What was the method of contact?

- | | |
|-----------------------------------|--|
| ___(1) Phone | ___(5) In person at the Water Utility office |
| ___(2) Email | ___(6) Mail |
| ___(3) Social media | ___(7) Other: _____ |
| ___(4) In-person with field staff | |

1c. If you initiated contact, what was the nature of your contact? [Check all that apply.]

- | | |
|---|--|
| ___(01) To make a payment | ___(07) Water distribution system (taste, odor, pressure, main breaks, water quality, Capital Improvement Project, etc.) |
| ___(02) Meter reading concern | ___(08) Complaint |
| ___(03) Billing concern | ___(09) Backflow prevention devices/program |
| ___(04) Online payment portal question | ___(10) Other: _____ |
| ___(05) Question about rates, fees, or charges | |
| ___(06) Sanitary sewer system (odor, blockage, backup, Capital Improvement Project, etc.) | |

1d. Thinking of your most recent experience with The Water Utilities Department staff, please indicate your satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Politeness and courteousness of staff	5	4	3	2	1	9
2. Technical competence and knowledge of staff	5	4	3	2	1	9
3. How easy the department staff was to contact	5	4	3	2	1	9
4. Overall resolution to your issue or request	5	4	3	2	1	9
5. Overall responsiveness to your request, question, or concern	5	4	3	2	1	9

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

____(1) Yes [Skip to Q2a.] ____ (2) No [Skip to Q3.]

2a. Thinking of your most recent observation of Water Utilities Department field staff, please indicate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of identifying field staff (i.e., safety vest, jackets, name tags)	5	4	3	2	1	9
2.	Field staff's professional attitude	5	4	3	2	1	9
3.	How field staff cleaned up their work areas when finished	5	4	3	2	1	9
4.	Field staff's repair to your lawn or landscaping [Select "Don't Know" if you have not had a repair made on your property]	5	4	3	2	1	9

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 to Q3a-b.] ____ (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."

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

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

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

4. 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

5. 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

6. 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

7. 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

8. Which FOUR of the items in Question 7 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 7, excluding item 22, or circle "NONE."]*

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

9. 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

9a. 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

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

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

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

- | | |
|--|---|
| <input type="checkbox"/> (1) Yes, I receive my bill electronically | <input type="checkbox"/> (3) No, and I don't want to receive an electronic bill |
| <input type="checkbox"/> (2) Yes, but I choose not to get an electronic bill | <input type="checkbox"/> (4) No, but I would like to receive an electronic bill |

12. 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

13. 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

14. 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.

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

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

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

16. 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

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

18. **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 Q18a.] ___(2) No [Skip to Q19.]

18a. **Please provide the following information.**

Name: _____ Phone Number: _____

Demographics

19. **What is your age?**

___(1) Under 25 ___(3) 35 to 44 ___(5) 55 to 64
___(2) 25 to 34 ___(4) 45 to 54 ___(6) 65+

20. **Gender:** ___(1) Male ___(2) Female

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

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

___(1) Asian or Asian Indian ___(4) White
___(2) Black or African American ___(99) Other: _____
___(3) American Indian or Alaska Native

23. **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

24. **Which of the following best describes your home?**

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

25. **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

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

27. **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

Your responses will remain completely confidential. The information shown to the right will ONLY be used to help identify which areas of the region have concerns about water quality issues. If your address is not correct, please provide the correct information. Thank you.