

EL DORADO IRRIGATION DISTRICT

Subject: Presentation of the District's Customer Satisfaction Survey results.

Previous Board Action

Over the last 10 years, EID staff has undertaken customer satisfaction surveys every two years. Since 2015, the District's surveys have been sent electronically to 4,000 randomly selected customers representing EID's water-only and water-wastewater services.

Board Policies (BP), Administrative Regulations (AR), and Board Authority

BP 9010 Customer Service
District's Guiding Principles

Summary of Issue

EID Board members requested that the District engage an outside firm to conduct a 2019 customer satisfaction survey. The District selected Probolsky Research (Probolsky) to conduct a multi-modal survey (phone and online) as well as to conduct an online-only survey that would allow meaningful comparison with the previous in-house surveys.

Background/Discussion

The District is committed to surveying its customers regularly in order to access customer concerns and sentiments and monitor key performance indicators.

- In 2009, surveys mailed to 4,000 randomly selected customers with a 17.3% response rate. The survey asked six questions, with question five asking customers to rank issues that are important to them. The questions asked were consistent with those asked in previous years. Top priorities of customers were water quality and cost, followed by water reliability and water security.
- In November of 2010, surveys were mailed to 4,000 randomly selected customers and asked the same six questions as in 2009. The response rate was an outstanding 24% (946 responses) – 7 % higher than 2009. Consistent with the 2009 survey, water quality and cost ranked as customer's highest priorities, followed by water reliability and water security.
- In September of 2012, surveys were mailed to 4,000 randomly selected customers and the same six questions were asked. The response rate was once again considered outstanding at 25% (989 responses) – even higher than the 2010 survey. Consistent with past surveys, respondents identified water quality and reliability as most important followed by cost and security of water supply and quality.
- In March of 2015, for the first time, the District sent electronic surveys to 4,000 randomly selected customers. The six questions previously used were once again asked. However, question four (which previously had two parts) was broken into questions four and five with the water and sewer responses separated completely. Question eight was added asking for any additional explanations or comments not covered in questions one through seven. The response rate was once again considered outstanding at just over 25% (1,003 responses) – even higher than the 2012 survey. Consistent with past surveys, water quality and reliability were identified as most important followed by security of water supply and quality, and cost of water which swapped the third and fourth spots this time around.

- In June 2017, the District sent electronic surveys to 4,000 randomly selected customers for the second time. The eight questions previously used were once again asked. The response rate was lower that year, coming in just under 20% (786 responses). Consistent with past surveys, respondents identified water quality and reliability as most important. Those priorities were followed by security of water supply, cost of water, and 24-hour emergency response.
- In February 2019, the District sent electronic surveys to 4,000 randomly selected customers for the third time. The eight questions previously used were once again asked. The response rate was lower this year, coming in just under 19% (749 responses). Consistent with past surveys and identical to the 2017 survey, water quality and reliability were identified as most important. Those priorities were followed by security of water supply, cost of water, and 24-hour emergency response.

In September of 2019, Probolsky Research conducted two surveys:

1. Probolsky conducted an online survey that matched questions from EID's previous surveys. In total, 2,594 customers responded to this survey. According to Probolsky, a survey of this size yields a margin of error of +/-2%. Probolsky invited participation via email message and security measures precluded individuals from completing the survey more than once and only allowed the designated resident to complete the survey. Online respondents could use their computer, tablet or smart phone to participate.
2. Probolsky conducted a live-interviewer telephone and online survey among El Dorado Irrigation District customers. In total, 300 customers were surveyed (59 by telephone and 241 online). According to Probolsky, a survey of this size yields a margin of error of +/-5.8%. Interviews were conducted with respondents on both landline and mobile phones (30.6%) and were offered in English and Spanish languages. For the online survey phase, Probolsky invited participation via email message. Security measures precluded individuals from completing the survey more than once and allowed only the designated resident to complete the survey. Online respondents could use their computer, tablet or smart phone to participate.

Results of Probolsky Online Survey Compared to 2019 In-House Survey

Probolsky online survey respondents by customer and cycle:

- 31.7% of respondents are water-only customers and 68.3% are water/sewer customers. (The actual proportion of EID customers who are water-only and water/sewer is 39% water/61% water/sewer)
- Respondents by billing cycle
 - Cycle 1: 31.1% (El Dorado Hills)
 - Cycle 2: 7.0% (Pollock Pines and Strawberry)
 - Cycle 3: 5.8% (Camino and Swansboro)
 - Cycle 4: 6.1% (Placerville, Outingdale, and Diamond Springs)
 - Cycle 5: 5.7% (Coloma/Lotus and Placerville)
 - Cycle 6: 6.4% (El Dorado and Diamond Springs)
 - Cycle 7: 7.8% (Shingle Springs)
 - Cycle 8: 30.2% (Cameron Park and Rescue)

Question 1: Based on your experience, how satisfied are you with the water service provided to you?

- Response: 88.2% said they are very satisfied or satisfied with EID's water service. This is a decrease of 1.8% compared to 2019 in-house survey result (90%).

Question 2: If you have telephoned the District, are phone calls answered promptly and professionally?

- Response: 96.3% of those surveyed were very satisfied, satisfied, or had no reason to call. This is an increase of 0.3% compared to 2019 in-house survey result (96%).

Question 3: Compared to other utilities' field responses (electric, gas, phone, etc.), is the District's response level excellent, very good, average or poor?

- Response: 96.8% said that EID's response is excellent, very good, average, or had no need of a response. This is an increase of 0.8% compared to 2019 in-house survey result (96%).

Question 4: Compared to other utility companies (electric, gas, phone, etc.), the District's water rates are very reasonable, reasonable, or unreasonable?

- Response: 55.9% said EID's water rates are very reasonable or reasonable. This is a decrease of 5.1% compared to 2019 in-house survey result (61%).

Question 5: Compared to other utility companies (electric, gas, phone, etc.), the District's sewer rates are very reasonable, reasonable, or unreasonable?

- Response: 31.7% responded that the sewer rates are very reasonable or reasonable. This is a decrease of 19.3% compared to 2019 in-house survey result (51%).

Question 6: Please rank your belief about the importance of the following, 5 being most important.

- Response: Customers ranked **water quality** as most important followed by **water reliability, security of water supply and quality, cost of water, emergency response, wastewater treatment, watershed protection, additional water supply**. These priorities are largely identical to the order of importance on the 2019 in-house survey.

Question 7: Please indicate your preferred method to receive information, 1 being most preferred. (As you enter your preference, the list will re-sort to reflect your entries)

- Response: **Email** was the preferred source of information concerning EID followed by the **EID newsletter** (*The Waterfront*), **local cable stations**, and **EID website**. The final three were **other, newspapers**, and **social media** coming in last. These are the same for the 2019 in-house survey; only **local cable stations** and **EID website** have exchanged places. The option of social media was new for the Probolsky survey.

Question 8: Please provide any additional comments or clarifications to the questions above.

- Response: This question garnered 435 open-ended comments out of 2,594 survey respondents.

Overall, the response to the Probolsky online survey is similar to the District’s in-house efforts over the years (see table below). And while the survey sample had a ratio of water-only vs water/wastewater that was weighted a bit more heavily toward water/wastewater customers, the results illustrate continued customer satisfaction.

Customer Satisfaction Survey Comparison							
Key Performance Indicator	Target	Results 2010	Results 2012	Results 2015	Results 2017	Results 2019	Probolsky Results 2019
Overall experience	Greater than 90%	87%	87%	91%	89%	90%	88.2%
Over the phone	Greater than 90%	95%	90%	93%	95%	96%	96.3%
Field response	Greater than 90%	94%	92%	95%	96%	96%	96.8%
Reasonableness of water rates	Greater than 80%	56%	54%	65%	61%	61%	55.9%
Reasonableness of wastewater rates	Greater than 60%	33%	39%	47%	45%	51%	31.7%

Results of Probolsky Multi-Mode Survey

Question 1: Can you name the organization or service provider that supplies water and sewer services to your home?

- Response: 91.7% selected EID, 7.7% selected other.

Question 2: El Dorado Irrigation District, also known as EID, is a special district governed by five elected directors that serve more than 125,000 residents in El Dorado County. EID provides drinking water for homes, schools, and businesses as well as sewer treatment and recycled water service from EID's wastewater treatment plants for landscape irrigation. Are you satisfied or unsatisfied with the job El Dorado Irrigation District is doing in providing water and/or sewer and recycled water services to your home? And would you say that you are strongly (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

- Response: 78.8% Satisfied, 17.7% Unsatisfied, 4.0% Unsure/Prefer not to answer

Question 3: Why are you unsatisfied with the job El Dorado Irrigation District is doing in providing water and sewer services to your home? (Among those who answered “unsatisfied” to Q2).

- Response: 81.1% high cost/expensive rates/overcharging; 13.2% poor quality of water/water is not clean; 9.4% poor service/had bad experience with them; 9.4% poor management; 11.3% other.

Question 4: In the last twelve months, have you used any of the following methods to contact El Dorado Irrigation District?

- Response: 34.4% phone; 20.3% EID website; 10.3% email; 7.7% in-person; 1.7% other; 47.7% have not contacted EID in the past 12 months; 0.7% unsure; 1.0% prefer not to answer.

Question 5: Would you say that you are satisfied or unsatisfied with the customer service you received when you contacted El Dorado Irrigation District? And would you say that you are very (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)? (Among those who contacted EID in the last 12 months.)

- Response: 83.4% satisfied (63.4% very); 11.5% unsatisfied (33.3% very); 5.1% unsure/prefer not to answer.

Question 6: Why are you unsatisfied with the customer service you received when you contacted El Dorado Irrigation District? (If answered “unsatisfied to Q5)

- Response: 22.2% no call backs/follow up calls; 16.7% not knowledgeable/they did not know about the program; 16.7% poor customer services; 11.1% incorrect billings; 38.9% other.

Question 7: How would you prefer to receive information about what is going on at EID?

- Response: 52.3% EID newsletter included with bill; 35.7% EID’s notification service; 21% EID website; 7.0% something else; 5.7% newspaper (64.7% Mountain Democrat; 17.6% Sacramento Bee); 5.0% Facebook, Nexdoor, Twitter (53.3% Facebook; 40% Nextdoor; 13.3% Twitter; 6.7% something else); 3.3% online news outlet (40% email; 40% something else; 10% nothing); 3.0% local television (22.2% KCRA; 22.2% Channel 3; 55.6% something else); 3.0% nothing; 3.3% unsure.

Question 8: Thinking about the customer service you receive from utility providers such as electric and gas, and phone companies, how does the customer service from El Dorado Irrigation District compare?

- Response: 81.7% (23.7% better; 58.0% about the same) say EID’s customer service is better or about the same compared to other utility providers; 6.7% say it is worse; 11.7% unsure/prefer not to answer.

Question 9: Thinking about the amount that you pay for the water service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)?

- Response: 75.7% too much; 0% too little; 19.0% just about the right amount; 5.3% unsure/prefer not to answer.

Question 10: Thinking about the amount that you pay for the wastewater service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)?

- Response: 58.3% too much; 0.7% too little; 16.3% just about the right amount; 24.7% unsure/prefer not to answer.

Question 11: El Dorado Irrigation District works collaboratively with other agencies, non-profit organizations, and other partners to protect and manage watersheds to ensure that El Dorado County residents receive high quality of water. El Dorado District tries to offset the costs of protecting and managing water resources by getting grants and matching funds from the federal and state government for projects to restore watersheds, to guard against catastrophic wildfires, and to protect local water supplies. How would you rate the job El Dorado Irrigation District is doing in protecting El Dorado County's watersheds?

- Response: 12.3% excellent; 36.0% good; 16.0% fair; 3.0% poor; 2.0% very poor; 30.7% unsure/prefer not to answer.

Question 12: Would you be willing to pay higher rates to ensure water and sewer infrastructure is adequately maintained?

- Response: 13.0% yes; 64.0% no; 23.0% unsure/prefer not to answer.

Question 13: Which of the following should be high priorities for EID? Choose as many as you like.

- Response: 70.7% providing high quality water; 69.7 maintaining reliability of drinking water services; 67.0% keeping the cost of drinking water low; 55.0% keeping the cost of sewer services low; 50.7% providing security for our water supply to maintain quality; 44.3% maintaining reliability of wastewater services; 42.0% maintaining 24-hour emergency response capabilities; 32.0% getting additional water supply; 7.0% other; 1.3% unsure; 1.0% prefer not to answer.

Question 14: For demographic purposes only, which of the following best describes your ethnic background?

- Response: 77.3% White/Caucasian; 4.7% Asian; 1.0% Latino/Hispanic; 1.0% Black/African American; 5.3% other; 10.7% prefer not to answer.

Demographics

Among all respondents: 16.3% phone; 62.0% online

Among telephone users: 30.6% mobile phone; 69.4% landline

Customer class: 31.3% water; 68.7% water and sewer

EID District: 15.3% Division 1; 20.0% Division 2; 9.0% Division 3; 26.0% Division 4; 29.3% Division 5

Billing Cycle: 46.7% Cycle 1; 6.0% Cycle 2; 5.3% Cycle 3; 4.7% Cycle 4; 4.0% Cycle 5; 6.3% Cycle 6; 6.7% Cycle 7; 20.3% Cycle 8.

Overall, the response to the Probolsky multi-mode survey showed customer satisfaction that does not diverge significantly from the District's online-only surveys. The change in questions allowed us to dive a bit deeper to identify areas where customers are more or less satisfied with EID service. And while the majority of those surveyed said they would not be willing to pay higher rates to ensure water/sewer infrastructure is adequately maintained (Q12), their priorities (Q13) are right in line with areas that require ongoing investment (Q13, providing high quality water; maintaining reliability of drinking water services). This multi-mode survey and the online-only survey allow staff many opportunities to develop outreach that addresses customer concerns, as well as provides verification that EID customer service continues to be positive and effective.

Board Options

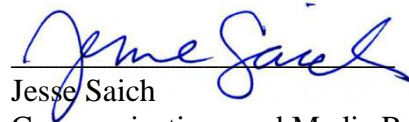
None – Information only

Attachments

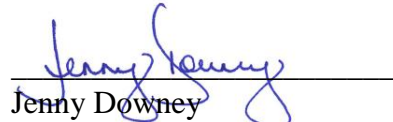
Attachment A: Probolsky Research EID Customer Satisfaction Survey (online only) dated September 30, 2019

Attachment B: Probolsky Research EID Customer Satisfaction Survey (multi-modal) dated September 11, 2019

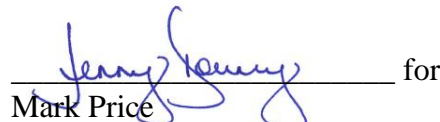
Attachment C: Probolsky Research Peer Review Memorandum dated May 22, 2019



Jesse Saich
Communications and Media Relations Manager



Jenny Downey
Customer Service Manager



Mark Price
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Jim Abercrombie
General Manager

El Dorado Irrigation District

Customer Satisfaction Survey

Presentation

September 30, 2019



Opinion Research on
Elections and Public Policy

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El Dorado Irrigation District – Customer Satisfaction Survey

Survey Methodology*

From Wednesday, September 18, 2019 to Wednesday, September 25, 2019, Probolsky Research conducted an online survey among El Dorado Irrigation District customers.

A total of 2594 customers were surveyed. A survey of this size yields a margin of error of +/-2%. We invited participation via email message. Security measures precluded individuals from completing the survey more than once and allowed only the designated resident to complete the survey. Online respondents could use their computer, tablet or smart phone to participate.

Our sample was developed from the El Dorado Irrigation District customer files. Probolsky Research applies a stratified random sampling methodology to our sample design. In other words, we ensure that the demographic proportions of survey respondents match the demographic composition of the universe being researched.

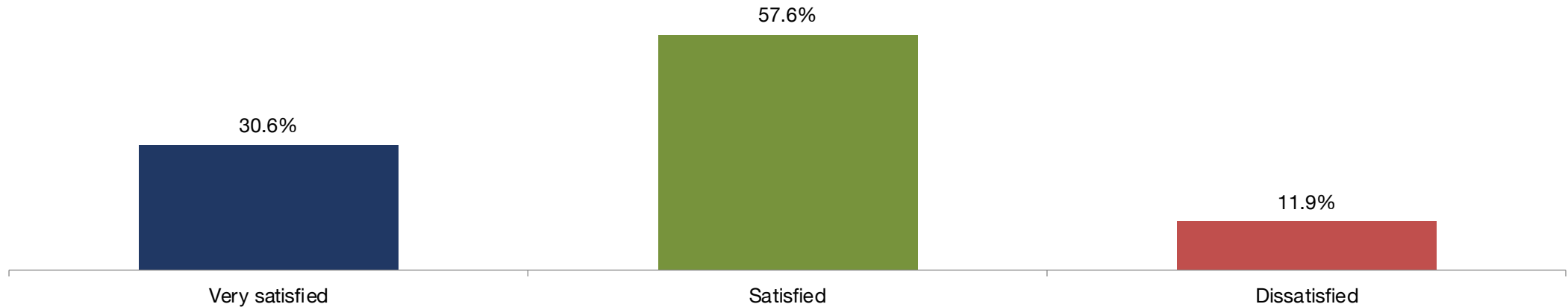
Probolsky Research specializes in opinion research on behalf of corporate, election, government, non-profit, and special interest clients.

**Due to rounding, totals shown on charts may not add up to 100%*



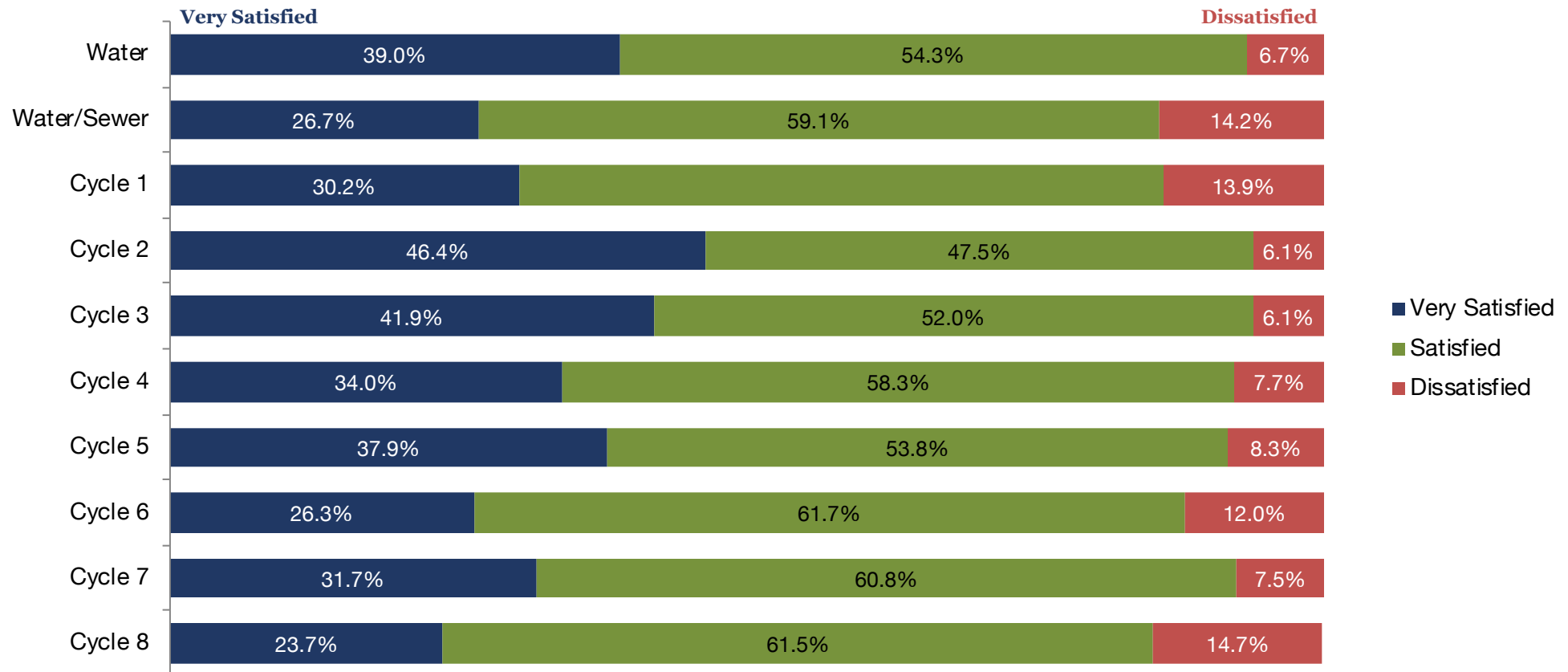
88.2% are very satisfied or satisfied with the Services EID provides

Question 1: Based on your experience, how satisfied are you with the services EID provides?



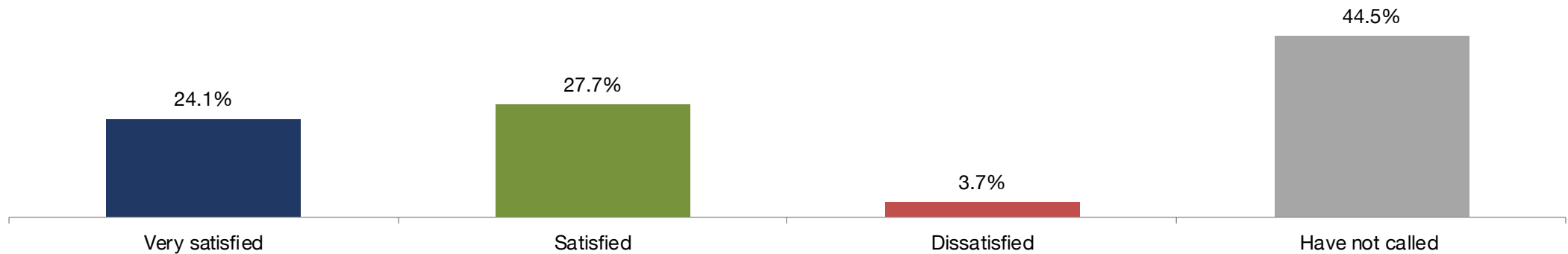
Results by service type and service cycle

Question 1: Based on your experience, how satisfied are you with the services EID provides?



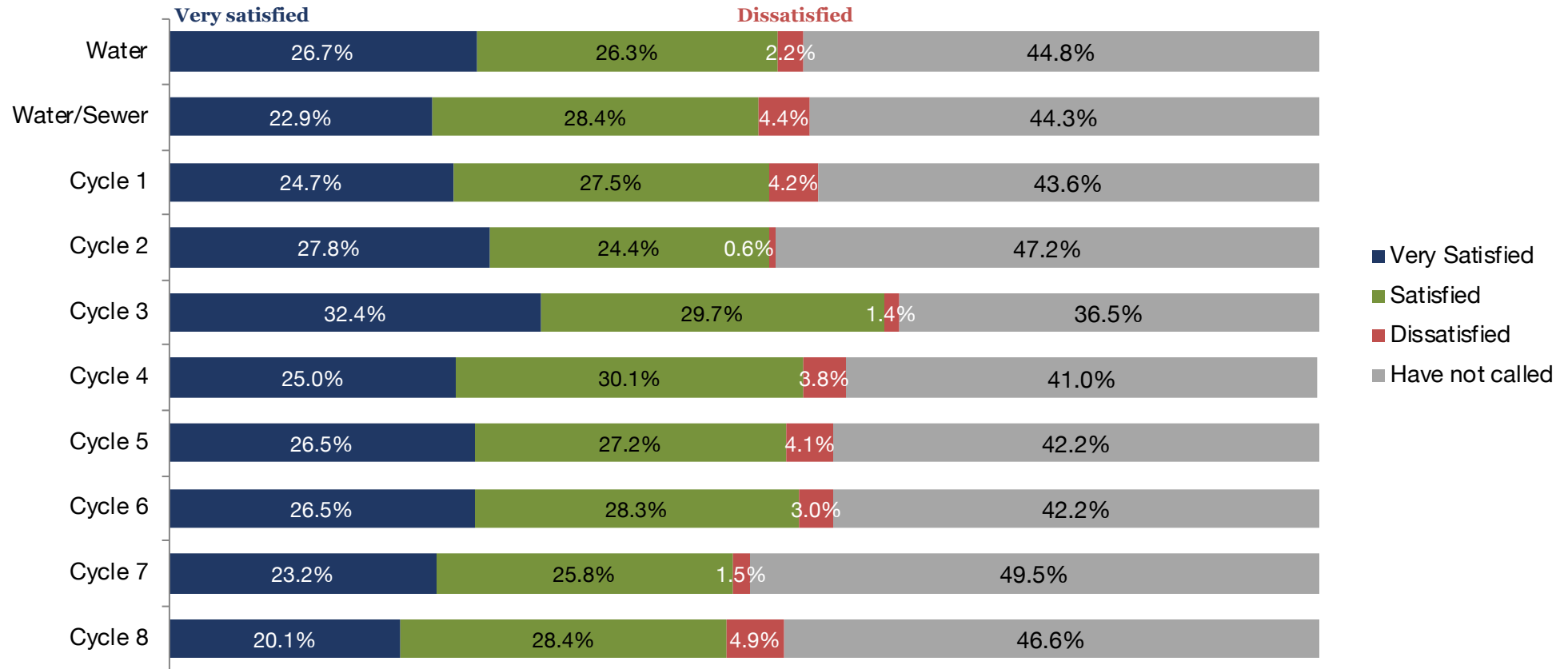
51.8% are very satisfied or satisfied with their telephone experience with EID

Question 2: If you have telephoned EID, are phone calls answered promptly and professionally?



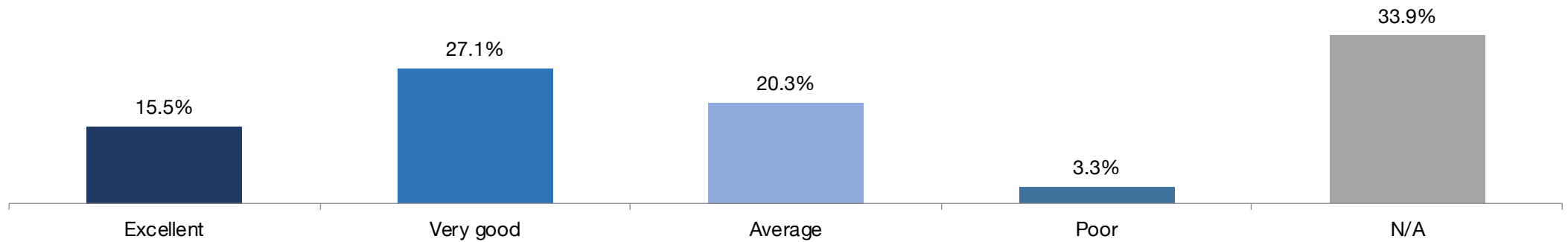
Results by service type and service cycle

Question 2: If you have telephoned EID, are phone calls answered promptly and professionally?



42.6% said EID's response level is excellent or very good compared to other utilities' field responses

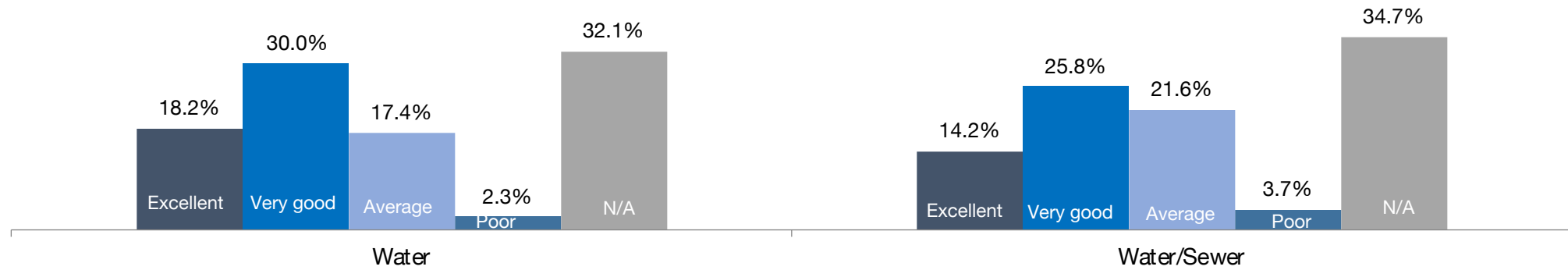
Question 3: Compare to other utilities' field responses (electric, gas, phone, etc.), EID's response level is:



Results by service type

Water and Water/Sewer

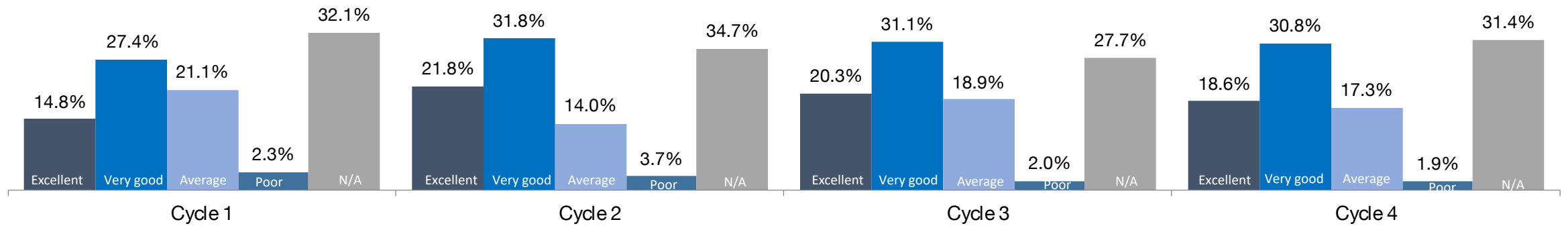
Question 3: Compared to other utilities' field responses (electric, gas, phone, etc.), EID's response level is:



Results by cycle

Cycles: 1-4

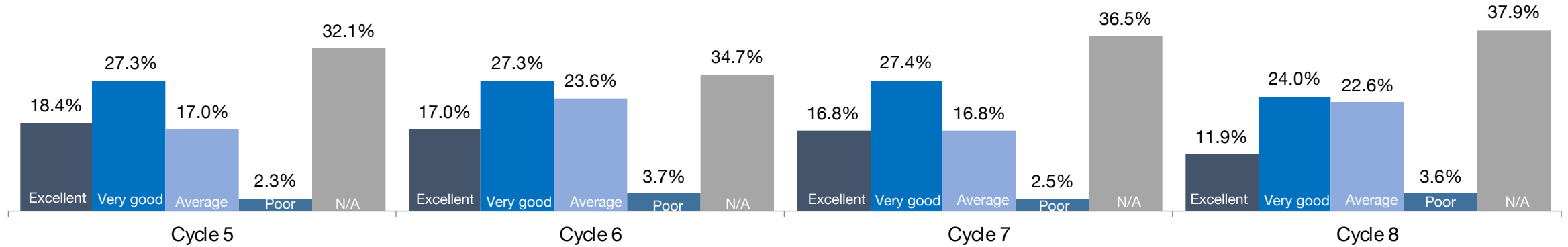
Question 3: Compared to other utilities' field responses (electric, gas, phone, etc.), EID's response level is:



Results by cycle

Cycles: 5-8

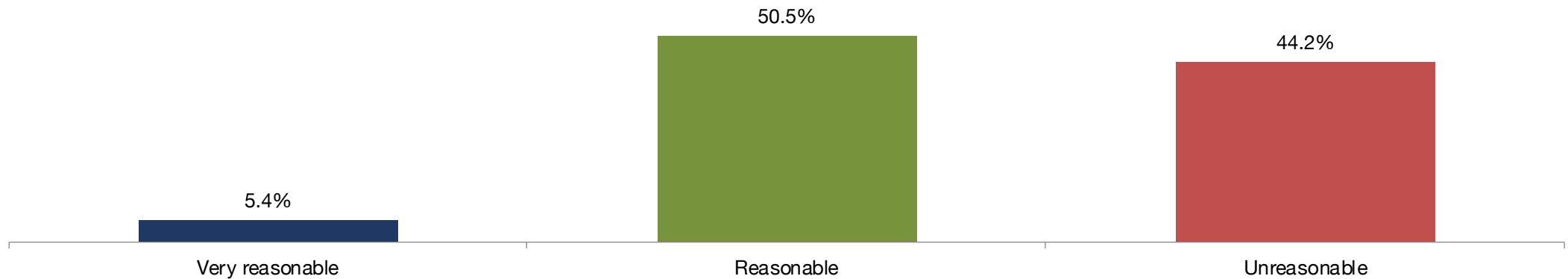
Question 3: Compared to other utilities' field responses (electric, gas, phone, etc.), EID's response level is:



55.9% said EID's water rates are very reasonable

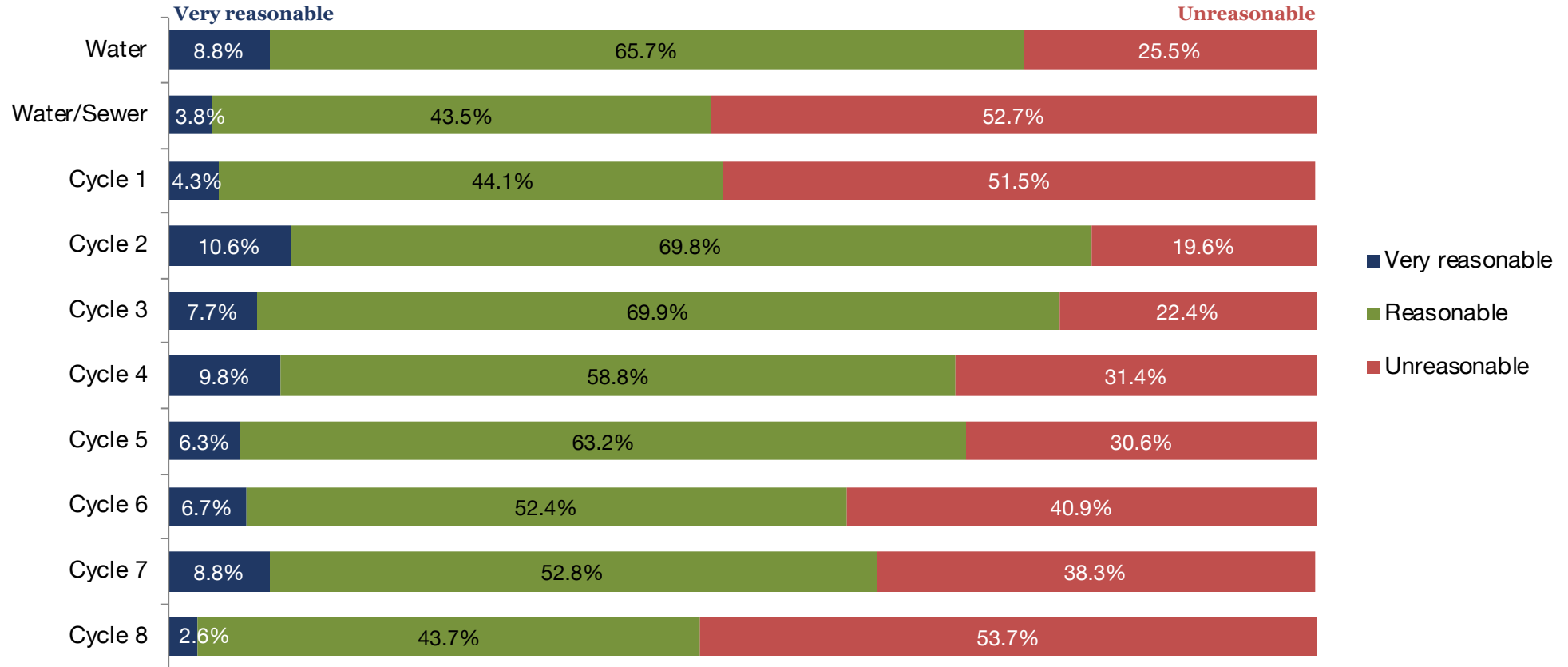
or reasonable compared to other utility companies

Question 4: Compared to other utility companies (electric, gas, phone, etc.), the EID's water rates are:



Results by service type and service cycle

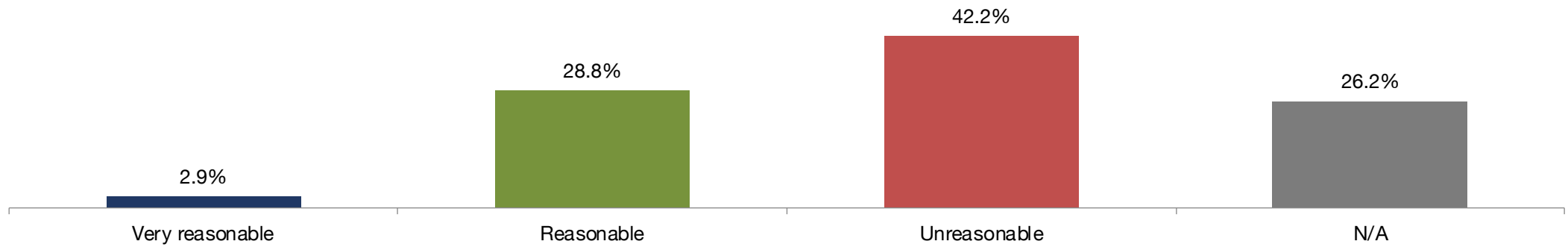
Question 3: Compared to other utilities' field responses (electric, gas, phone, etc.), EID's response level is:



31.7% said EID's sewer rates are very reasonable

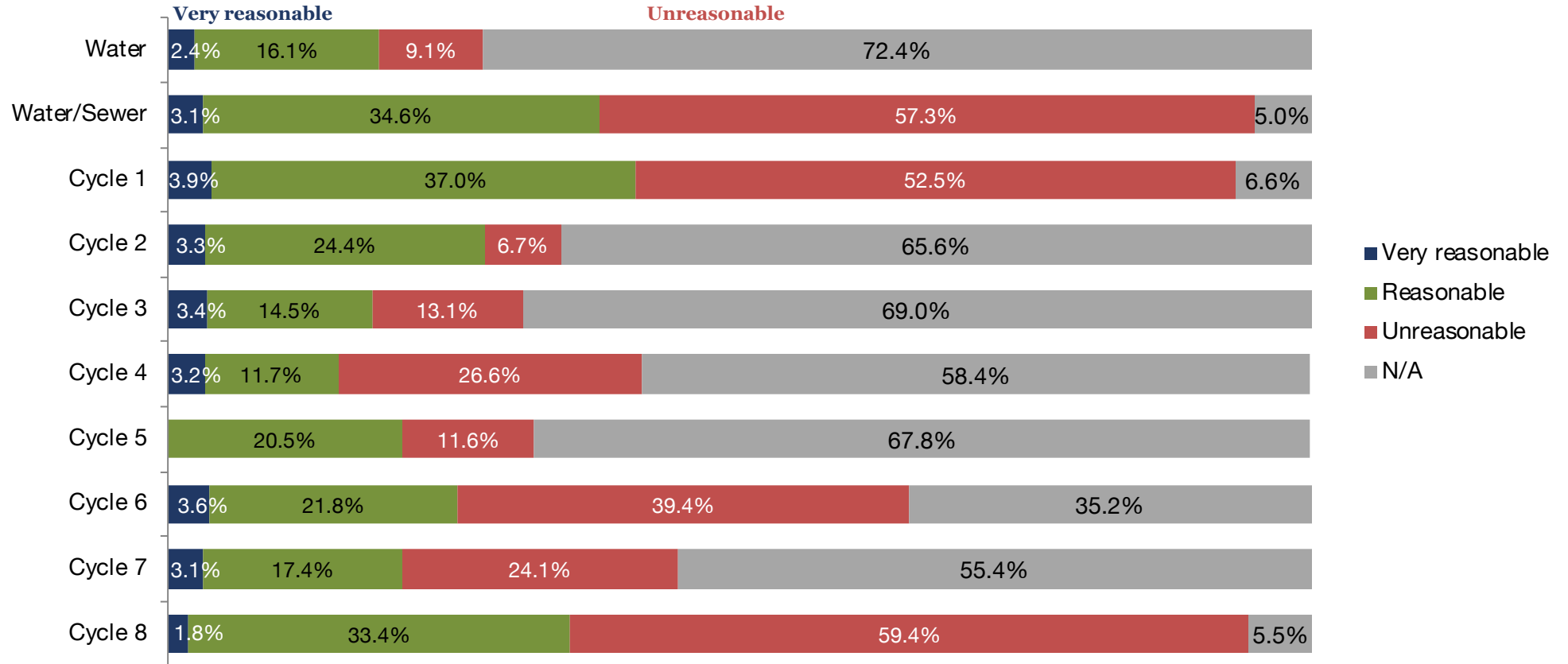
reasonable compared to other utility companies

Question 5: Compared to other utility companies (electric, gas, phone, etc.), EID's sewer rates are:



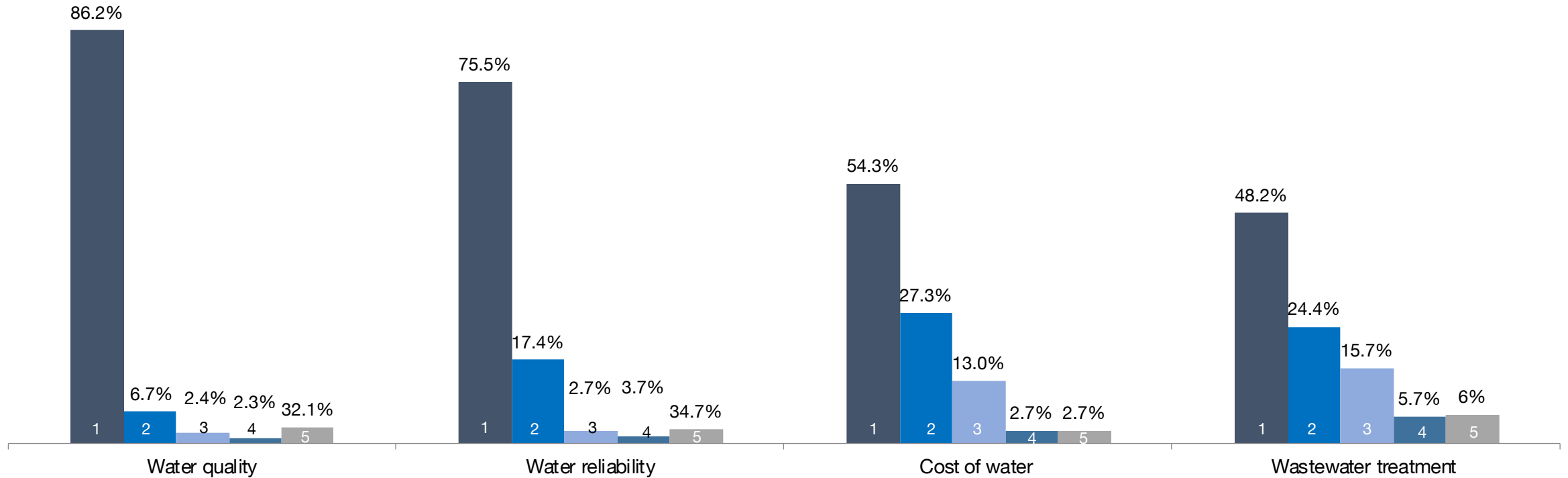
Results by service type and service cycle

Question 5: Compare to other utility companies (electric, gas, phone, etc.), EID's sewer rates are:



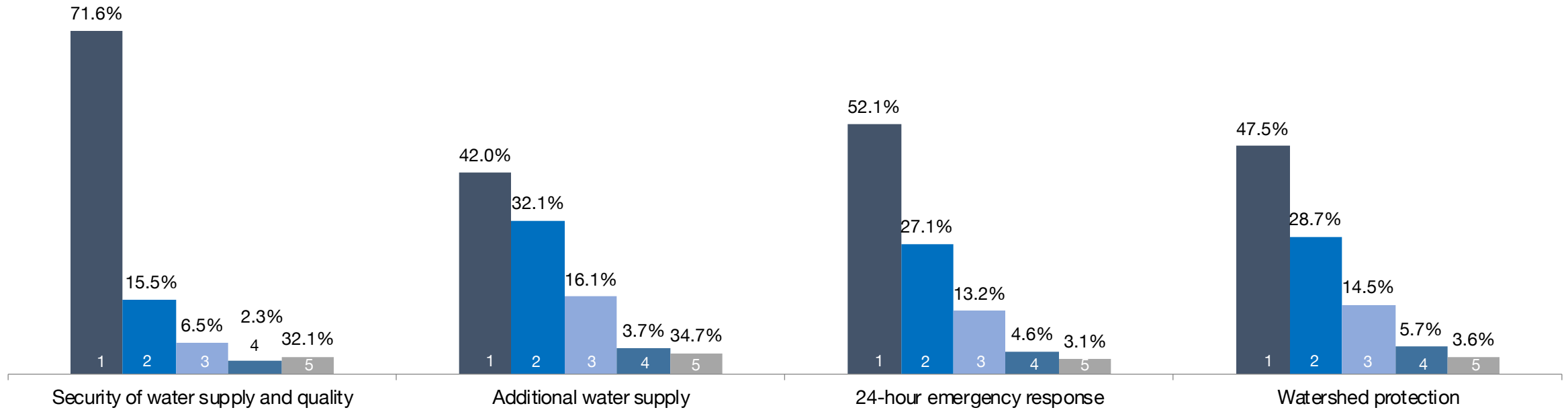
Results by service type and service cycle

Question 6: Please rank your belief about the importance of the following, 1 being most important.



Results by service type and service cycle

Question 6: Please rank your belief about the importance of the following, 1 being most important.



Responses from those who said “Other” to Q6

Question 6: Please rank your belief about the importance of the following, 1 being most important.

160 cfs. delivery to El Dorado Power House

Benefits for EID employees

Conservation

Cost reduction of water

EID has supplied quality water

EID needs to be clearing all the unnecessary brush and trees to allow for more runoff... How about you start with Jenkins Lake and log the mature trees around it? it is a total fire hazard as it is now.. and the young trees will always grow back and be m

Fight the state's upcoming rationing

Fighting back against the State taking over our water

Let's face it, with out water, were all dead

Lower water costs to consumers

Maintaining Cost

Maintenance of pipes, tanks, etc.

water pressure

Responses from those who said “Other” to Q6

(Continued)

Question 6: Please rank your belief about the importance of the following, 1 being most important.

No chemical additions like fluoride

Quality or taste of water

Reduce our rates back to what they were before the drought

Water pressure during an emergency

easier access to water testing results

fare rates

fluoride

governance and transparency

honesty of water supply company

on septic no opinion on 4&6

pressure consistent

recycle water

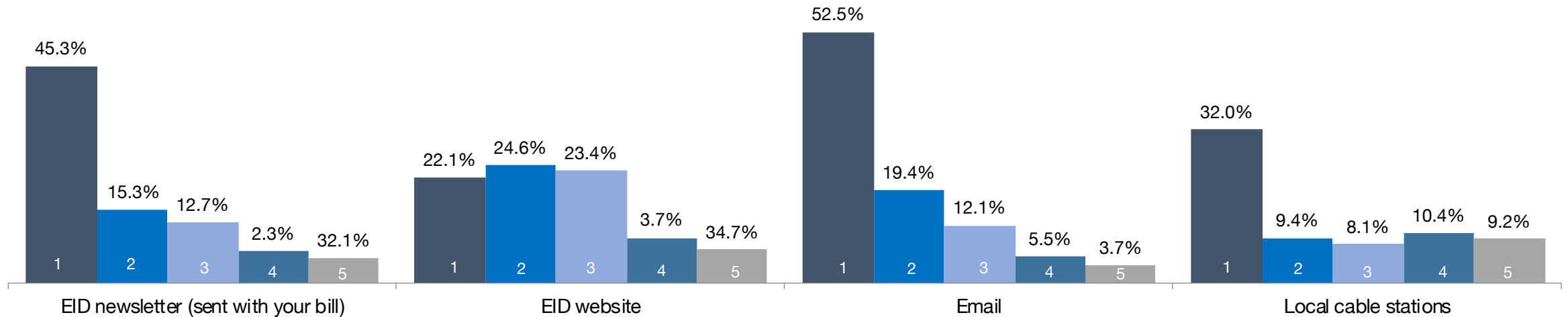
sewer rates

tips for water storage in case of an emergency

The majority of respondents prefer email

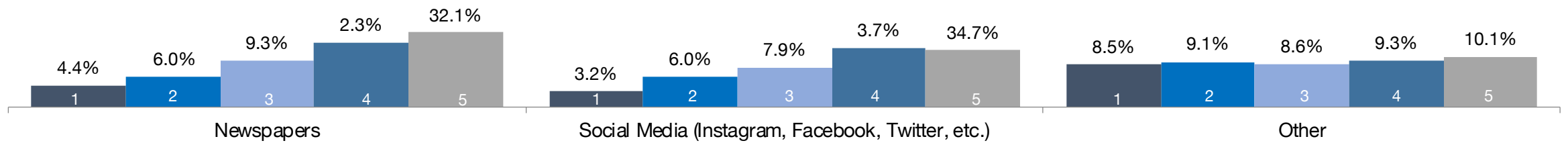
as their main method to receive information

Question 7: Please indicate your preferred method to receive information; 1 being the most preferred (As you enter your preference, the list will re-sort to reflect your entries)



Q7 (continued)

Question 7: Please indicate your preferred method to receive information; 1 being the most preferred (As you enter your preference, the list will re-sort to reflect your entries)



Q8 Please provide any additional comments

Very friendly and nice

I had a water main break on my property. All work was done quickly and clean-up was excellent.

Don't raise rates

Question 6 options are confusing. I think reliability and security/quality need to be considered together and perhaps are the same thing. "Wastewater treatment" has to little detail. What about it? You should have listed some details like you did with water... cost, reliability, environmental protection, etc. Maybe even enforcement. Also, don't you want to sort you answers between people on septic and people on sewer?

Placerville water and sewer rates are ridiculously high.

I am taking steroids for asthma and I only drink bottled water. However, from past experience our water supply here is very good and tastes very good.

I do not use a computer and do not pay my bills. On line. I only pay by paper since we do not have a computer.

Fix the damaged road your broken water pipe caused - my truck is taking a beating - oak hill rd Road sucks and people are crossing the center line to avoid the damaged areas

No comment at this time

Like the bill pay site.

Water rates should be comparable to Folsom

Hire taylor ward as a utility worker. Good man

I'm upset about your ag rates for customers. There are legitimate farmers and growers. Then there are people who plant the required amount to get that big discount who do nothing with their produce. The grapes rot on vine, the fruit falls to the ground because they are traveling during harvest, or if home do not can, sell or use the produce. Plus having a half acre of lawn that gets watered. Is that incentive for me to conserve? Which we do, but boy is it so frustrating and just plain wrong. I know you do an inspection sometimes, but they know when you are coming and work to fix leaks, and broken pipe that have been like that since the last inspection. So there's my comment!

Q8 Additional comments continued

Deferred Operations & Maintenance costs, in addition to needed Capital Improvements, are a runaway freight train. Management is intent on getting out with their retirement packages before the music stops. Not a good look, but there don't appear to be consequences or accountability.

I have been a customer for the past 40 years . Sly Park Lake was once open to local residents. Now EID has put in place fee stations on public roads. This is illegal. Greed is rampant in EID !

yes please provide clarification to the above questions

Reduce rates for seniors living on a fixed income.

I wish you would modify your website so that we can view our usage on a monthly and daily chart like PG&E does. But most of all fix the website so I can pay my bill online through my checking account or some other card instead of a credit card. I really hate that

The water reclamation plant is across the street from where I live on Davis Court in Placerville. Is there an improvement that can help with the waste smell that comes from the plant itself? Also there is a high squealing noise that happens at night that is a bit disruptive since the pitch of the noise sounds like metal on metal. This sound does go on for a long time. Other wise I appreciate the service that you provide.

Really happy with EID.

The news letter is the correct way for notifications for general information but email for more pressing or phone or text for emergencies.

Jenkinson Lake should be less in entrance fees and allow dogs in the water. We stopped getting a season pass and removed our boat from season docks. At the time water levels were drought conditions, season too short for use. We have had great interaction with all staff whether on the phone or at the lake.

Customer service and costs suck you should all be fired

I have been a loyal bill paying EID customer for over 30 years and I find it appalling when on the rare occasion I am late with my payment you charge outlandish late fees. There is not grace and I do not feel I should have to call to have it erased. You should value your good customers and fix it from your end before the bill goes out. A reminder is fine because we don't intentionally send our payments late. Sometimes life happens. Also, think your fee to bring water to new construction is outrageous.

See above

Wish we had more access to the lakes with more affordable parking and more parking

Prices for water is Too Expensive. The tiers are a joke---a dog would drink more than is allowed.

Q8 Additional comments continued

The district needs a new GM and his yes men replaced. EID should give us clean water for the most affordable rate possible, no frills!!!

Very poor survey as far as question were worded.

I would like to see an additional number of fire hydrants in the Gold Hill area.

Wish you would expedite the work on the dam on Forebay! Also the trail !

Just make small family farms affordable. We want to eat healthy and be great stewards to our land and not be forced to sell our food off our own table to do it.

I don't trust the water quality. I drink store bought distilled water.

Survey is only as good as those read and evaluate the input and apply it to our services

I'd like it posted exactly how meters are read. We had to shut our water last month and had to dig a foot of dirt off in order to access. This was one week after receiving an invoice. So how do you get accurate readings to invoice?

Comparing to cost of other utilities is silly; they are over priced as well.

Build it, damn it! Thanks for the best tasting water in the state.

I wish there was a way to hold your water so that the chlorine smell has time to dissipate before providing to customers. Chlorine wrecks from tap and shower at least 1 day per week.

Replace aging infrastructure. Increase rates incrementally yearly (3-5%) to pay for the above.

If sent via local radio or tv I'll never get the message.

Installation of fire hydrants areas where there are too few is too expensive and requires excessive red tape. This should be part of helping people who are losing insurance.

In an apparent time of wildfires, a fire hydrant spaced within reason on major roadways in El Dorado County would be very beneficial in many eays

Dewatering Alder Creek and the S.Fork American River between Silverfork and El Dorado power house in Fall/Winter and running a full ditch at the expense of the creek and river makes EID a water/revenue hog. EID takes more water than PG&E ever did. Shame this will fall on deaf ears.

Q8 Additional comments continued

Transparency is key, please keep providing transparency. I personally had a few negative interactions with your ranger staff over this summer as a user of the trail system and lake. I always enter from MET, and three times this summer I felt hassled by rangers with big ego's. I'm a grown man that was obeying the rules and laws. I paid my day use fees and certainly did not need to be contacted during the course of my recreation at sly park. It has put a bad taste in my mouth about using sly park and I'm hopeful that you can provide better customer service from your ranger staff. They are not law enforcement, they shouldn't act as such nor present themselves as such. This means their attitude, uniform, and demeanor.

The online survey form seemed awkward and confusing when attempting to answer the questions.

In ebill please bold if important message is enclosed! I just look at what I owe! If you have a special notification it should be highlighted in first part of billing notice!

I don't do social media and don't have TV.

?

Tell the Democrats to keep their hands off our water.

I just stopped using extra water and pay my bill. It doesn't do any good to call. I was angry when you refused to do an audit of water usage when we were overcharged. I had to prove it was EID's fault for reading the meter incorrectly. Great customer service! not!

I find it highly unlikely that our water meter would show our water usage as the same reading from one billing period to the next. I am not convinced that our meter is being read by someone each time...only estimating.

No one has returned my call after leaving messages about a possible leak.

we have had a meter on this property for 20 years or more and it has cost us plenty for nothing which it really shouldn't

43 years a customer just blown away that EID is supplying south of 50 Folsom with water ---

Of course water supply and quality are important but if people are allowed in the lake then dogs should be as well. The water quality was fine before dogs were restricted!

Unfortunately, we ONLY use EID water at the house when there is no electricity on our property with a well. We pay for two parcels and one is undeveloped and uses NO water. It's been almost 20 years in El Dorado County and we pay for the connections. We wish this was not so.

Q8 Additional comments continued

Water rates at this time are reasonable and i would like them to stay that way. Please remember that in the early days of eid prior to the vast amount of building a large portion of your customers had large areas of landscaping and at that time we were encouraged to plant a lot and make Eldorado county beautiful which we tried to do but now that eid has a lot more customers the water at times has been restricted and the price increased at these times. Please consider the folks that have been here for 40 plus years that have large amounts of landscaping prior to any rate increase. Promises have been made in the past but were thrown out the door when new directors were voted in so in reality many of us don't trust eid as they say one thing then do another. Ref domestic irrigation rates which we were told that they would stand until the property owner died or sold but when the new directors came on they voided all promises and ended the rate. Not trust worthy and sure as hell no way to do

Emails should be to the point - not overly lengthy. Additional info should be available on website.

Don't use other devices.

Assisting customers who are needing help for payments.

Your rates are too high...

We are very satisfied with the service provided by EID.

Very satisfied

Rates are too high - its difficult enough to grow plants and vegetables in this area - so we need water - but getting hard to pay such excessive rates and tiers are too low - we are penalized for wanting to keep our lawn and yard green

EID has an abundance of water and we should be charged a flat rate like the agriculture entities are no matter how much water we use, the residential rates are extremely high and we are forced to not have lawns due to the idiotic cost of water.

I recently had to shut the water off in order to install a faucet. I wonder how the serviceman reads the meter as it was buried. Also, the handle to the shut off valve is missing .I would appreciate a response to these matters.

Confusing survey question.

You do ok...

N/A

Q8 Additional comments continued

The folks who work at Jenkinson Lake are great!

Could be more affordable the price for the service?

See my answers

I don't think the main ditch in Pollock Pines should be piped due to the effect on the wildlife and the eco system. It has worked over a hundred years so why fix what ain't broke.

I would like to have my AG. rate back after planting 24 olive trees. Thank you.

None

Billing administrative staff could use Custer service training

No one should be taxing water

Rates too high for home owners

None

Thank you for your service you provide.

Our water service has been very good, we have not issues with EID

Can't wait to get away from EID

the cost

Many of my coworkers have moved down the hill out of EID territory and their water and sewer bills dropped significantly they were all shocked by how much their bills went down just by moving out of this county!

Billing needs to be done locally

Q8 Additional comments continued

The fact that you did not mention the upcoming water rationing is very disappointing. Says something about EID's lack of customer concern. The rationing is going to be a huge inconvenience for both the general public as well as EID. Someone at EID needs to get on the ball.

N/A

Will there be a path that completely circles Forebay?

Don't let the State take over our water.

My water bill is my highest expense for the month. \$924.00 last month. This is difficult when you are on a fixed income.

N/A

EID provides a VERY VALUABLE SERVICE!!!

Regarding Sly Park/Jenkinson Lake, I realize it is a source of revenue for EID, but it would seem fair to offer a discount for day use for EID rate payers. The parking fees, especially outside of the lake, have become ridiculous, and are a deterrent for some like me on a tight budget.

Why is it if a person owns 1 acre they only need to have a .25 acre planted or irrigated to get an agricultural rate but a person with 20 acres can have a .25 acre planted and doesn't qualify. Total bs

I appreciate the newsletters and updates. Congratulations on your great Worker's Comp. rates due to a continuing focus on employee safety!!!

haven't really had had any complaints

Good emergency response on my recent line break. The tech came quickly and was very courteous and capable.

Water usage has gone up lots. No known usage increase on my end. No leaks detected. Suspect someone is using my water, but EID not offering any advice beyond checking for leaks.

NA

im very satisfied with your service im worried about future price increases ,

Every once in a while our water pressure is kind of low.



Q8 Additional comments continued

We moved here 2 years ago and we bought our house because we fell in love with Forebay. Now, it's awful. So ugly and barren and it feels like you're not doing anything with it. What is going on? Completion date has come and gone.

Meter maintenance should be provided by eid on an annual basis to provide customer with reliability

product is overpriced and employees are at best lazy. I have personally witnessed your employees using company vehicles to transport their children to activities as baseball and basketball practice. personal use of vehicles and equipment is the norm for many field employees. Do not wear safety gear and provide proper DOT safety at worksites when using lane closures

Easy had fast service when had to call

Concern for the growth in neighboring communities wanting to tap into this districts water supply. Dislike the fees at the recreation areas, in particular the \$5 to park outside of Jenkinsons seem petty.

The cost of water needs to come down. We have plenty of water supply

The cost of sewer service provided by City of Placerville is ridiculously high considering that we are only two people in the household and the washer discharges into the landscape! Being on a fixed income we cannot afford any increases already,

N/a

If one has already paid their bill, PLEASE DON'T SEND REMINDER EMAILS AFTER THE FACT. These are unnecessary and confusing -- did the payment get lost, etc.

There should be a senior rate. There is no point in having emergency services, water quality etc and a community that can't pay to drink water and are thirsty. It all has to work

I would like a paprr bill.

None

You do not have a program for exercising valves. My curb check valve has been frozen in place for a couple of decades and you do not even know it! Good thing I have my own right downstream of yours! Both will need to be replaced someday.

Thank you

Water quality is of the highest priority with availability second.



Q8 Additional comments continued

Pricing needs to be reviewed and a better method for rate calculation needs to be considered

I am aware that my water bill is based on my water usage during about a 2 month period in the winter. I would like for the months in which my water rates are based to be provided to me each year in my monthly bill so that I know when to conserve.

I am befuddled and why the cost of our water is so high when we have so much access to runoff from the Sierras and other local areas.

The bill is too high. Unacceptable.

Lower the rates and your salaries

I think it's too expensive senior citizens should get medical discount like PG&E gives

Please find a way for major price reduction's

I feel the growth in this county is irresponsible with the water supply we have.

We do not appreciate your pathetic threats of drought conditions with record rainfall. The problems you create are based on your poor planning.

I'm done!

When bills are available on line please include the amount due so I don't have to log into the EID website to obtain the amount due.

Please review what you are charging families for water. My water rates are extremely high and we use recycled water for our yard. This is price gouging for necessities

Poorly mgmt

Sewer rates are outrages should be lowered

EID shut my water off despite my son having a letter from his Dr saying he has medical conditions and needs water to survive! EID said getting the letter would allow me to set up a payment plan but then refused a pmt plan! They charged for water that we did not use, but was from a flood. They then put a lien on our home. I'm a single parent and they claim I owe thousands despite the fact that our home was flooded from a broken pipe because EID turned on the water with force and broke pipes... it's a long, drawn out ordeal. The gist is that EID management and the board members only care about 1 thing. MONEY. They have no regard for human life. If you are suffering they don't care. If you are drinking rain water, they don't care. They don't care about anything other than money. Not even letters from a Doctor will get you a payment plan. They created a discounted rate and it was only \$25 off. It was just another slap in the face. I'm a Veteran in this county and have been treated like ab

Q8 Additional comments continued

Expensive

na

Costs are unreasonably higher than Sacramento

Recycled water rates are too high.

Need quick resolution to broken water sprinkler

Sewr costs are charged based up water used but when its filling a pool due to evaporation or watering the lawns the water dies not hit the sewer. An outflow meter should be used to charge an appropriate fee.

Keep up the good work!

No comments

I would like to be able to access my bills on a website.

EID needs to do a better job!

Too expensive

Costs way to high screw Calpers

Rates are TOO HIGH. SEWER RATES ARE TOO HIGH!!!!!!

Lower your rates. Many people are complaining!

Sewer bills should be combined with water bills into one bill. Separate billing is another bill to pay and less relevant for tenants and homeowners to pay since sewers can not be shut off. It would be easier for the city in this case to collect money by being able to shut off water supply for both sewer and water bills that are not paid.

Your service is too expensive and your people are overpaid

This Must mean rates are going up Please I am a senior and can't squeeze much more

Q8 Additional comments continued

If u notice my water usage is high during rating periods, u should give us a call instead of giving us a \$350 bill! I had mastectomy due to breast cancer, chemotherapy n radiation so we kinda forgot!

none

I know I smell chlorine! It bothers me greatly. I am sensitive so I know it is there! We called and they came out and said it is within normal limits. I have your watered filtered for drinking and cooking purposes.

You are doing a fine job. Thank you

1. Add elder/low-income rates/grants. 2. Reduce, if possible for safety, the chlorine to levels that don't pervade home with airborne chlorine when flushing toilet and using interior faucets 3. Create a billing category / discounted % of total bill for individuals who are small scale food producers who can't qualify for true low cost Ag/ditch water

The labor costs are the problem with EID. Stop the pension program and put the employees on a 401k with a dollar for dollar match up to 5%

Reward good paying home owner with a month free on water and sewage each year. Start when good pay after five year. Check records of current customers to see who would qualify.

We are paying way too much for sewer and water

Question #4 needs a N/A or Not Enough Data options

I have brought this up several times in past and have never received a satisfactory response for your fee structure. Having seen many plans in other states, I "know" there are better ways to do this than you are doing. Frankly, your increases also are unreasonableness we have had good water production and I know people are using more w/ no drought.

The Sprinkling systems put in the new homes here are a big waste of water. This should be corrected

N/a

None at this time.

disgusted that you charge for parking and day use at lakes!

For the people being served in El Dorado County, water is the highest utility bill we have. I have considered moving to Folsom, just 5 mile away when I retire to avoid these costs.

Q8 Additional comments continued

Why is there still inadequate recycled water storage m

Water is too expensive here compared to the Bay Area

Concerned about water/ sewer rate increases Concerned about mass growth of El Dorado Hills.. can EID supply water to all in times of drought?

Water should not cost as much as it does. Simple as that.

I talk to people all over from several counties and don't understand why our costs for water are so exhorbitant. The cost for water is almost a tenth of monthly budget

Too many high-priced officials nothing never happens now let's take care of the people and not rip them off

Just concerned about a low water pressure at my home

Obviously none of my issues will be addressed, so I'm not expecting to see any of them resolved.

Please do what it takes to provide safe water. The black goo in my incoming water sources makes this undeniable, and for my neighbors.

The cost of water needs to go down!

Our rates are too high.

Do what you can to reduce costs as we are on fixed income

Setvice is satisfactory

The water TASTES much better than So Cal But with the proximity to the Sierras I did not understand the high cost! I also want a measured/metered ACTUAL usage monthly not done calculated guess based on some random formula.

Water supply and quality are my number one concern.

I don't think you keep the sewers maintained or the lines from our property cleaned of roots and other vegetation

Our water rates have seemed to be more reasonable this summer as compared to past years

No others

Q8 Additional comments continued

I have brown ice all the time in my freezer. For the price I pay for water I should have better water quality. When I called in the past it's been blamed on my refrigerator. However my refrigerator doesn't even come equipped with a filter, so it is your water. The ice is disgusting and we don't drink any of the water because of The way our ice looks

The water rates are too high

Flush twice it's along way to the bay

Your survey format is ridiculous! Whoever came up with it needs additional schooling!

No interested

I don't understand why it is legal for you to have a complete monopoly of the water with no competition or consequence for unhappy customers.

There is only one individual in my home, I have grass, only trees and 2 flower beds that I maintain. I am charged sewer on the total amount of water use, so I'm paying sewer for what is going into the ground

Financial responsibility should be top priority

Too expensive,

There was one more space than there was means of receiving information so wasn't clear how to answer. Text would be preferred method in emergency situation.

Overspending on environmental issues

None

El Dorado County is one of the most expensive places for electric and water..I'm a widow that can't afford to live here much longer! It seems EDD is constantly raising prices. I wish we had a choice! \$200-300 for water for one person is ridiculous..

EID has a bad reputation in El Dorado County for cost. Neighbors are moving to Folsom.

No other comment is necessary !!!

Costs are the highest here than any other location we have lived. It's getting so young families can't afford it.



Q8 Additional comments continued

Lower EID RATES!!!!

Very pleased overall.

We all want clean reliable water and efficient waste disposal. That's your job.

Your prices are exorbitant. I hope a SMUD-like utility comes to El Dorado County. You really should be ashamed of yourselves.

Thank you for all that you do.

I've called to ask what day my meter is going to be read, and find it absurd that no one can tell me!

Your charge for water and sewer is absurd! EID gold as I call it, but I have no choice for any other service so I can do nothing but pay it.

Overall we are very pleased with your service.

The cost of water is very high and I don't know of any stop-gap measures (reservoirs etc) to prevent increases in costs in the future. Additionally, the obscene cost of water/sewer is high enough. Figure out a way to reinforce our infrastructure without passing on the cost to your customers. Mismanagement is not our fiscal responsibility.

Eldorado county has abundant water but our rates are higher than other counties.

How is the water meter read? I Know an EID customer who notified EID that his water meter was not working for several months and consequently was paying the minimum, yet EID did not respond in a timely manner. He said he did his job.

We are ruled by our State commissions and overseers. Make an effort to pry the monies they have out of them for our good.

??? See comments from question 7.

None

Way too expensive.

Great watershed better than any thing we have had in 60 years in the Bay Area!

Q8 Additional comments continued

On the topic of rates: I pay by minute, text, or megabyte for my cell phone, even though the per unit cost is a tiny fraction of the infrastructure. I pay by KWh for power, and on the bill that per unit cost is broken down into all the different portions of the system that have to be payed for - from generation to distribution lines. Propane is paid for by unit volume, which includes the cost to drive the truck out. Trash is paid for based on volume generated - though it is clipped to various can sizes. Water and Sewer are the outlier as you charge based on "price for the pipe size" plus a little bit for the actual usage. When my garden was smaller, it was more like \$5 out of \$80 that was actually based on usage. I understand it is setup that way to reflect the fixed cost of having the house hooked up], but other utilities with similar infrastructure requirements manage to do this based on usage rather than hookup cost. I also understand that changing at this point would likely dr

Newer resident.

Terrible the way you run things and raise prices. Plus measuring the sewer during holidays when family is visiting is terrible. You do your best to make us all pay higher prices!!

Water prices are unreasonable.

What is the matrix for customer success?

EID has excessive costs compared to all other counties in the state!

stop service. im not paying

there must be something wrong with the meter or the system. Here is the issue. Before June, 8 adults lived in this house including 7 female who used a lot of water for washing their long hair and laundry. From June till mid-Aug, nearly no one stayed in this house as they were out of town. So how could the billing amount is even higher than those in previous months? Could you check this for us? Thanks.

should fire all management and start over with non political personnel.

We have limited experience with EID because we just moved here from Dan Jose in July.

Please evaluate the cost of sewer thanks

There is no question above

I would like to see a comprehensive 3rd party financial and operations assessment of EID services. I'm not confident (possibly through ignorance) that EID is being costs are being managed. Provide transparency to the county to begin building trust.

I did not understand many of the questions/answers so I don't think my survey is good

Q8 Additional comments continued

Thanks for the survey

I have lived in several places in California and none set their rates as EID does. There are set charges for water and sewer. EID procedures border on criminal for residential service. A good reason to be a public agency rather than private.

Your billing processes are antiquated. The entire thing needs an overhaul

I would not Mind the high water rates if you actually put the money towards additional containment versus letting it go out to the delta wasted. This is absurd and when we are already paying higher water rates than anywhere in the country, completely unacceptable.

Rate hikes are totally unreasonable.

EID is professional and consistent in the quality of service provided. I have minimal telephone interaction but when I did call, it was a pleasure to speak to the representatives. I always felt their goal was to answer my questions and help me.

From what I have experienced, EID has a reputation of not being accountable to its consumers, that they are above it all. EID could do a lot to repair this image if they would respect their consumers & have more transparency with their way of doing business.

No senior rates. The rates are not in sync with surrounding communities

with all the continued climbing utility rates in El Dorado County it is driving people out of the county to live elsewhere

I get my bill through email, so any information you may have for the customer can be put in my email.

The last question was confusing

Thanks for listening.

I believe there are topheavy salaries and inflated budgets for the department. Costs for the water for individual homeowners are inflated. Homeowners are frightened to run their washers or dishwashers or sprinkler systems before 9pm. We plan our groundcovers and gardens to have ambiance, self-sufficiency, and affordability. But our water bill is frightening.

Billing related issues have not always been answered in a timely or reasonable way. Some policies need to be fix regarding the sewer charge calculation. Email or call me if you want further explanation.

Q8 Additional comments continued

EID feels like a cartel. Hate doing business with them but they leave you no choice. One mile from the county line- rates are half.

Water too expensive!!!!

Why are our rates so high compared to other water districts? I feel like we are paying for mistakes made by Eid for years. Also...why are so many new houses being approved when there really is not enough water for them. Wait for the next couple of dry years and we wont have enough water...and there will be more houses pulling from the same, too small, sources. Poor management that costs us too much. Congrats for a job poorly done.

>400.00 /2 months is excessively too much !

Personnel at the HQ have always been friendly and informative when I have contacted them.

This survey was poorly constructed. 1 being the highest rating is odd—1 star is always lower than five star. Also the labels were below the ratings box so it was confusing which box belonged to which question.

Investment in efficiency should be the highest priority with protection of the environment as the second highest priority. Reaching out to other State agenices to develop plans for meeting future needs and responding to droughts and other stresses is imperative. EID should not be so adversarial.

Water should not be this expensive.

I have read about the prices of potable and non-potable water being questionable. What are the true facts,

Our house is near the top of a hill. In case of a fire, will there be enough water pressure at our location to put out a fire?

The retirement and pension package for employees is financially irresponsible.

leaving messages on the phone in case of emergency helps.

I own a lot with an inactive meter on it. I resent having to pay \$64 every two months for just having the meter. I am not receiving any water for that \$64. To me it is a tax that I receive nothing for.

Please provide more affordable water price. Water is too expensive in EDH

There should be a discount rate for senior citizens & rate increases should be kept to a minimum.

Q8 Additional comments continued

Sewer costs are WAY to high. Even if were gone and use no water the bill for sewer is stupid high. if you don't use it you shouldn't have to pay for it.

Water rationing is a fact of life with EID, don't mind conserving but am concerned where all the water will come from for all the new homes being built.

Would like to see fire hydrant on North Canyon past Audubon Hills.

Your services are ridiculously overpriced!

Over development is my biggest concern. I often worry about whether or not there will be enough water given the continued growth in the county. Asking existing customers to conserve so more people can move into the area is wrong.

EID is known for the highest rates around. Most people are unpleasantly surprised when they get their first water bill. It's depressing to hear what other communities pay for the same services.

not crazy about drinking fluoridated water. tastes terrible

Sly Park should have first come first served camp sites available for el dorado county residents. Since the online reservation system came into play- reservations are almost a year out. The current clientele are mostly from out of town and are more rowdy and disrespectful to our campground and other campers. It used to be a nice place to go camping- but now it is too crowded and hard to get a reservation

Water rates always go up but never go down when water is more plentiful. Water supply and demand pricing should follow that of other commodities, not continuously increase in price regardless of supply.

water has too much chlorine

My frustration is the cost. I live alone and make efforts to minimize my water usage and waste, however my bills still average >\$180. That seems steep for a single family home with only one person living in it - and I spend 4 days a week in the Bay Area. I think some discounts should be revised. The agriculture one for homeowners seems ridiculous- people getting a discount for a crop that is for personal use!?

None

Where is all the water going to come from with all the new homes being built it is going to be WHAT. WATER???????

Staff is very pleasant friendly and helpful any time I have called. Did a great job in explaining how to check for leaks and super nice!!!

Just moved to the area and EID has been very helpful answering our questions and getting settled. Thank You.

Q8 Additional comments continued

Would love to have a trained professional "credit/consult " available for maybe 1x a year with our high service rates to trouble shoot. We have had water leaking issues for years and no one can ever fix them... someone in your water distribution Dept should be a "go to". Thx

EDI is the most corrupt, unreasonable, arrogant, money hungry utility that I have had to deal with.

control price

I have six homes under the same business. I receive six bills rather than one for the business. This makes for a lot more time and money for EID and for me.

As a customer we try to conserve water and maintain our water system both inside the home and out. We have added water saving devices and reduced our water usage over the years. What really makes us mad is when we conserve our water you have increased our rates and at times EID has sold the water that it's customers have conserved!!!! Why conserve if it's going to cost you more?

Email ensures I will receive message

water prices are high for where we live, however the sewer price is totally out of line! I dont even pay near that much for my house at tahoe!

I think that those who use less water should pay less. Raise rates and hook up charges for heavy users and reduce hookup charges for those who use less than a baseline. It is discouraging that you conserve water, but only save \$3 on your bill because hookup charges are so high. Also encourage low water landscaping more

To much Chlorine and our sewer rate should have a sliding start time. Not just from Nov-Feb If we have a late starting winter we need to continue to water . The staring date should be flexible with the weather!

Double digit increases to my water bill during my 18 years living here seem excessive. Thank you for taking the time to review and consider our input.

Water needs filtering for purge

Keep up the good work! Thanks for all you do! 😊

If Ca wasnt giving so much of our water to the southern part of our state LA we might have decent water n sewer prices? While we are trying to pay our bills n you are monitoring our water the people who live in LA have green lawns. Why dont you carry over our increases to them not us??

I prefer paperless communication

As a retired person on a fixed income, I think your rates are to high, and they continue to go higher.

Q8 Additional comments continued

Fire the GM. The service is overpriced and not worth the money. So why dont you guys give yourself another raise and bonuses after you jack up our rates again especially in a heavy rain year. Par for the course.

There is little motivation for people to conserve water other than cost. I installed a new smart irrigation system and applied for a rebate only to never get a response. I try and do my part to conserve water (still have muck buckets in my showers) but there is benefit for me to do this other than I think it's the right thing to do. I wish EID was more proactive in helping residents conserve water and keep costs reasonable.

too expensive

We had a local water outage last year that lasted several hours. EID failed to notify the neighborhood.

It smells like EID uses chlorine for sanitation. Perhaps this is the most economical but has ozone been considered a reasonable alternative?

We would like someone to come to our residence to help determine why we are paying so much every month for our water. 308 St. Boswell Ct., El Dorado Hills, 95762. Jan Roberts, 916-765-0620, jan.roberts@unishippers.com

Your first priority is to always have the cleanest, safest water supply (just think Flint, MI). Second is to constantly be working on innovation to reduce the cost of supplying water. Third, is to go overboard listening to what the customer is asking for....then work to deliver it. Last, dream what would be the perfect water system for our area, then go build it. Stop thinking old ways, bring in new brainstorming and young ideas and start looking to rock the world with the most innovative water support system in the state, country, world.

Strong water pressure

I liked the fact that tech's come out and check the water systems with out being asked. Tech's also were kind to point out future problems and they answered all questions. Great job!!

Thank you for providing the service

Suggestion for news letter article: many of your customers have pressure reducing valves. There needs to be an article on these valves. For example: how long to they last? What are the signs of approaching failure? What type to buy? How to set the output pressure if the new prv is adjustable? Can any plumber install prvs or you have a list of suggested plumbers?

We have had only one experience with EID, in regards to the water meter leakage. It was taken care of reasonably well!

Need to reduces rates for both water and sewer. I pay for both at my rental house and I have a septic tank.

Q8 Additional comments continued

We have been EID customers since 1974 and have watched our bill escalate from reasonable to outrageous. Never a plausible explanation and it does little to complain about it. There are only 2 people in our house yet our last water bill was over \$400.00. Green lawns and beautiful flowers, plants etc. account for a lot but certainly not that much.

Do not allow growth in the area beyond the resources available. This was controlled in the past. NOW?!

EID should be pushing harder to get some dams built (yes, environmental concerns need to be addressed) but droughts will happen again and it's ridiculous that we can't save more of our water during better rainfall/snow years. Common sense should come into play more than letting environmentalist always win.

I had 3x the people living with me and 2x the irrigation when I lived in the bay area, my bill, including sewer averaged \$100 every 2 months... Here, with less people and less irrigation it is at least 2.5 times higher...

I recently moved from placer county and was surprised at the cost of water and sewer in this county compared to the neighboring placer county. Just crazy!

Thanks for being stupid.....

The cost is really expensive for a struggling family even when we try to use as little water as possible, the bill is still high

Rates are ridiculously high when water usage is the smallest part of the bill. Somethings wrong when the fixed charges send you to the poor house.

EID is another reason why I plan to move out of CA for good.

Had to replace my sewer pump recently and eid made me buy an expensive commercial grade grinder pump..cost was way up!

Na

I would like to be able to reduce my monthly bill and am interested in opportunities to reduce the cost of water for our community. As I near retirement, I'm afraid I won't be able to afford the monthly water bills. Having options to reduce the cost would be great.

Why is my Sewer cost based on my water usage? Just because I water my plants outside in the summer, my sewer rates go up, this does not make sense.

good

Old folks need a 25% discount. So do Veterans of Combat in Foreign Countries.

Is there any way to save on water costs?

Q8 Additional comments continued

EID rules (eg., recycled water, small farm rate, etc) are out of control. Water and sewer are too high. Overhead is too high. Pension requirement is too high. Overall poor management

I think I speak for 99.9% of EID customers when I say that our water/sewer rates are pretty disgusting. Why are high officials salaries so high when our supposedly revenues are never enough? Is there ever going to be ceiling to the high cost of our water? We have plenty of water, why are we giving it away to other countries who charge their customers a lot lower rates? I'm sure most EID customers have many more questions.

Keep up your good service

There should be a way for EID to absorb the cost of Water treatment and not pass it on to the customer. When we tell anyone living outside of the EID network what we pay for sewer, we are laughed at.

The cost of water & sewer are far to high. The pensions and salaries are also far to high.

How is the cost of water calculated?

Why do other board members vote against Allen who represents El Dorado Hills? Will you print that in your newsletter ?

EID employees are overpaid and retirement benefits are out of hand

it's a great day in America.

I have dead grass in front.

We will be moving from El Dorado County because of the cost... Come to think of it leave the State of CA!!! You wealthy bastards have clearly won... Made it a crime to make less than two six figure incomes in a household to live in this state... Go "F" yourself!!! How much does your CEO make in a year??? and for what??? Thad Seiler

If you could bring the cost of service down that would be great.

Also the on site inspector Dennis was very helpful and professional on the job.

None

paying high sewer rates. I have lived in my home for 40 years, why am I still Paying for sewer.

Q8 Additional comments continued

Sewer rate determination in my area is based on water use in January but does not reflect the fact that we are gone part of the year when irrigation is required but no waste water entering the sewer system

Email and tv and hard copy news received in this order are my preferences

Living in this county for over 30 years I'm appalled at how the price for water has increased, especially the sewer costs.

I think my water bill is very expensive. Sewer rates are very, very expensive. And I am very careful about water waste.

I cannot think of another way to save money on my bill. I have reduced my yard to bare dirt by over 25percent. Wash dishes and clothes only once a week, take minimum showers. Yet I have to work over 20 hours in a month just to pay the bill. Horrible.

Our last residential charge was \$153. We are only 2 people in this household, and really use water sparingly. How much does a young family with several children pay for water, which is not a luxury, but an essential!

Allowing dogs in the lake at Sly Park. I understand the water in that lake is used as drinking water; however, it must go through some type of filtration system first, so if humans are swimming and URINATING in the lake, why can't we let our dogs swim in the lake with us too?

Rates too high

EID's rates are ridiculously inflated especially when comparing with other local providers. I do not understand this price discrepancy/how our area rates are so much higher for the same services!!9

Why wouldn't this survey enter an optional "how important is _____"? Maybe you don't want to hear it...

I'm looking for prices to drop next year after we've had an extraordinary rainfall during this winter. I think we can all agree the "drought" is over. At least in our area.

Thanks

Ring able to get rebates on both sewer and water whenever you have a leak not time restricted I hasten spent 2400 dollars for repairs from tree roots last year and now have another huge leak but can't get adjusted because it's "too soon " as an example. No water went into sewer either time for example as to what I mean re bill adjustment fairness

Water service is very important to me. I retired from a water utility after 32 years.

Q8 Additional comments continued

My bill is paid directly through my credit card. Every time EID sends an email that they processed a payment they send 3 or 4 consecutive emails with the same exact date. You might want to work on IT system.

We the users need to be informed ASAP if our water becomes contaminated or below certain levels.

EID needs to manage the water quality better. Rates need to be reviewed.

Please read comments from question 1 and 5.

None

Social media is so full of misinformation I don't even look at it any more. Newsletter is full of yesterdays news. Website is probably best

In comparison to our business in Folsom, our other home, and anywhere we have ever lived, your water and sewer prices are outrageous. We purposefully expanded our business outside of your service area. You are bad for business, your are bad for customers, and you should be disbanded.

Question 7 needed to state what type of information. I suspect that EID has a problem with black mold building up in the water.

First thank you for all you do but this is the only bill I have or had in 45 years that I can never make go down I'm having a hard paying it sometimes ☹

No additional.

Some questions not relevant if customer has a septic tank.

We have just joined the community over the summer so not familiar with everything just yet

I have found that my usage has decreased but my bill keeps getting higher

Why are we charged more for water and sewer than Folsom CA

I hope your hands don't get tied by the county.

The most expensive water / sewer bill I've ever seen it my life, El Dorado county has the highest rates anywhere in CA or maybe US WHY????

Eid customer service is amazing!

Q8 Additional comments continued

Please bring our water rates down to be comparable with other nearby local water districts.

We've lived in Cameron Park in the same home for 30+ years. At the same time when PG&E's services started climbing to ridiculous rates so did yours. Coincidence, I think not. Deregulating utilities was the worst thing that ever happen to us as home owners and consumers. Entities like PG&E and EID have been completely out of control since.

Overall I believe EID to be a descent utility to work with. Helpful when needed and good response times. However I question how my water and sewer bill is almost exactly the same month after month even after I went from a 3 person home to a single person. I am pretty positive that reducing the number of showers and loads of laundry and dishes by more than half equates to less water use and therefore sewer waste but my bill remains the same. I also feel that the sewer rates are a bit extravagant. Especially since not all water used ends up in the sewer.

Section 6 questions all depend on "at what cost". Recent EDC Measure B re: fire protection was soundly defeated proving that when people have to pay extra, they don't feel as strongly regarding things like reliability, security, 24 hour response time, watershed protection, etc.

Does it matter?

Stop the corruption and bring down water prices!!!

This is the second time in a mth I have received this Survey.

N/a

Our rates are ridiculous, please work on lowering them, your going to push all of us out of El Dorado County.

Would prefer being billed monthly.

Customer service and call response is top tier, but policies and pricing are difficult and very very high. I understand that water and treatment are more expensive in EDC but water in Sacramento was \$15/month with more landscaping than we have here. We now see more than double that just on water...then sewage jumps the bill to even higher amounts. After years of paying \$15 monthly for water and \$100 bimonthly for sewage and storm water, getting a \$300 bimonthly bill is a hard pill to swallow.

I think you should have a program to help us fix leaking faucets

When talking with other people who don't live in this area, it seems that their water and sewage costs are a good 20% lower.

Overall, I think highly of EID but don't like paying the same rates as families. I get it, there needs to be a base, but I think usage should be a factor.

Q8 Additional comments continued

Water is so much more expensive in EDH then Folsom and even So Cal, why? Rumors have it previously management over spent on new cars and whatever and the consumer has to pay for it.

Rates are very high. There should be lower rates for seniors.

Our monthly water bills can be very high during summer months. Our water bills were not as high when we lived in Sacramento.

Question is unclear

Sewer cost is ridiculously high. Water is also too expensive. Being retired and trying to budget with such ridiculously high costs of ALL the utilities including water/sewer is very stressful. Time to move out of California.

Water and sewer rates are too high. I do not agree with the reasons that EID has given for their rate increase.

I understand costs associated with delivery and treatment of water/wastewater. I have issues with the Board's annual salary amounts and increases year after year. Then trying to justify rate increases.

Cameron Park water supply turns our faucets and shower heads black frequently. Embarrassing when having guests stay with us.

Long term planning is critical. Also, plans need to be in place when the power shutoffs occur so service reliability is part of your emergency plans to serve El Dorado County residents.

No questions or suggestions at the moment

The rates are out of control. It is my highest utility bill. I dread when my e.i.d. Bill is due.

I retired from Pacific Bell as manager of repair and cable maintenance so I have an understanding of installing and maintaining facilities in valley soil and El Dorado County rock.

None

Customer service is awesome!

What is the water impact to all of these homes going into El Dorado CTY??.....

Very high water rates

Q8 Additional comments continued

I could not input my own made importance point. The way I originally input it. Don't really know why it wouldn't take it.

The price for sewer due to us being charged for water on top is horrible. Doesn't make any since that Ca has the highest rates for sewer and water

Please read my comments and do something about the prices and stop with the lip service already.

E-waste is a free drop off at your recycling center in Cameron Park per your website, but the men there wanted to charge me \$15. I called your main customer service number and they confirmed the free service. My request for a follow-up call with clarification has not been answered. Very dissatisfied.

Notice should be given on how and when sewage rates are calculated.

No

I believe the entire system is being mis managed & us customers are footing the bill. Why are other counties running with a lot lesser funds?

Focus on providing cheap high quality water for the existing homeowners

I am very appreciative of EID's willingness to allow installment payments when bills are unusually high.

We need to build reservoirs. Quit letting the water run to the ocean. We would have plenty of water if that were done.

I do not have any.

charging for "sewer" when 75% of usage is for IRRIGATION/OUTSIDE WATERING = absolute RIPOFF!!! Why should we waste time limiting inside water usage when yur GREEDY corporation "rewards" us by charging for OUTSIDE SEWAGE?!?!?!

Keep executive salaries lower.

EID - I've lived in El Dorado County for over 42 years. From my memories, EID has never been managed correctly. I remember the days when the EDC citizens would drop "pennies" on your payment counter to pay their bills. The citizens of El Dorado County were demonstrating their anger to EID and showed it by paying their bills with "pennies." at your EID payment counters. I surely hope this doesn't happen again! But it is up to EID management to be alert to the issue of unhappy customers of EID. - especially the SEWAGE CHARGE complaint!! Thank you for sending me you survey. Rebecca (Beckbwyz@gmail.com. (530) 621-1408.

You need to find a way to cut rates before you out price all of the customers in El Dorado County. We have watched these rates go up consistently over 30 years

Q8 Additional comments continued

It's important for EID to explain why your rates are so much higher than those in other areas. We've lived in Woodland, Sacramento, Folsom, Chico, and have family in Auburn and Grass Valley. Nowhere has the high water and sewer bills we see here with EID.

RID rates are high. Too many board members and employees making far too much money off their customers.

would like more information on how to save rain water for future use during dry summers without getting mosquitos

All is fine but find the bill kind of high

Please do something to lower water rates - that would be a first, keeping consumers needs first

I liked the taste of the water in 1980

Your rates are high. I can accept high rates as long as I know you are doing everything you can to protect the environment, conserve resources, and look for ways to find/build additional storage.

When people move out there is still a bill due for water that they have previously used. There should be a meter reading to determine what is owed rather than having a bill much later.

I don't get cable, newspaper, or go to web

No explanation or justification of why EID has not reduced water rates in lieu of the abundance of water. EID was quick to raise rates in drought conditions, but didn't when water abundant??????

I believe EID is very responsible in conveyance and treatment of our water and storage

Way too expensive.

all ready did survey

As a renter, the method of establishing the billable rate meant our household of two spent half the year paying a rate based on the previous tenants who had a household of six. Perhaps a more representative method of rate determination can be established for similar household scenarios.

Haven't been with you for very long. We are from the Camp Fire. We are now in El Dorado County.

EID does a very good job and my experience dealing with the office has been very professional and friendly!

Q8 Additional comments continued

I have 2 rental properties in Cameron Park served by EID. Renters receive the bills and thus I do not see any information you place in with the bill; I only receive notices if tenant has not paid the bill. I recently sold a 3rd rental property and EID worked with me very well during the time I was renovating the house for sale.

It seems like if you don't use any water or sewer the bill is still \$100. There should be rate for seniors.

Customers water bill should not be over \$200.00 when there's a leak that wasn't there fault or mistake: and my water bill has been high because of a leak that got repaired the first of the year and I'm low income and should get a senior discount on my water bill as I'm 61

In summary, very happy with EID water, drink from the tap and not worried about it. Hoping that additional capacity is being built, considering all the development in EDH and Folsom going on.

Water rates are way too high. Can we get recycled water for irrigation like Serrano?

Rates are increasing too much and driving people out of el dorado county. We are losing revenue as a county due to inflated costs of utilities

I once call to inquire about the use of chlorine and chloramine in the water as I needed to know how to treat the water before using it in the fish pond. I was referred to an EID engineer who was knowledgeable and more than willing to answer my questions when I called. I appreciate the "home town" feel of EID.

EID has costed me thousands of dollars the last 7 years , at this address with 1 person in the home !!! There is no way ,I'm using that much water. And also the first 3 years I lived here, There was a leak under the ground causing water damage that you guys refused to repair until it became worse and surfaced in the cul -d -sac. Initially I had to divert the water off the side of my house on a hill that was a huge volume of water and made the vegetation horrendous !

The only issue I have (as of this date) (lived in area 12 years) is the rates that are changed. So very high. We're not high water users so it's shocking to see our water bill. No matter what time of year.

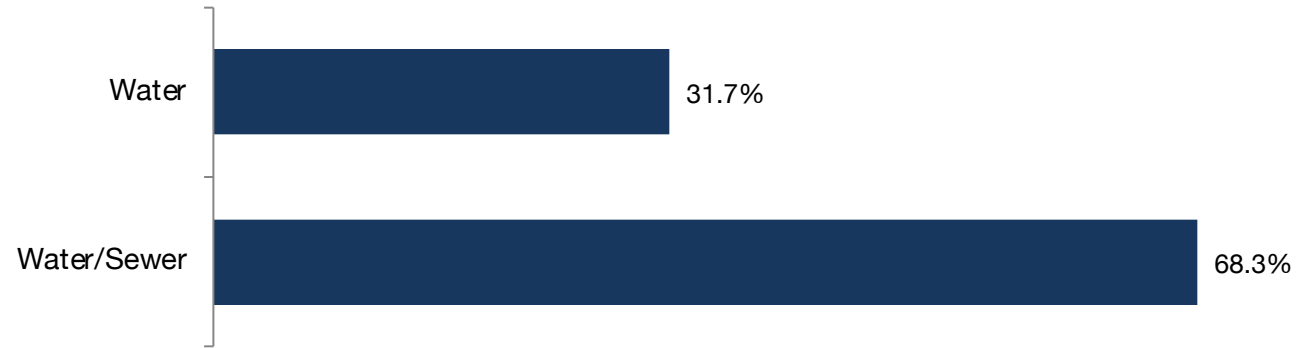
Bills is very high and no have any program for seniority , low income etc. Others have !

The rates are becoming way too high. It's being raised a lot over the years we've been here. More so than our family and friends in the sacramento/Folsom area. Their bills seem to be half of ours.

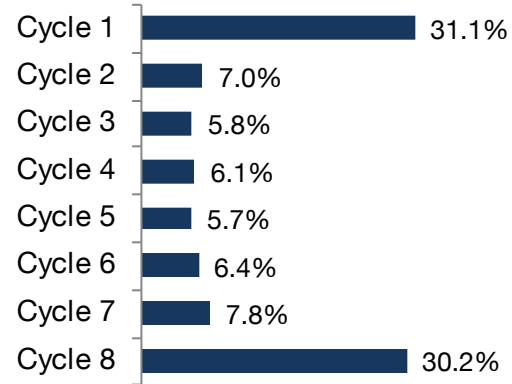
Why don't you charge sewer as a percent of usage. Especially for us on recycled water.

Demographics

Service Type



Billing cycle



Questions?

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Opinion Research on
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El Dorado Irrigation District

Customer Satisfaction Survey

Presentation

September 11, 2019



Opinion Research on
Elections and Public Policy

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El Dorado Irrigation District – Customer Satisfaction Survey

Survey Methodology*

From Saturday, September 7, 2019 to Monday, September 9, 2019, Probolsky Research conducted a live-interviewer telephone and online survey among El Dorado Irrigation District customers.

A total of 300 customers were surveyed (59 by telephone and 241 online). A survey of this size yields a margin of error of +/-5.8%. Interviews were conducted with respondents on both landline and mobile phones (30.6%) and were offered in English and Spanish languages. For the online survey phase, we invited participation via email message. Security measures precluded individuals from completing the survey more than once and allowed only the designated resident to complete the survey. Online respondents could use their computer, tablet or smart phone to participate.

Our sample was developed from the El Dorado Irrigation District customer files. Probolsky Research applies a stratified random sampling methodology to our sample design. In other words, we ensure that the demographic proportions of survey respondents match the demographic composition of the universe being researched.

Probolsky Research specializes in opinion research on behalf of corporate, election, government, non-profit, and special interest clients.

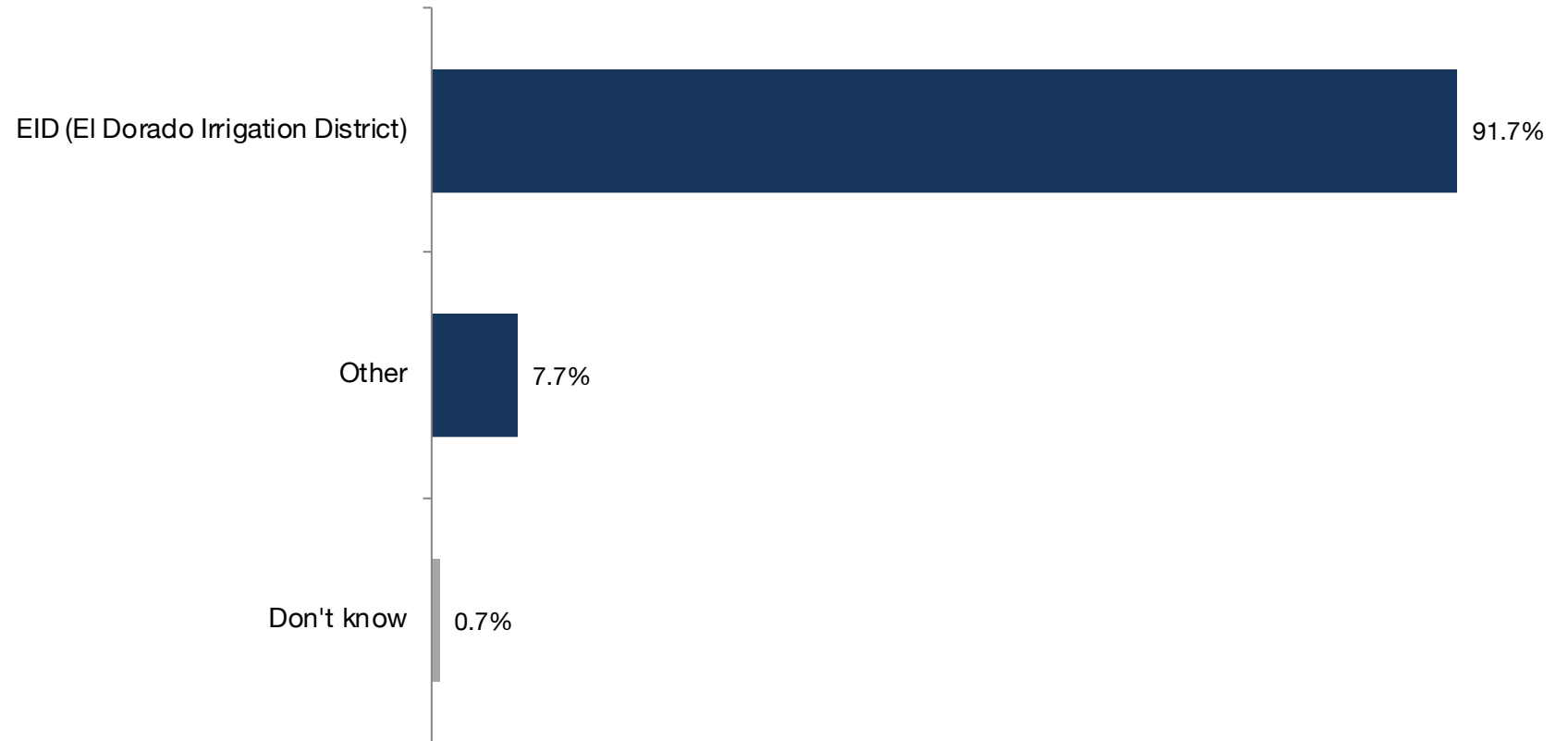
**Due to rounding, totals shown on charts may not add up to 100%*



Knowledge of EID

91.7% know EID supplies water and sewer to their home

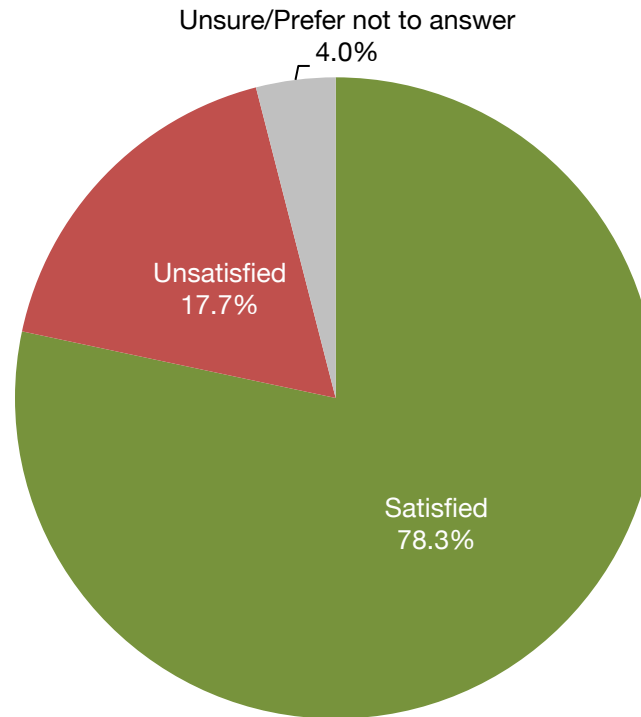
Question 1: Can you name the organization or service provider that supplies water and sewer services to your home?



Satisfaction with EID

78.3% are satisfied with the job EID is doing in providing water and/or sewer and recycled water services to their home

Question 2: El Dorado Irrigation District, also known as EID, is a special district governed by five elected directors that serve more than 125,000 residents in El Dorado County. EID provides drinking water for homes, schools, and businesses as well as sewer treatment and recycled water service from EID's wastewater treatment plants for landscape irrigation. Are you satisfied or unsatisfied with the job El Dorado Irrigation District is doing in providing water and/or sewer and recycled water services to your home? And would you say that you are strongly (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

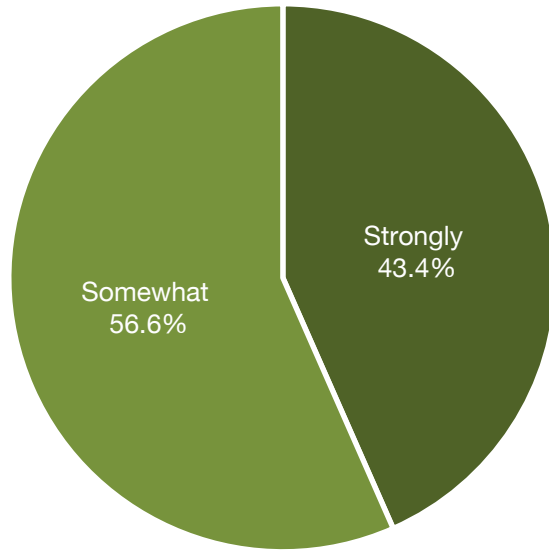


Among those who are satisfied, 43.4% are strongly

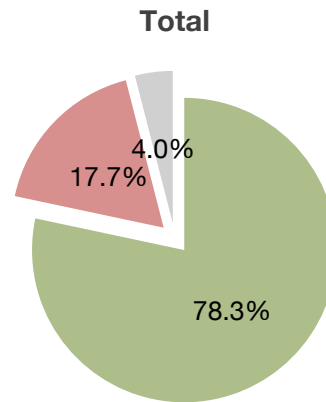
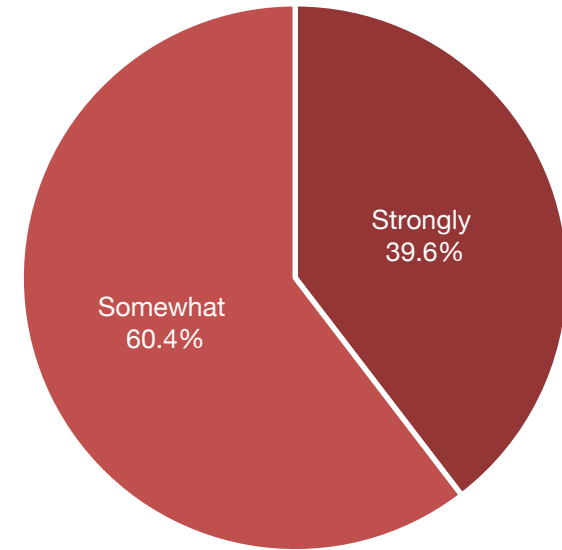
Satisfied with the job EID is doing

Question 2: El Dorado Irrigation District, also known as EID, is a special district governed by five elected directors that serve more than 125,000 residents in El Dorado County. EID provides drinking water for homes, schools, and businesses as well as sewer treatment and recycled water service from EID's wastewater treatment plants for landscape irrigation. Are you satisfied or unsatisfied with the job El Dorado Irrigation District is doing in providing water and/or sewer and recycled water services to your home? And would you say that you are strongly (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

Among those who are satisfied

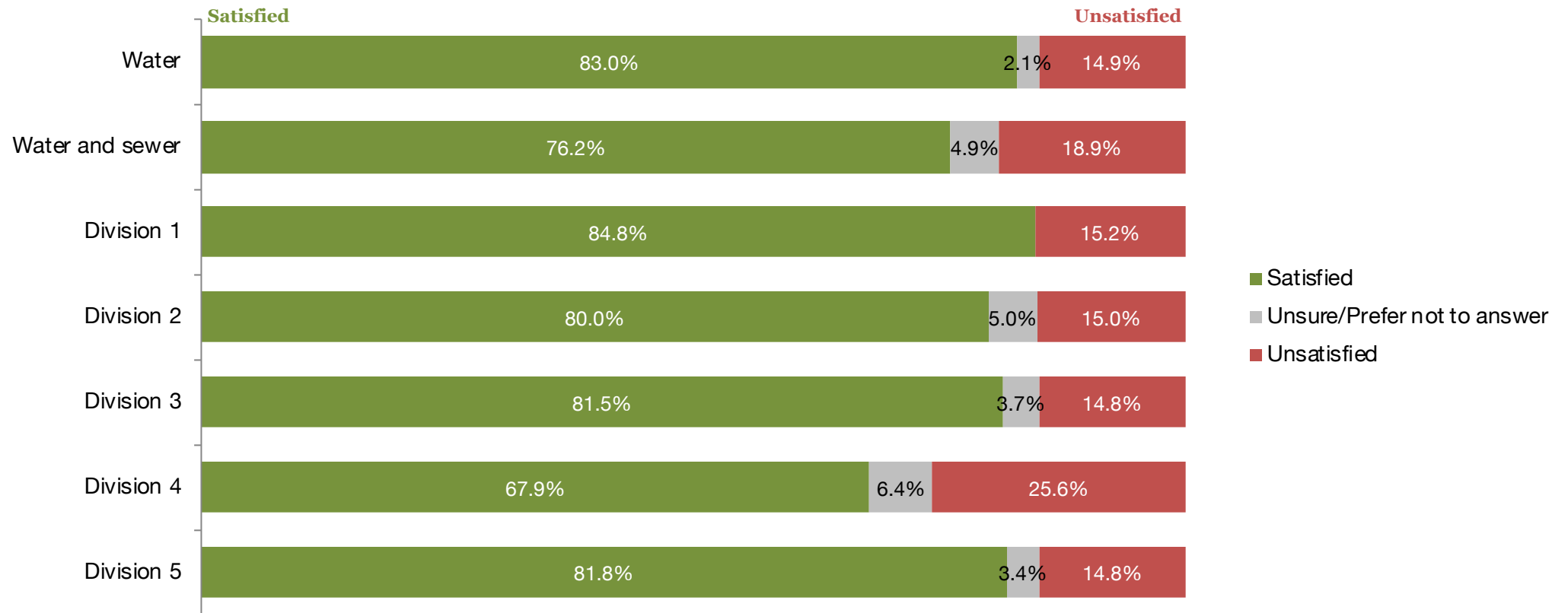


Among those who are unsatisfied



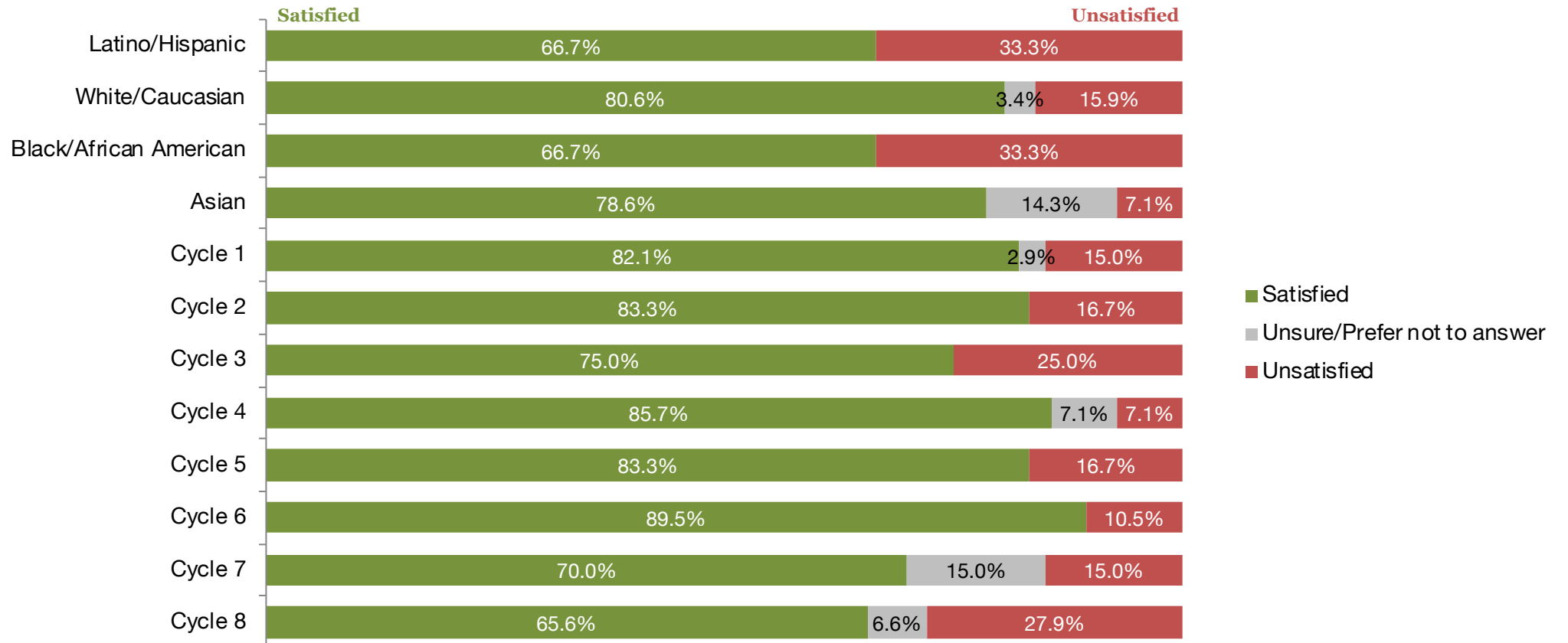
Results by customer service class and EID District

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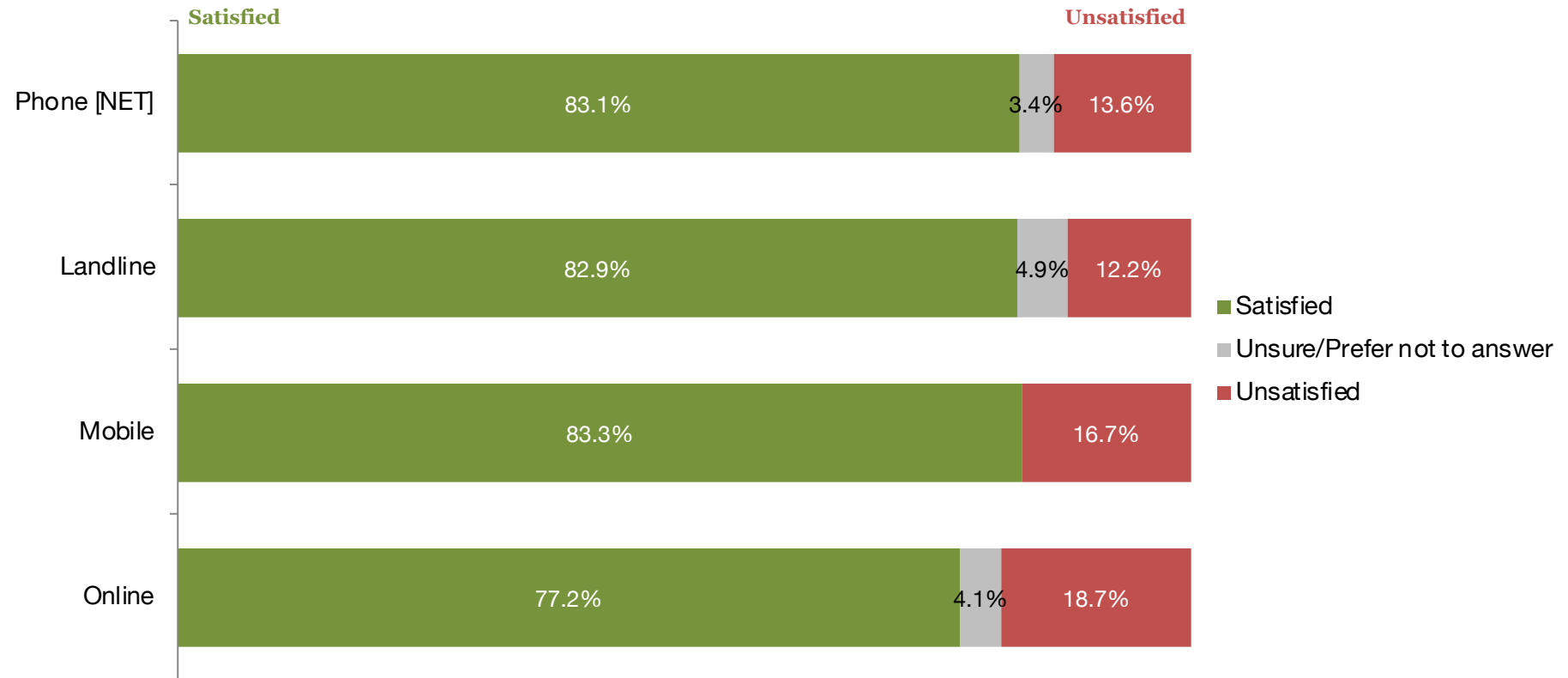
Results by ethnicity and billing cycle

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Results by survey mode

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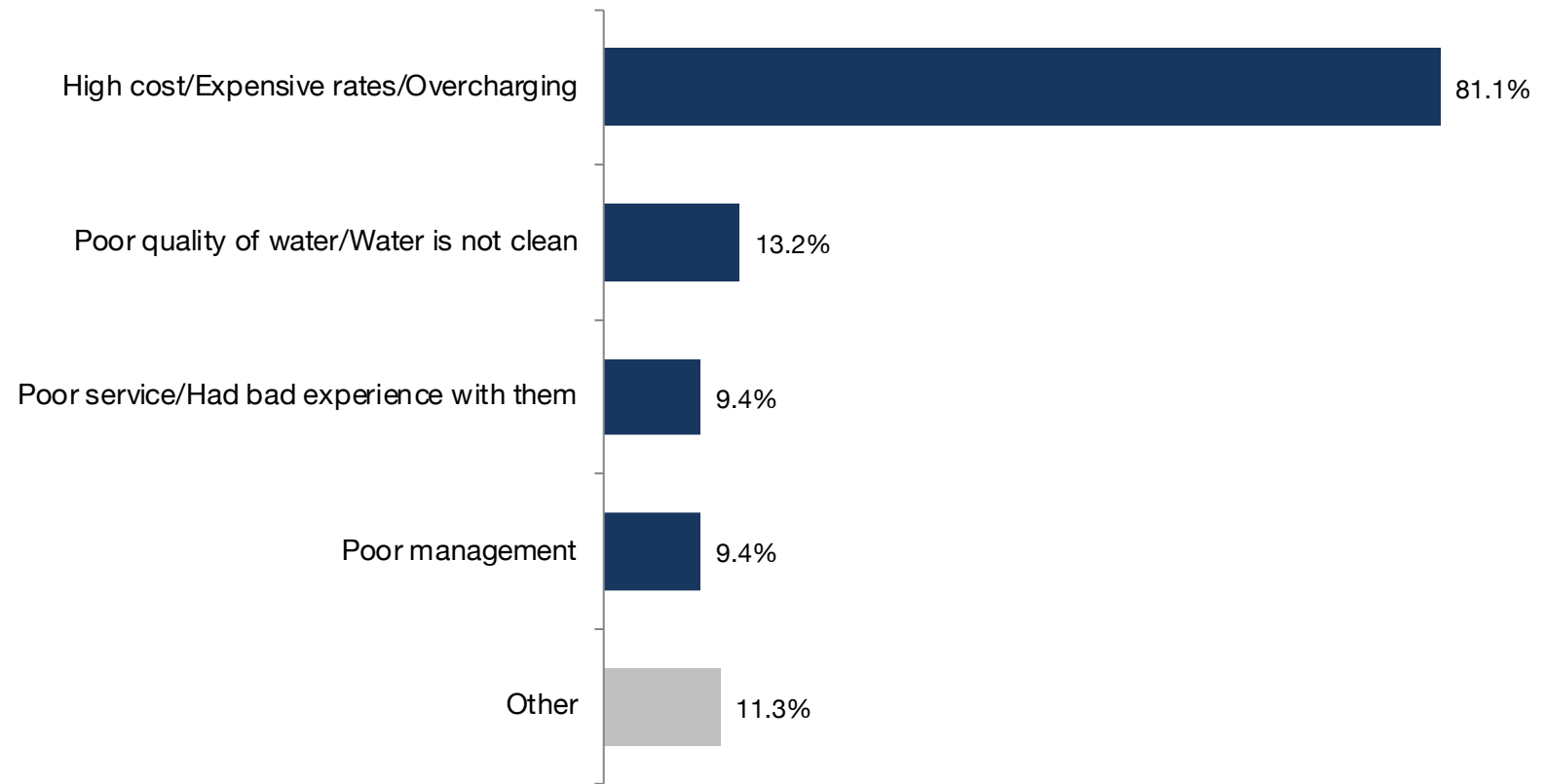


High cost is cited as the top reason for dissatisfaction

with the job EID is doing in providing water and sewer services

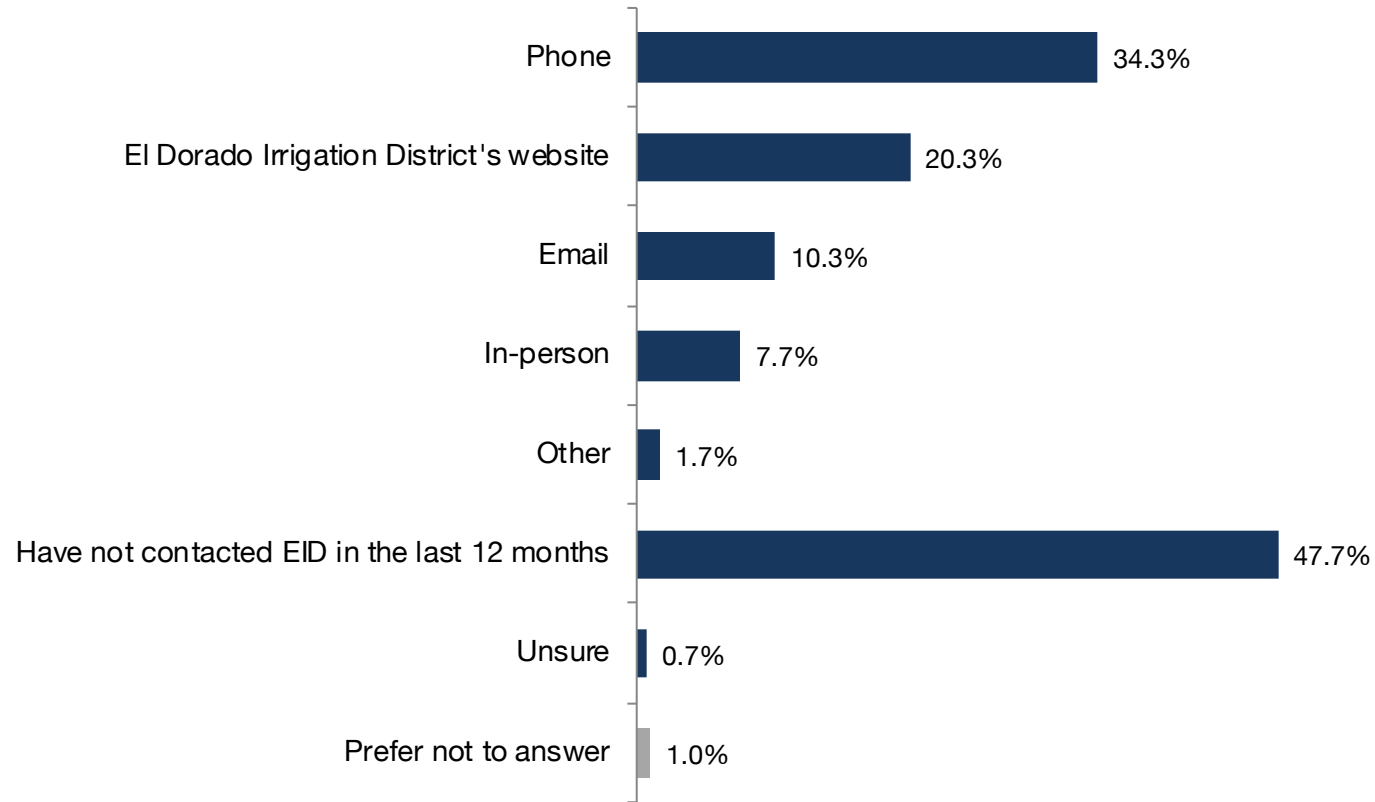
Question 3: Why are you unsatisfied with the job El Dorado Irrigation District is doing in providing water and sewer services to your home?

[AMONG THOSE WHO ANSWERED "UNSATISFIED" TO Q2]



34.3% say they have contacted EID by phone in the last twelve months

Question 4: In the last twelve months, have you used any of the following methods to contact El Dorado Irrigation District?

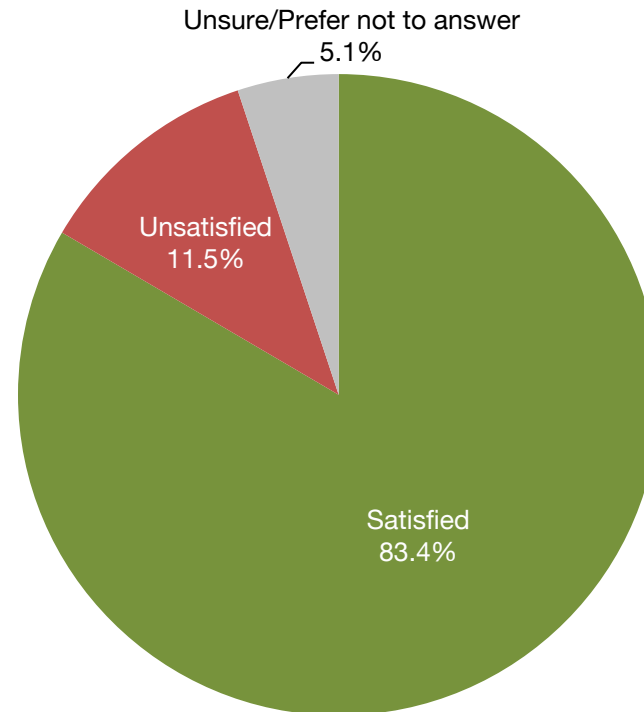


Satisfaction with EID customer service

83.4% are satisfied with the customer service they received when they contacted EID

Question 5: Would you say that you are satisfied or unsatisfied with the customer service you received when you contacted El Dorado Irrigation District? And would you say that you are very (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

[AMONG THOSE WHO CONTACTED EID IN THE LAST TWELVE MONTHS]



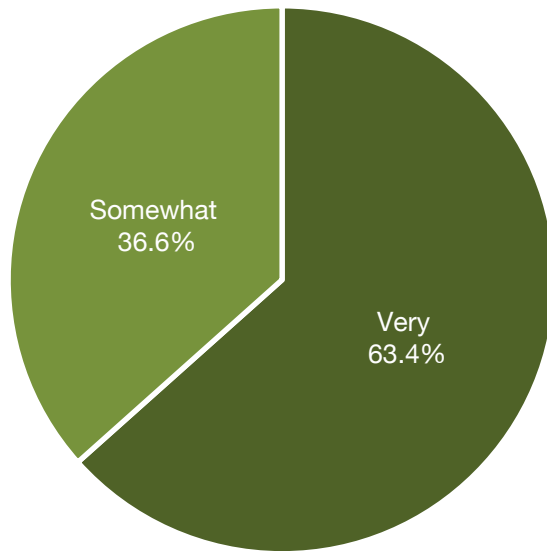
Among those who are satisfied, 63.4% are very

satisfied with the customer service they received when they contacted EID

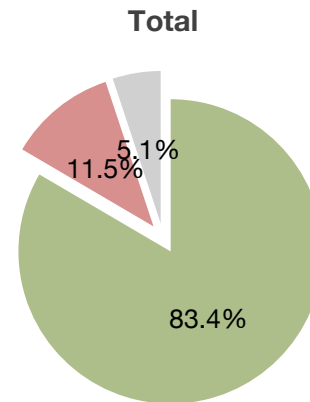
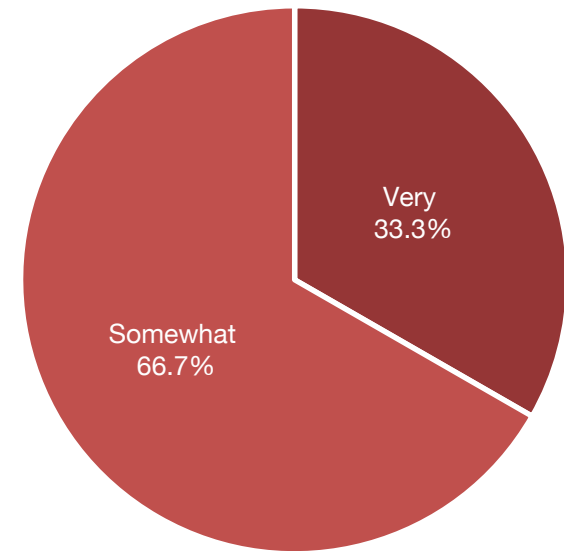
Question 5: Would you say that you are satisfied or unsatisfied with the customer service you received when you contacted El Dorado Irrigation District? And would you say that you are very (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

[AMONG THOSE WHO CONTACTED EID IN THE LAST TWELVE MONTHS]

Among those who are satisfied



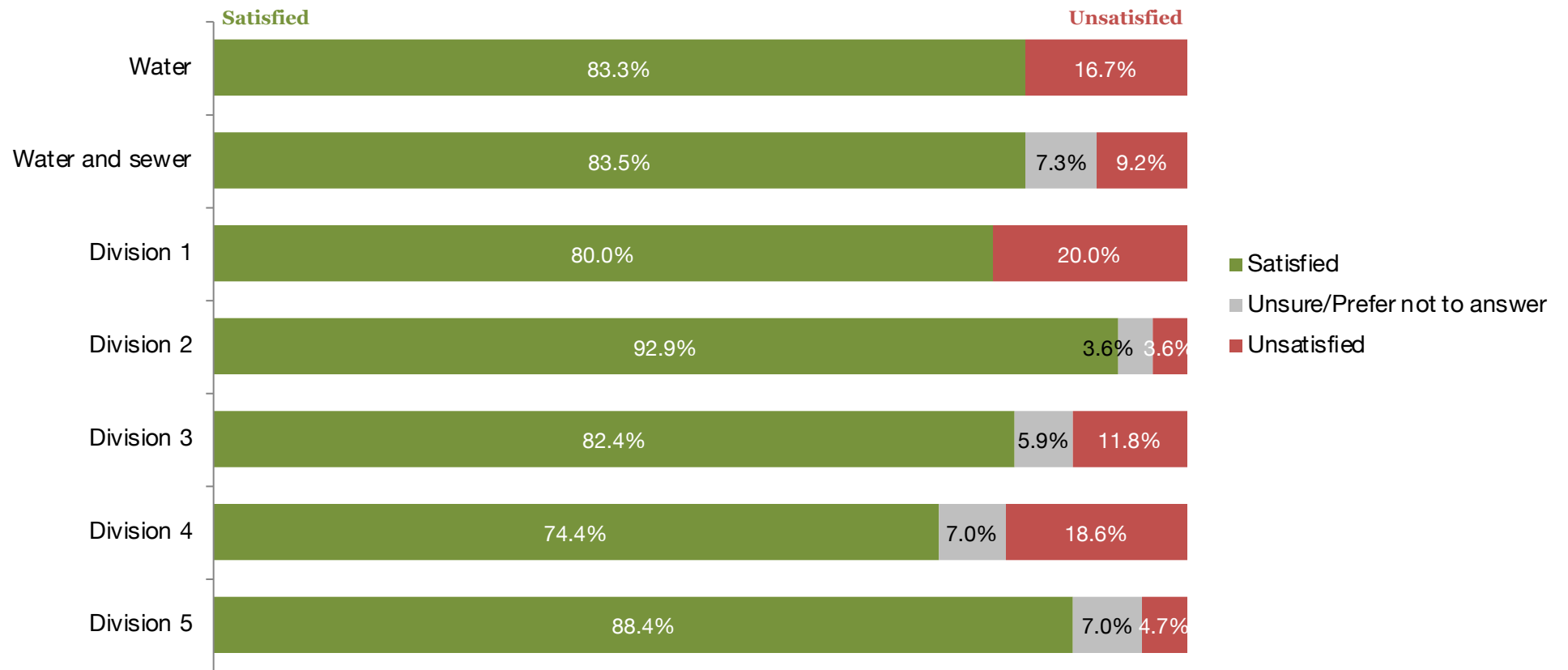
Among those who are unsatisfied



Results by customer class and EID District

Question 5: Would you say that you are satisfied or unsatisfied with the customer service you received when you contacted El Dorado Irrigation District? And would you say that you are very (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

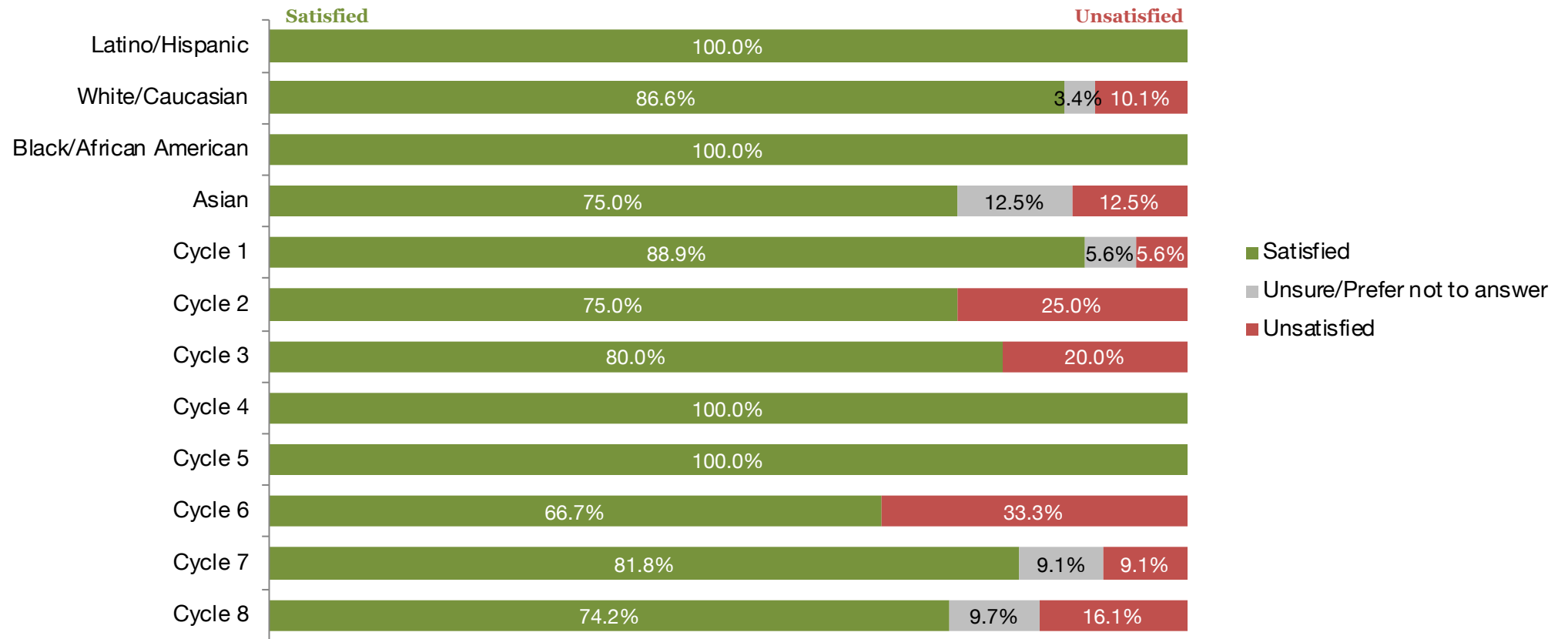
[AMONG THOSE WHO CONTACTED EID IN THE LAST TWELVE MONTHS]



Results by ethnicity and billing cycle

Question 5: Would you say that you are satisfied or unsatisfied with the customer service you received when you contacted El Dorado Irrigation District? And would you say that you are very (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

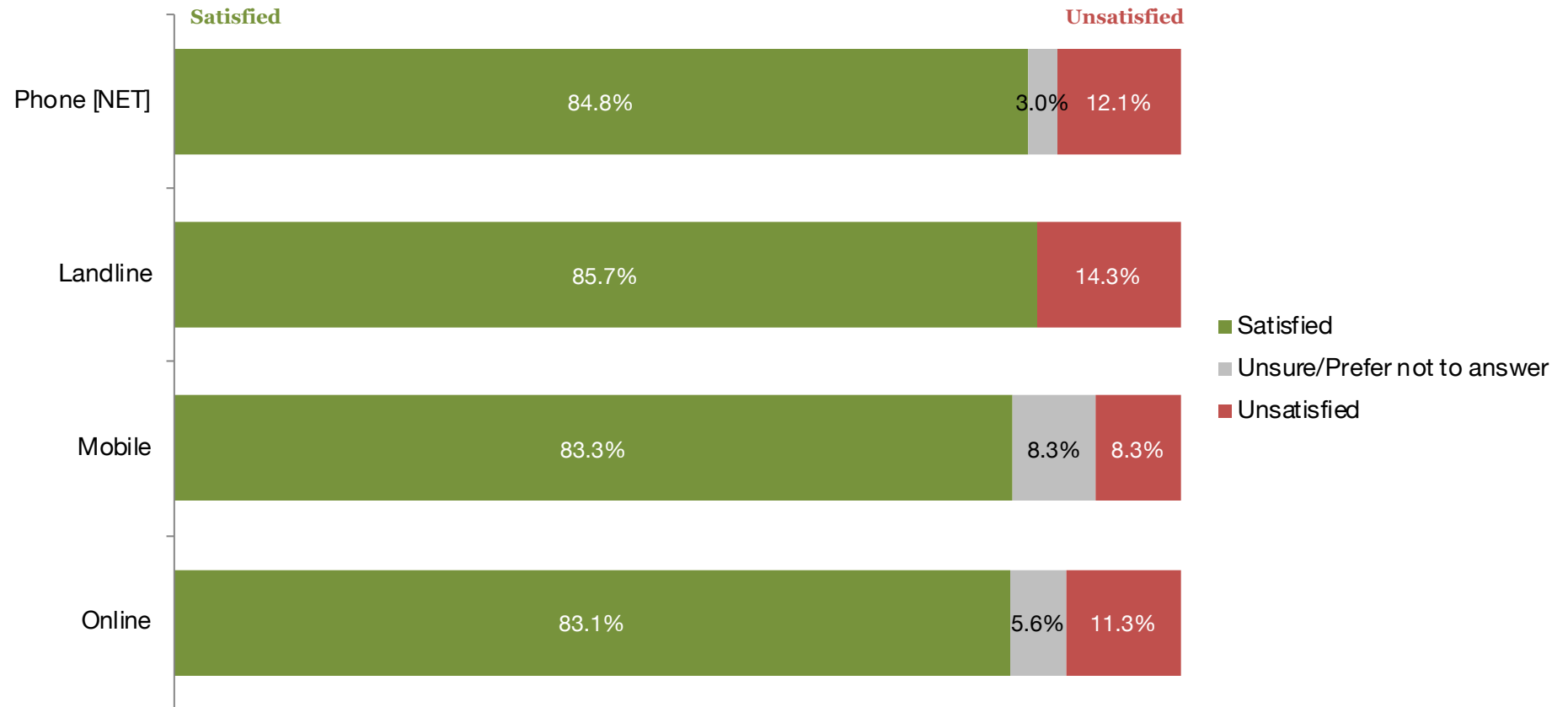
[AMONG THOSE WHO CONTACTED EID IN THE LAST TWELVE MONTHS]



Results by survey mode

Question 5: Would you say that you are satisfied or unsatisfied with the customer service you received when you contacted El Dorado Irrigation District? And would you say that you are very (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

[AMONG THOSE WHO CONTACTED EID IN THE LAST TWELVE MONTHS]

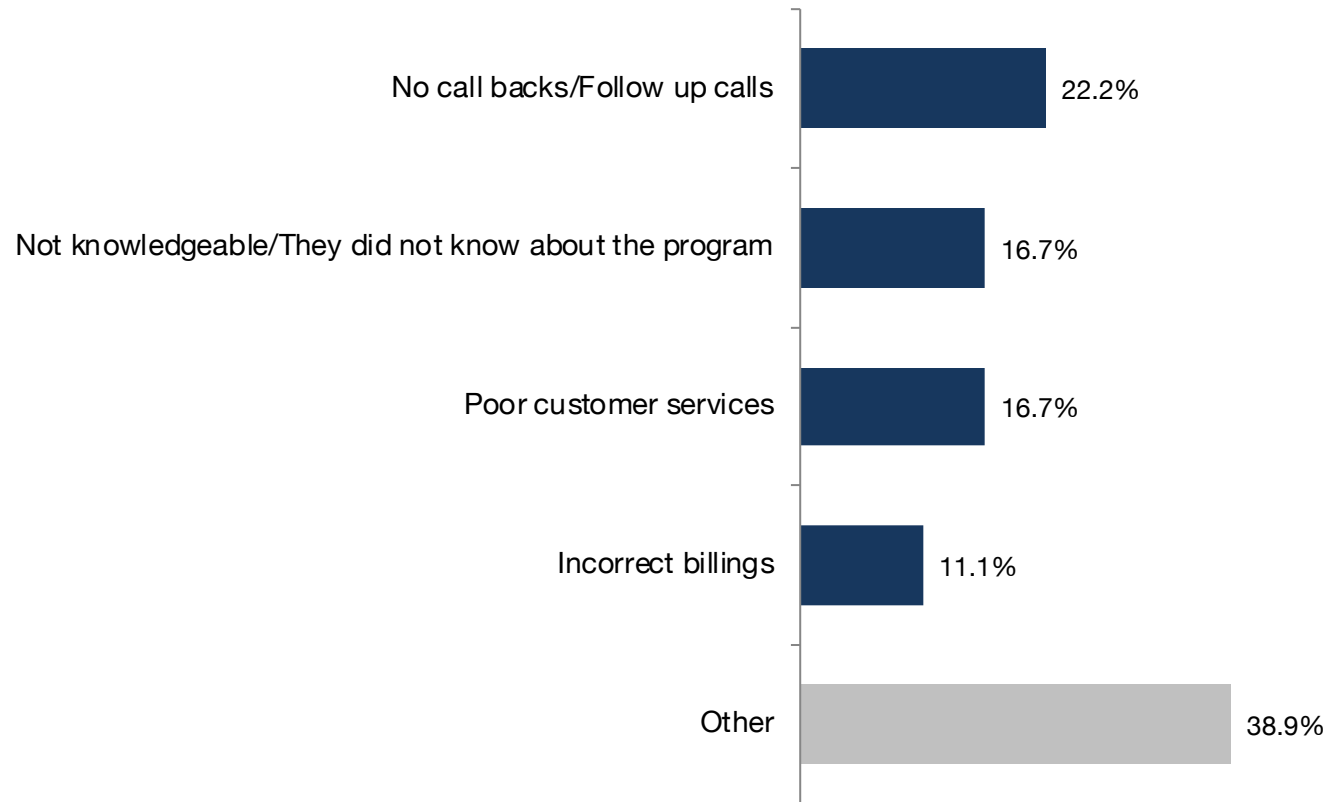


No call backs is cited as the top reason for EID

customer service dissatisfaction

Question 6: Why are you unsatisfied with the customer service you received when you contacted El Dorado Irrigation District?

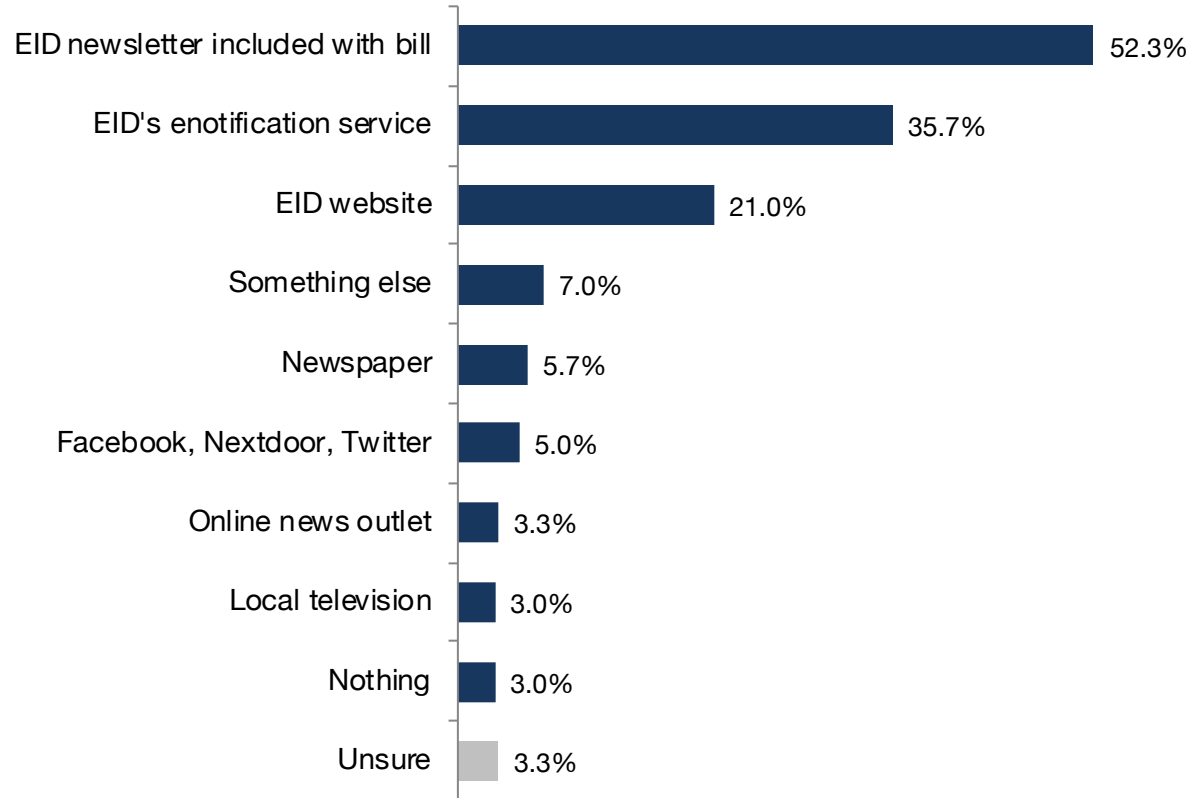
[IF ANSWERED "UNSATISFIED" TO Q5]



Sources for News and Information

EID newsletter included with bill is cited as the preferred method to receive information about EID

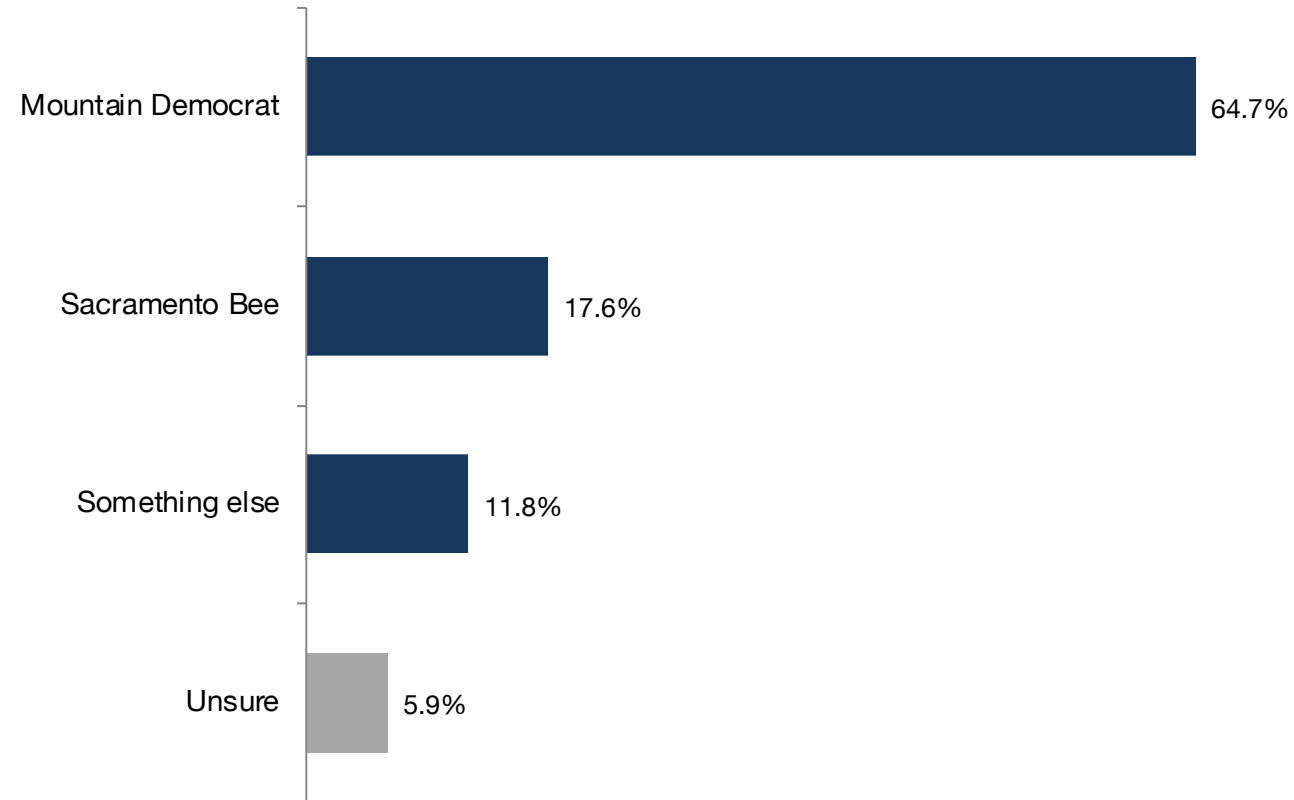
Question 7: How would you prefer to receive information about what is going on at EID?



64.7% say their top newspaper is Mountain Democrat

Question 7: How would you prefer to receive information about what is going on at EID?

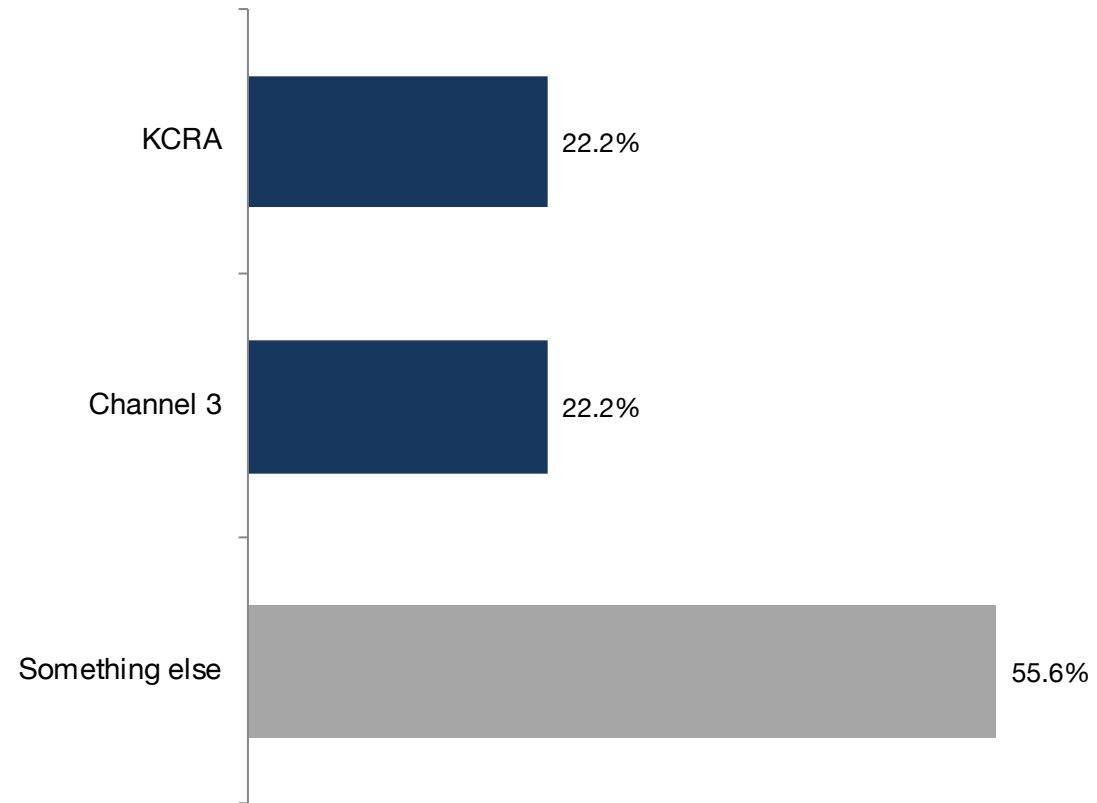
[AMONG THOSE WHO ANSWERED "NEWSPAPER" TO Q7]



KCRA and Channel 3 are respondents top local TV choices

Question 7: How would you prefer to receive information about what is going on at EID?

[AMONG THOSE WHO ANSWERED "LOCAL TELEVISION" TO Q7]

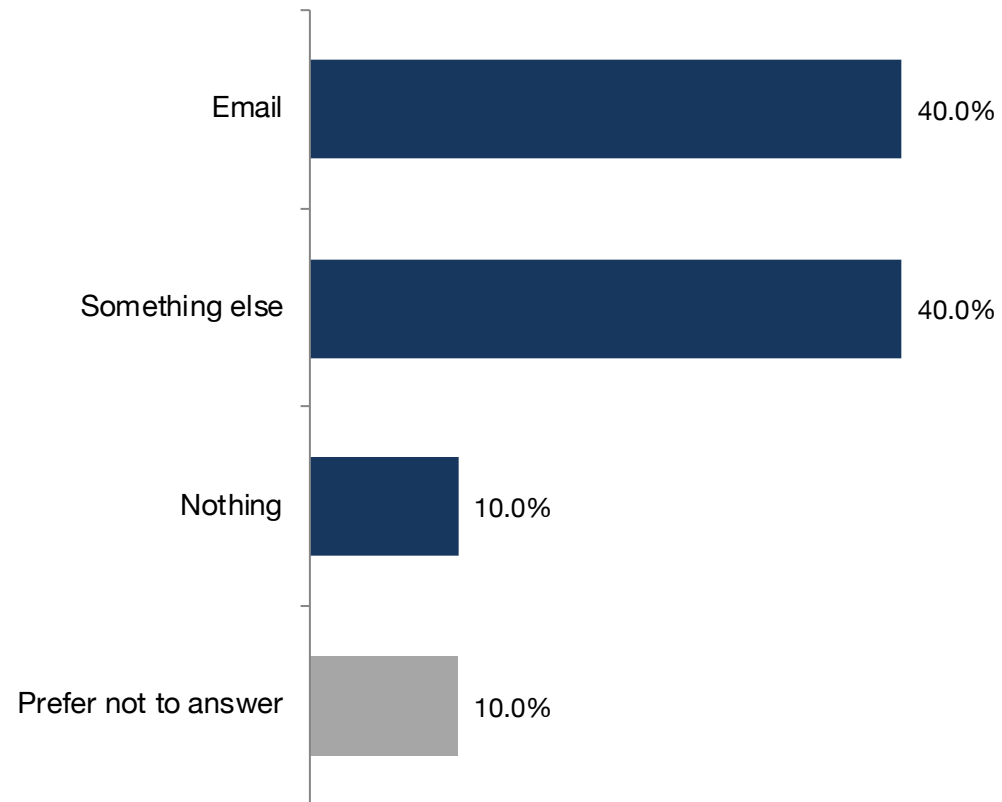


Email is cited as the top online news outlet to receive

information about what is going on at EID

Question 7: How would you prefer to receive information about what is going on at EID?

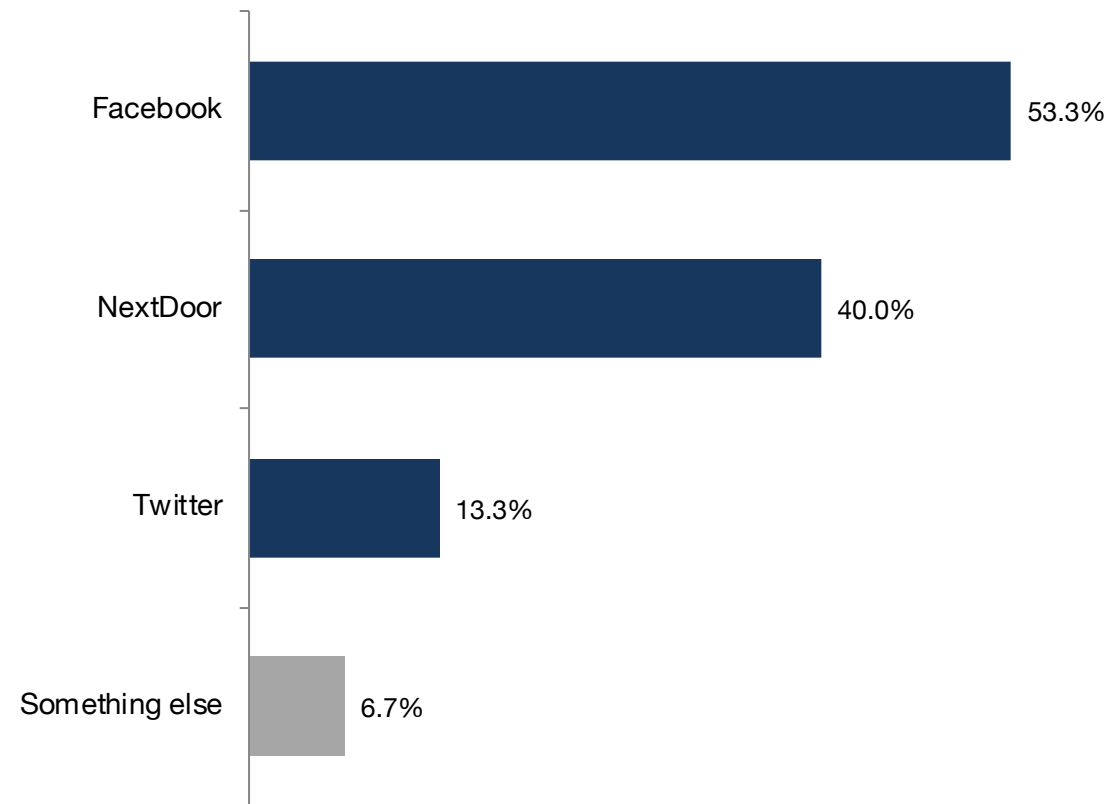
[AMONG THOSE WHO ANSWERED "ONLINE NEWS OUTLET" TO Q7]



Facebook and Nextdoor are respondents top social media sources for news and information about EID

Question 7: How would you prefer to receive information about what is going on at EID?

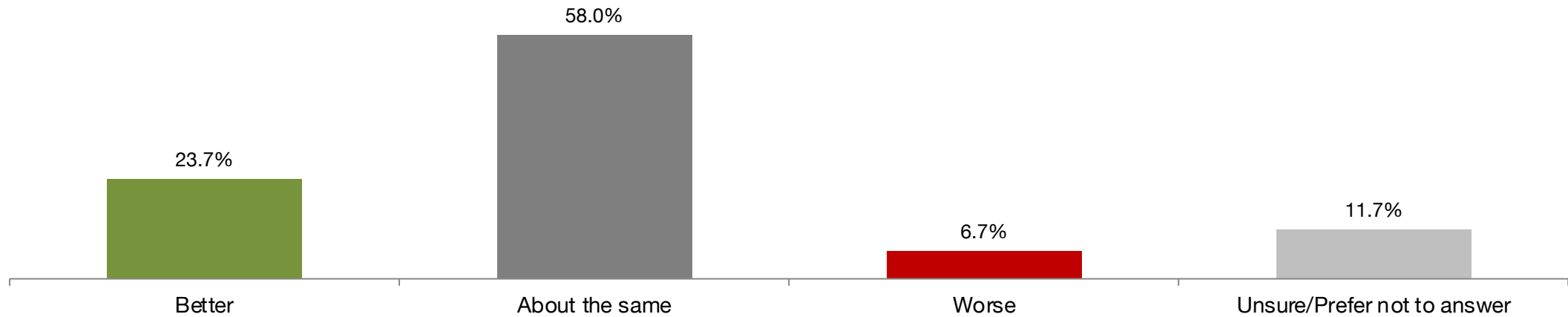
[AMONG THOSE WHO ANSWERED “FACEBOOK, NEXTDOOR, TWITTER” TO Q7]



EID customer service vs. other utility providers

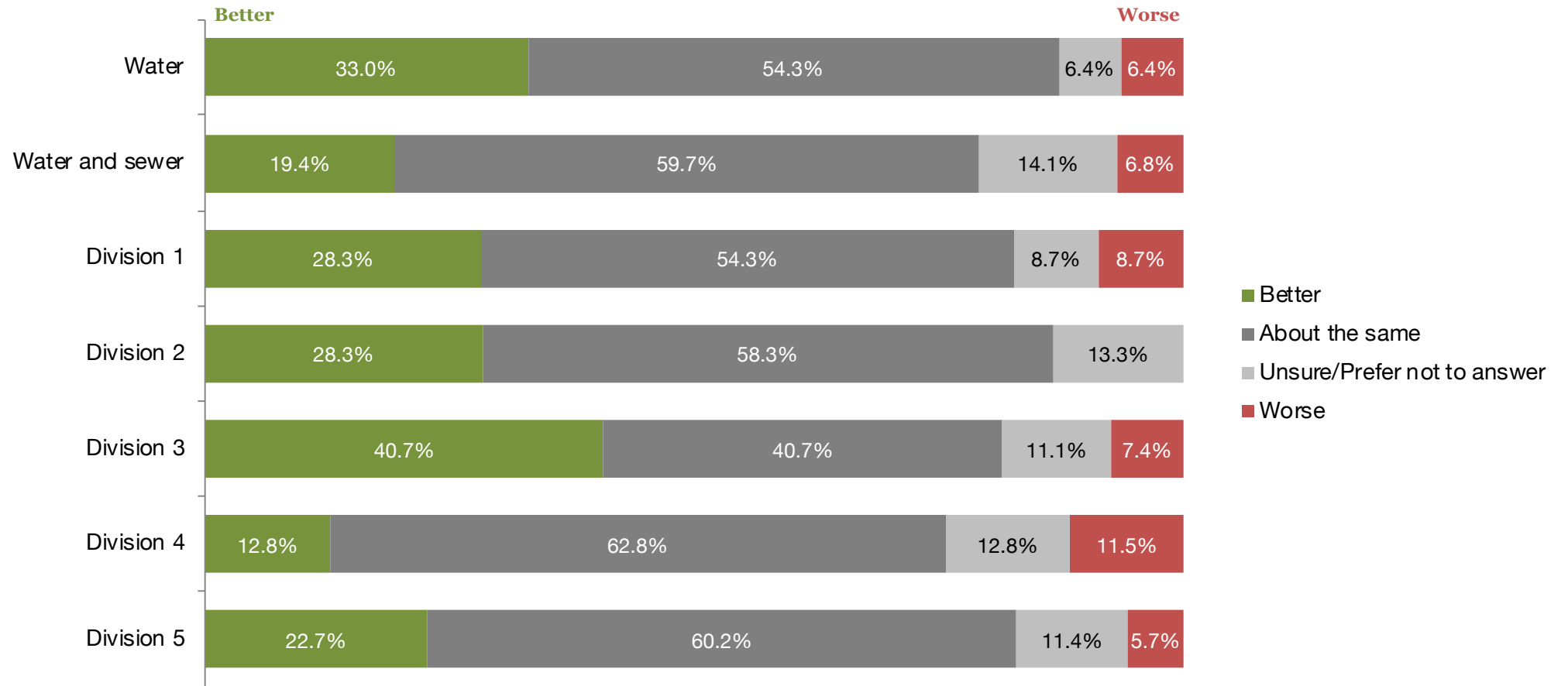
81.7% said EID's customer service is better or about the same compared to other utility providers

Question 8: Thinking about the customer service you receive from utility providers such as electric and gas, and phone companies, how does the customer service from El Dorado Irrigation District compare?



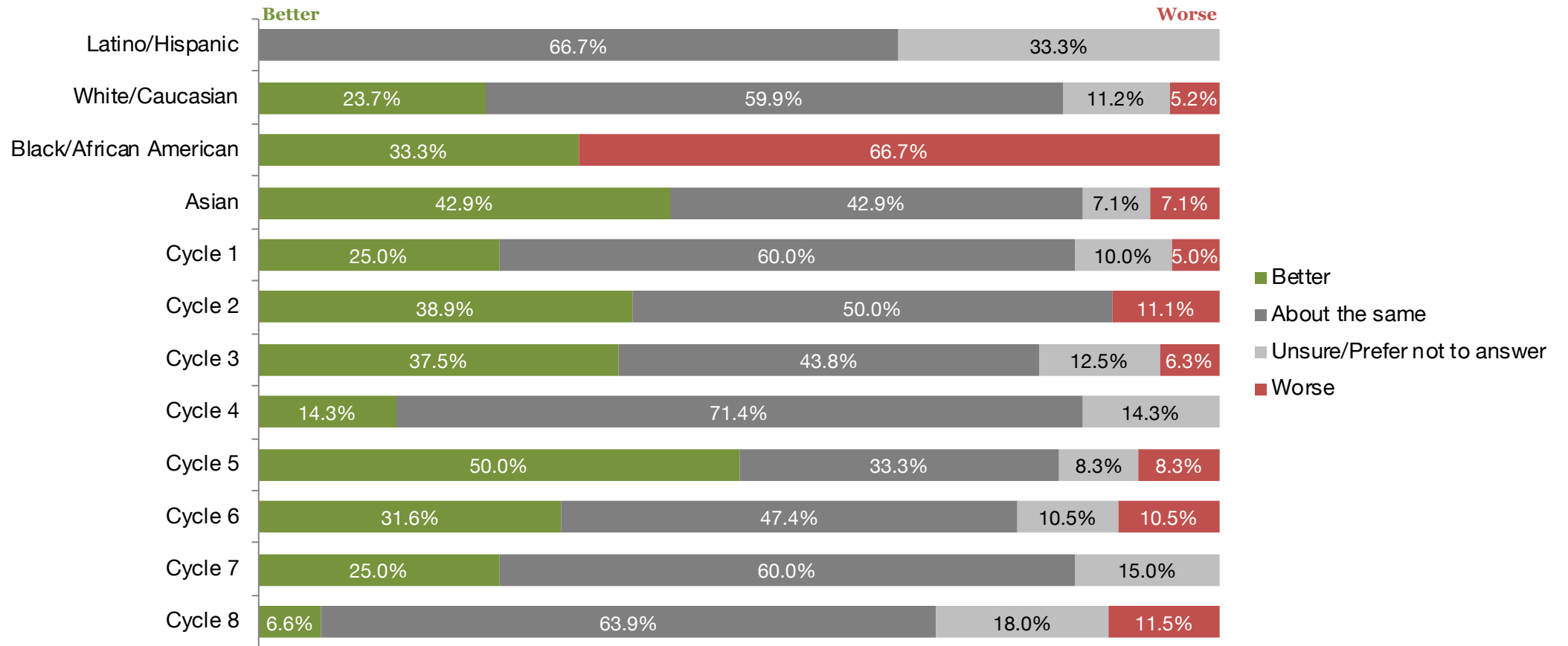
Results by customer class and EID District

Question 8: Thinking about the customer service you receive from utility providers such as electric and gas, and phone companies, how does the customer service from El Dorado Irrigation District compare?



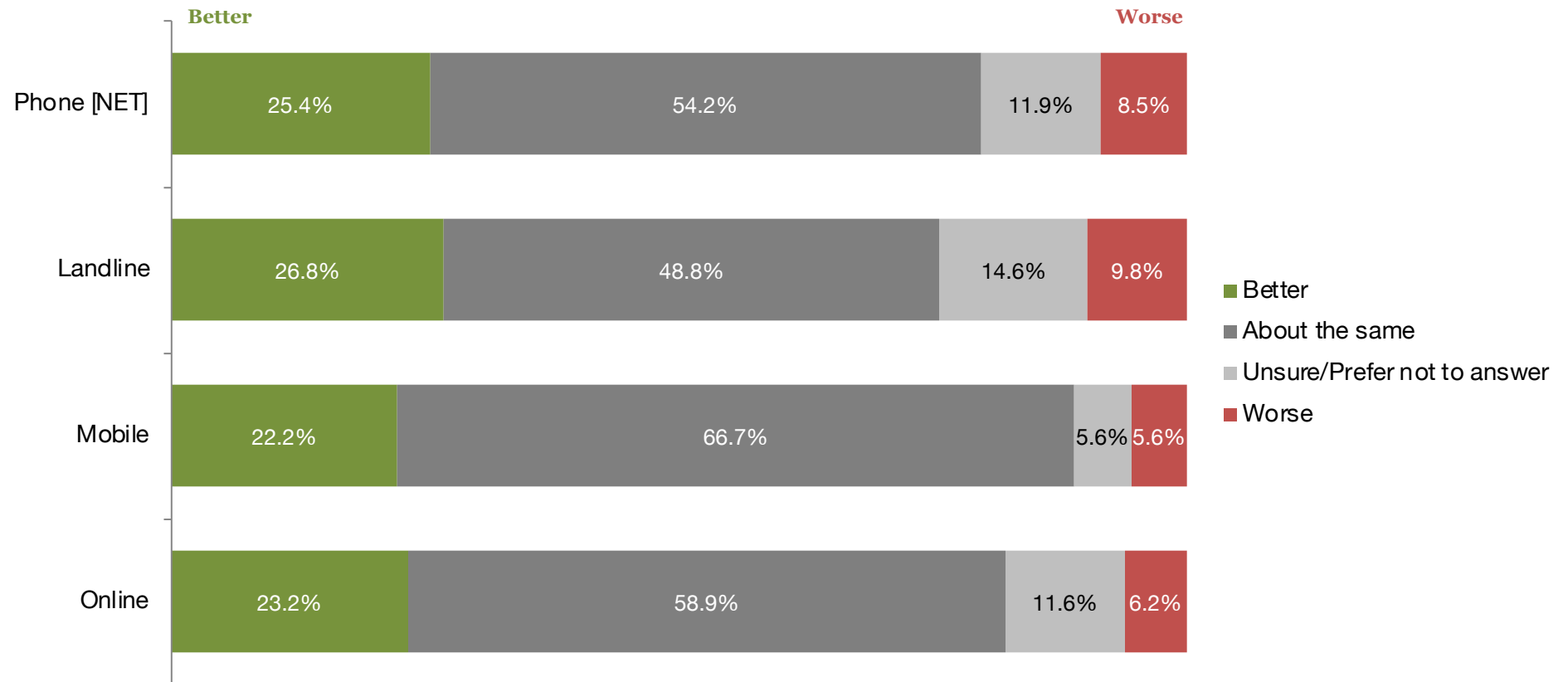
Results by ethnicity and billing cycle

Question 8: Thinking about the customer service you receive from utility providers such as electric and gas, and phone companies, how does the customer service from El Dorado Irrigation District compare?



Results by survey mode

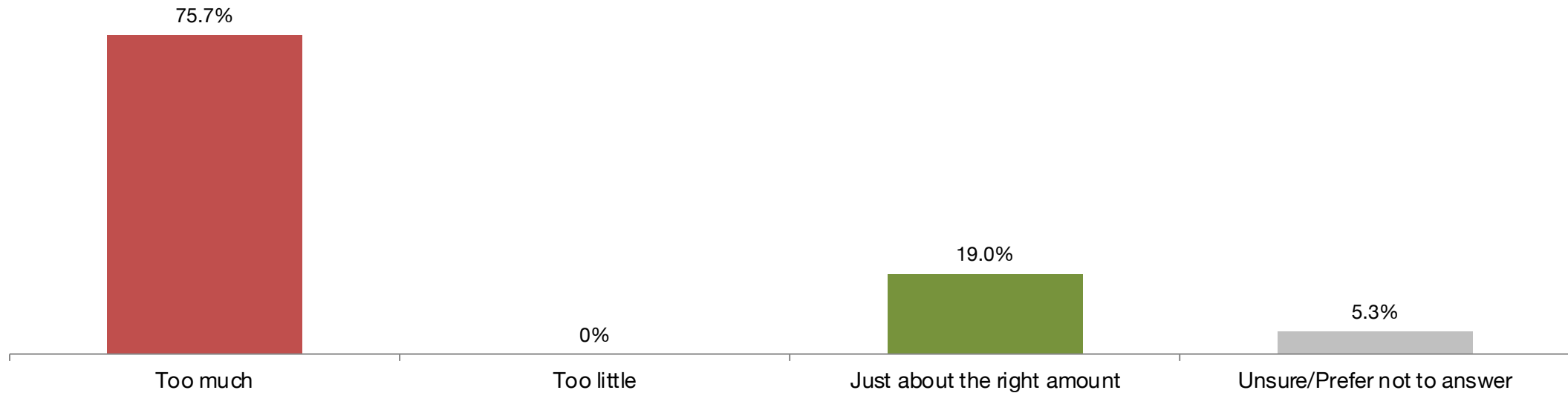
Question 8: Thinking about the customer service you receive from utility providers such as electric and gas, and phone companies, how does the customer service from El Dorado Irrigation District compare?



Water service cost

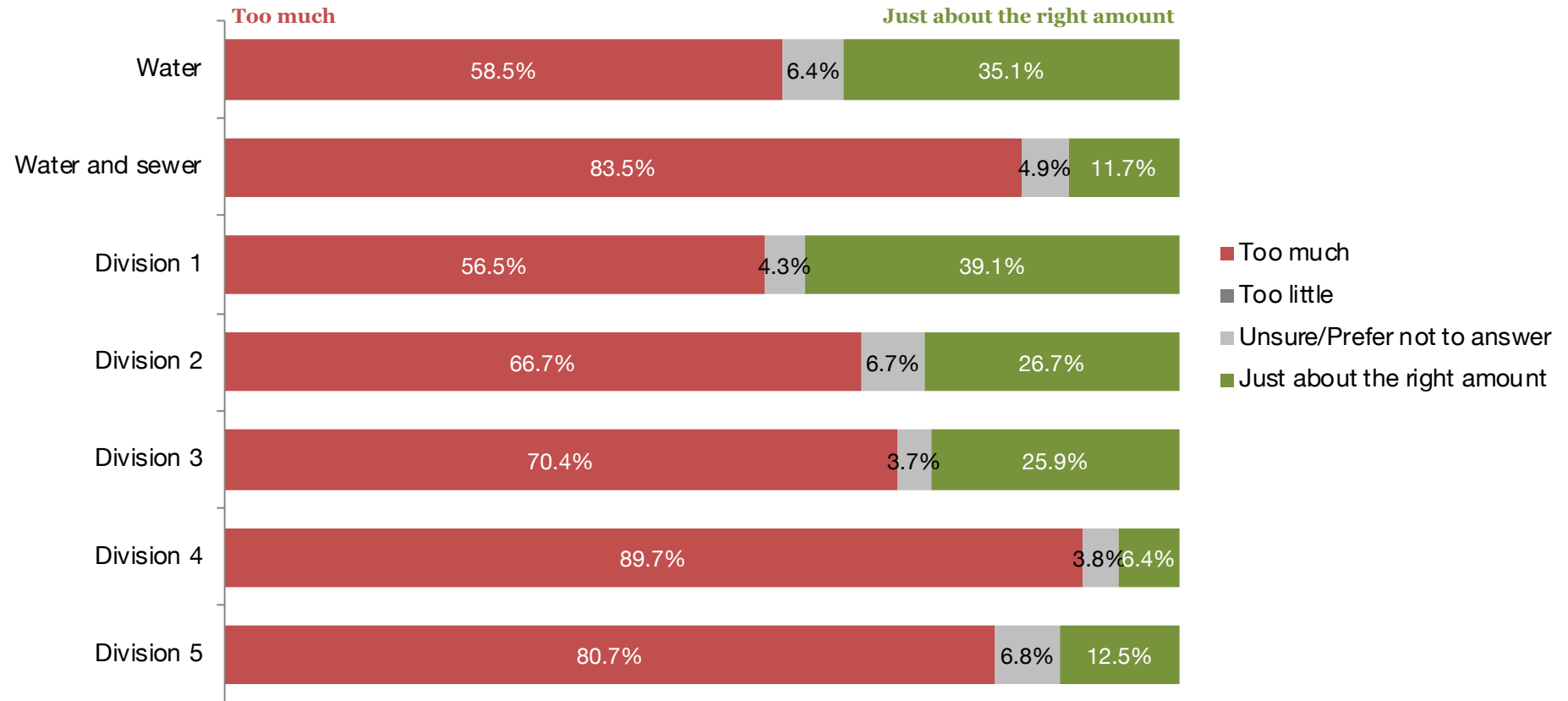
75.7% said they pay too much for the water service in their home

Question 9: Thinking about the amount that you pay for the water service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



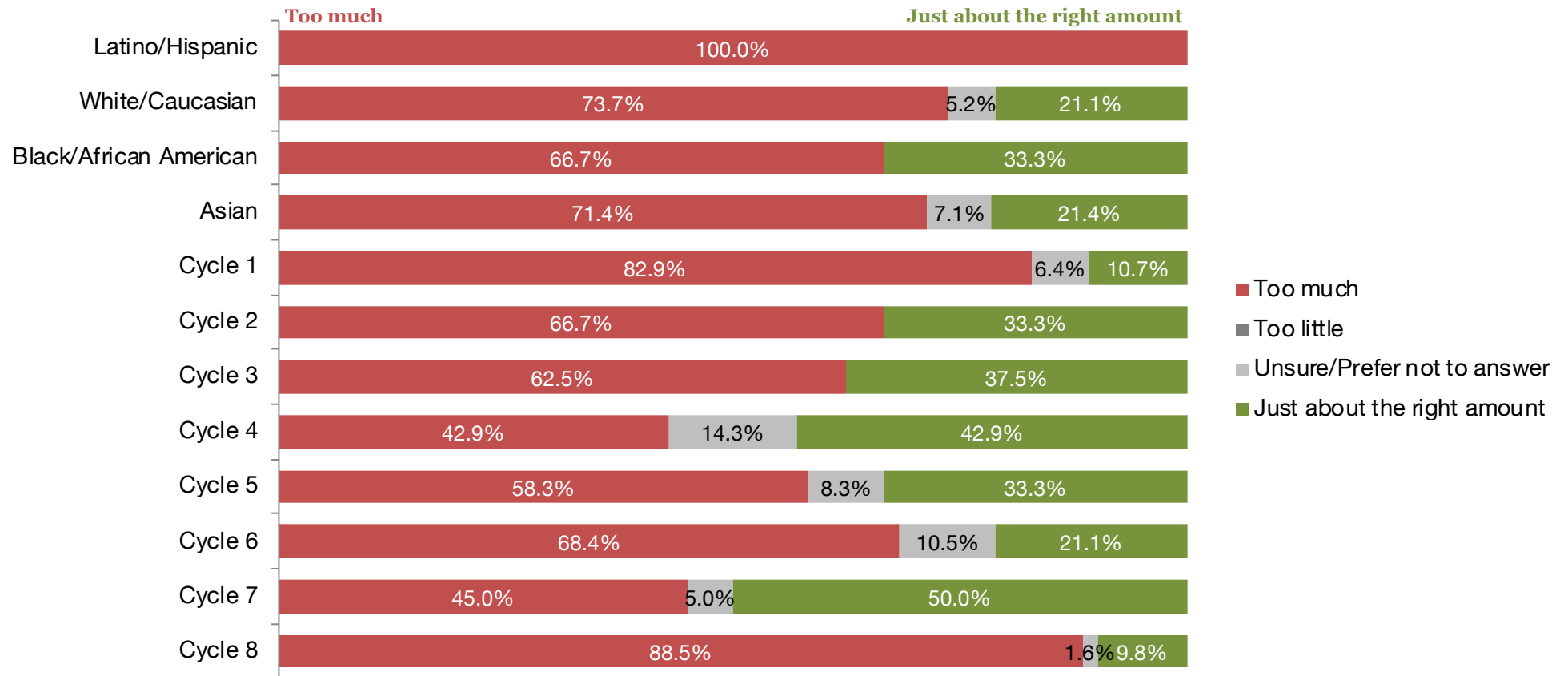
Results by customer class and EID District

Question 9: Thinking about the amount that you pay for the water service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



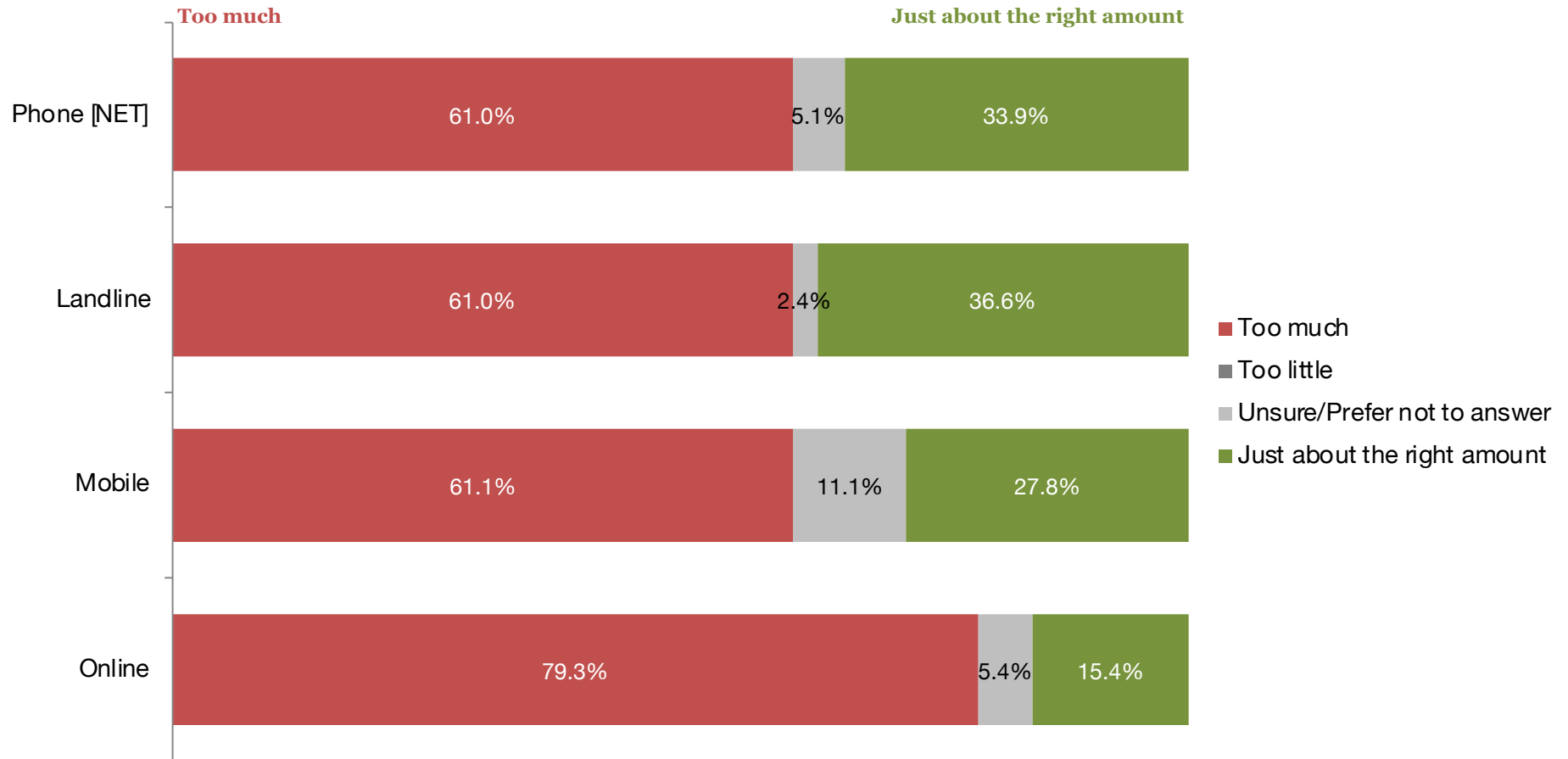
Results by ethnicity and billing cycle

Question 9: Thinking about the amount that you pay for the water service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



Results by survey mode

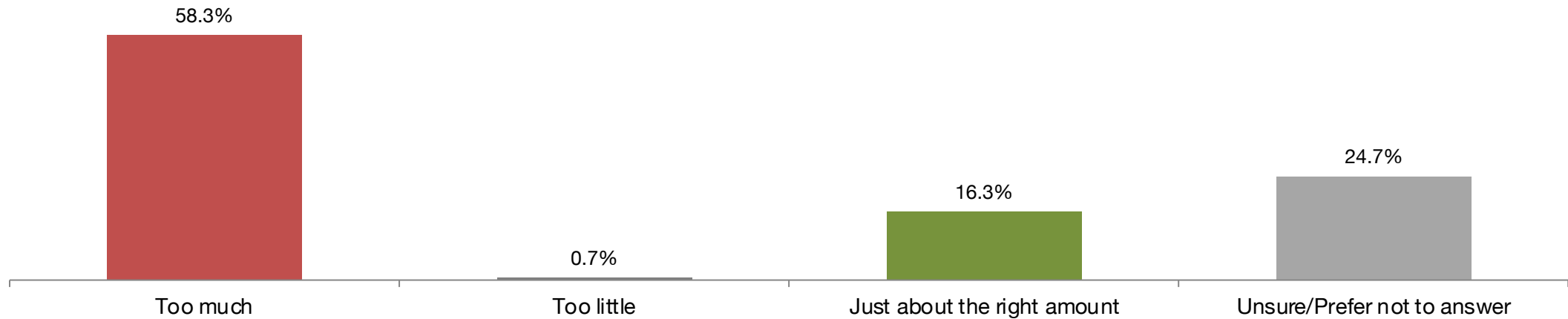
Question 9: Thinking about the amount that you pay for the water service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



Wastewater service cost

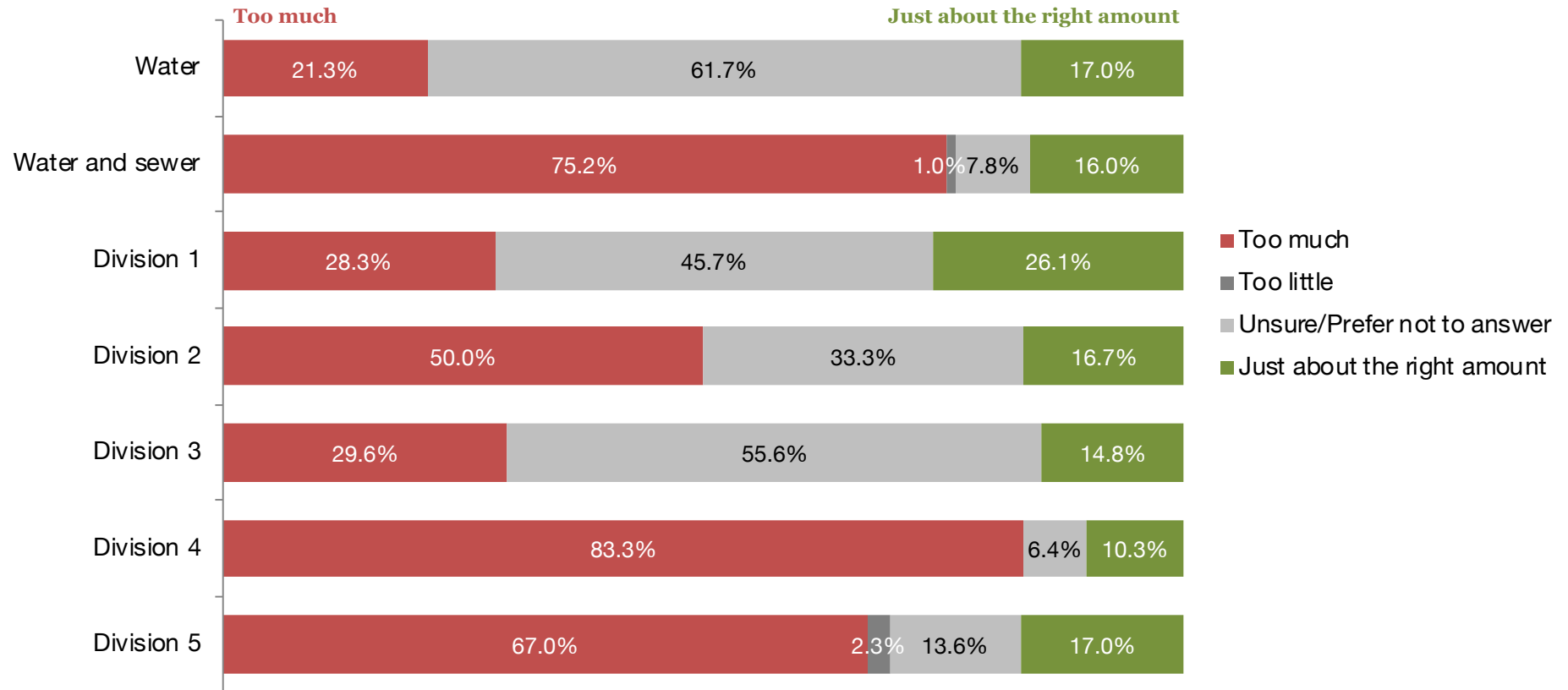
58.3% said they pay too much for the wastewater service in their home

Question 10: Thinking about the amount that you pay for the wastewater service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



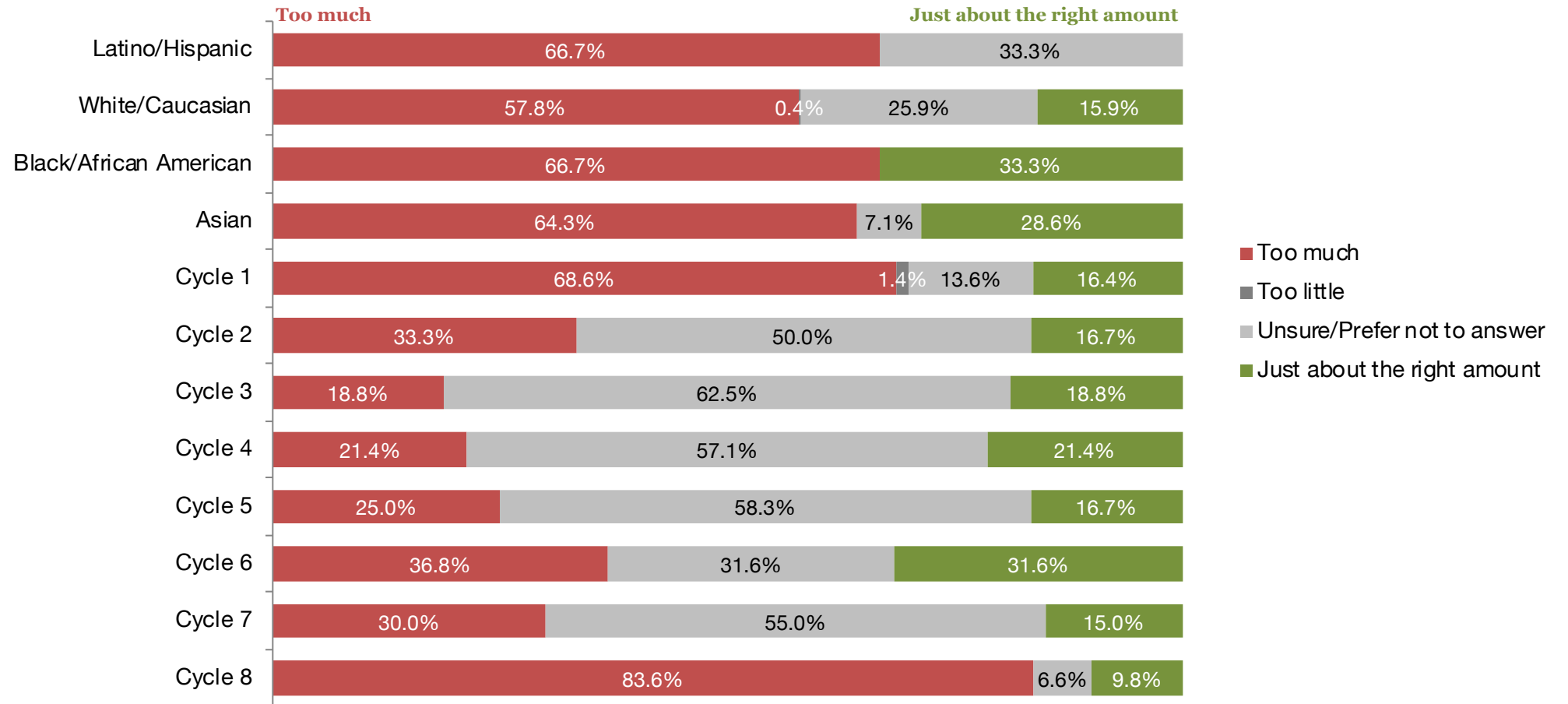
Results by customer class and EID District

Question 10: Thinking about the amount that you pay for the wastewater service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



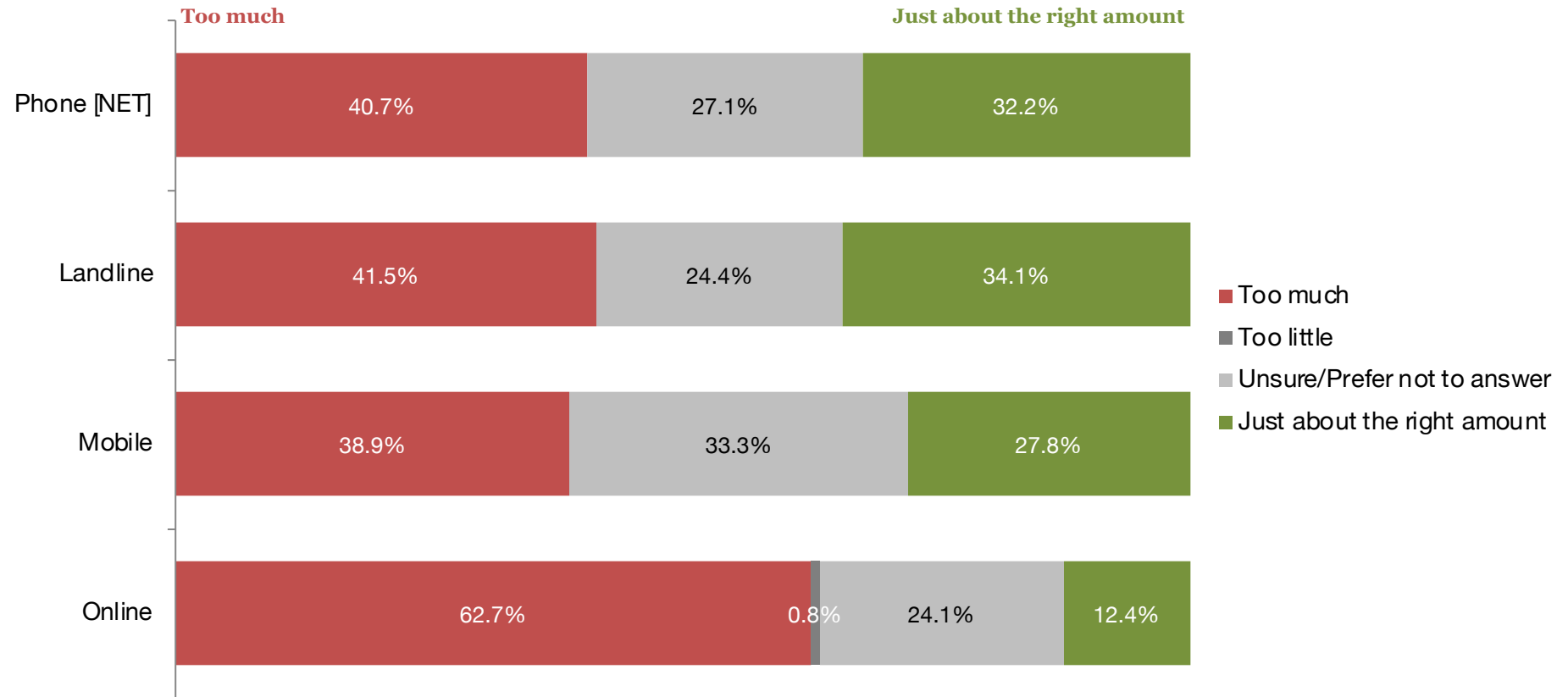
Results by ethnicity and billing cycle

Question 10: Thinking about the amount that you pay for the wastewater service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



Results by survey mode

Question 10: Thinking about the amount that you pay for the wastewater service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)

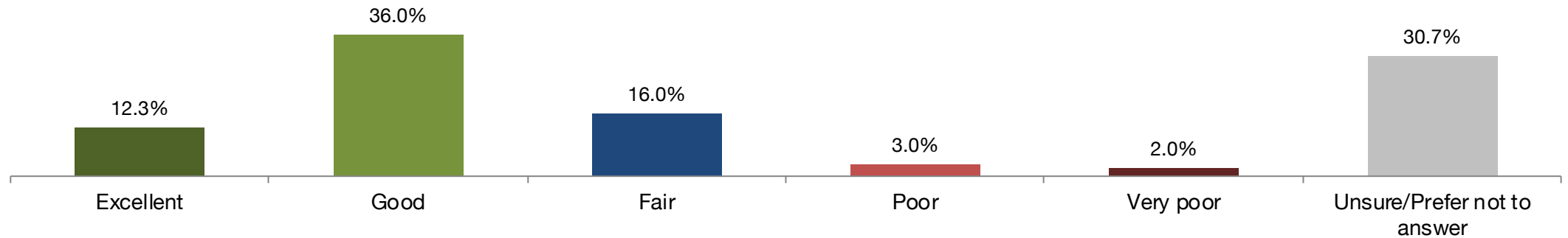


Protecting watersheds

48% say EID is doing a good/excellent job protecting

El Dorado County's watersheds

Question 11: El Dorado Irrigation District works collaboratively with other agencies, non-profit organizations, and other partners to protect and manage watersheds to ensure that El Dorado County residents receive high quality of water. El Dorado District tries to offset the costs of protecting and managing water resources by getting grants and matching funds from the federal and state government for projects to restore watersheds, to guard against catastrophic wildfires, and to protect local water supplies. How would you rate the job El Dorado Irrigation District is doing in protecting El Dorado County's watersheds?

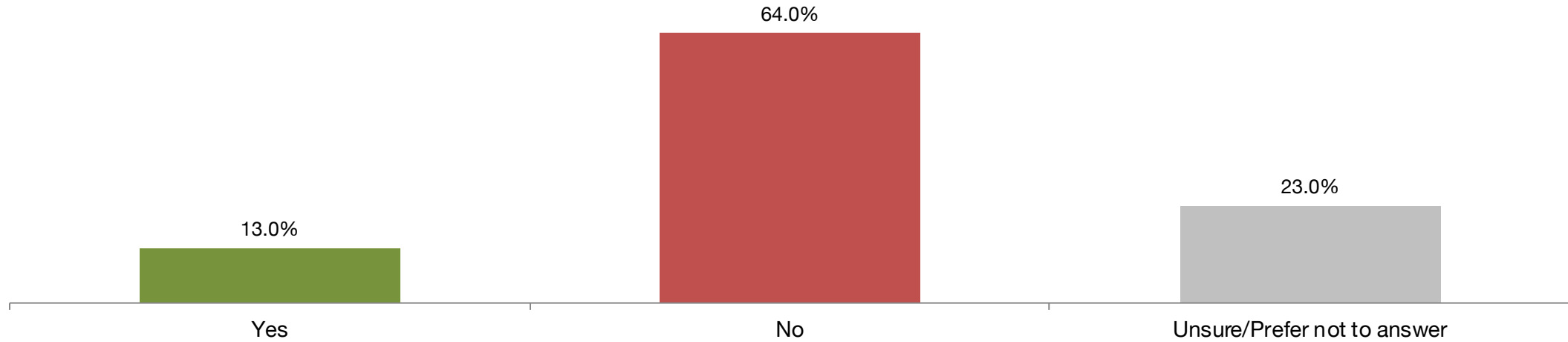


Willingness to pay higher rates

64% would not be willing to pay higher rates

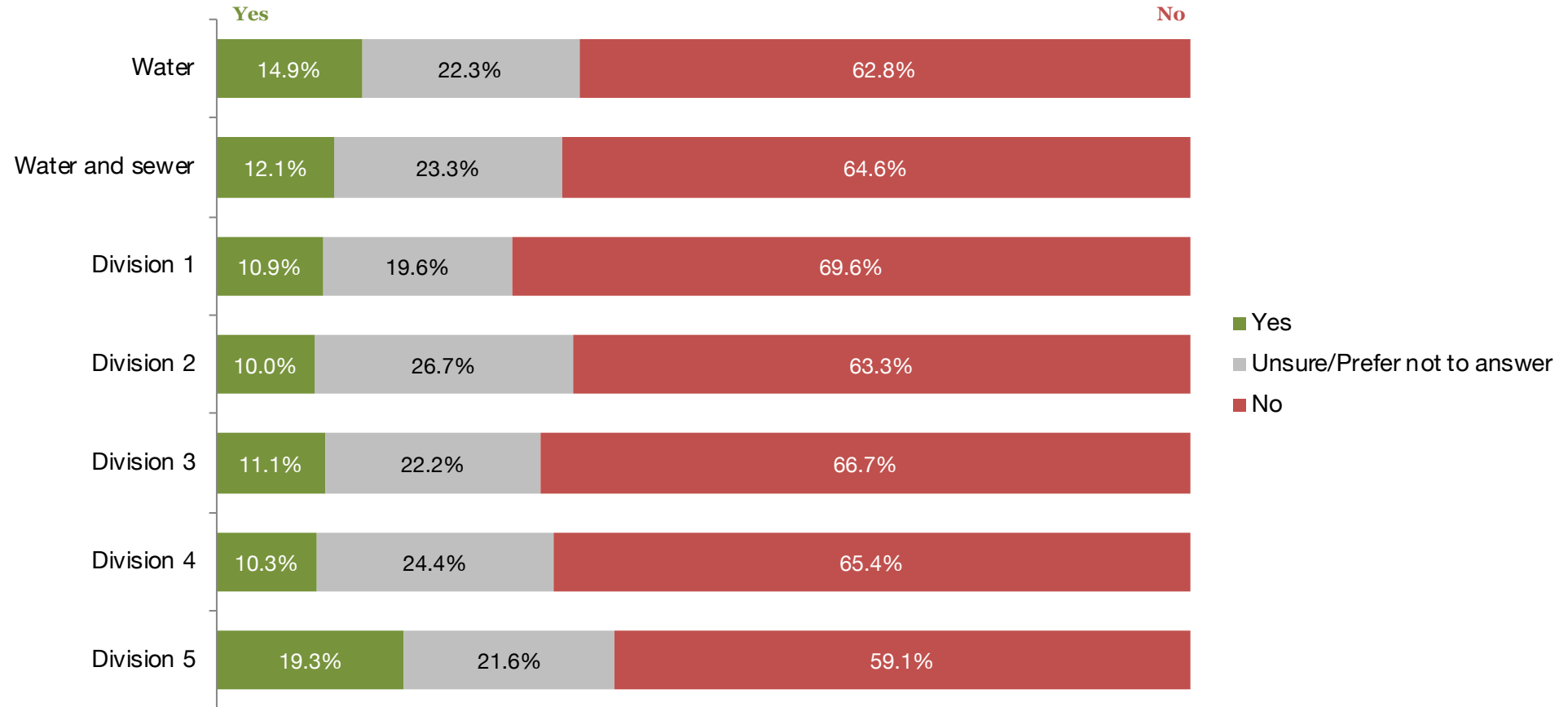
to ensure water and sewer infrastructure is adequately maintained

Question 12: Would you be willing to pay higher rates to ensure water and sewer infrastructure is adequately maintained?



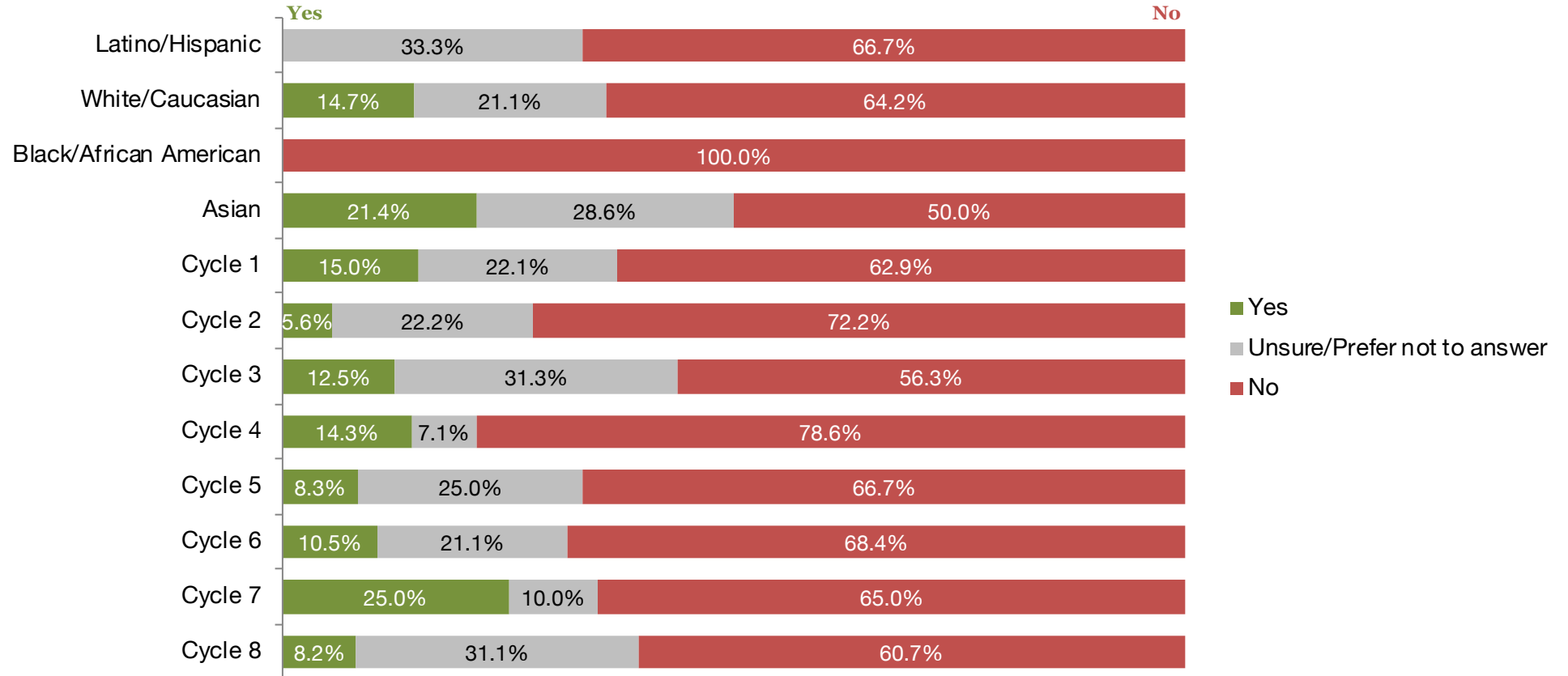
Results by customer class and EID District

Question 12: Would you be willing to pay higher rates to ensure water and sewer infrastructure is adequately maintained?



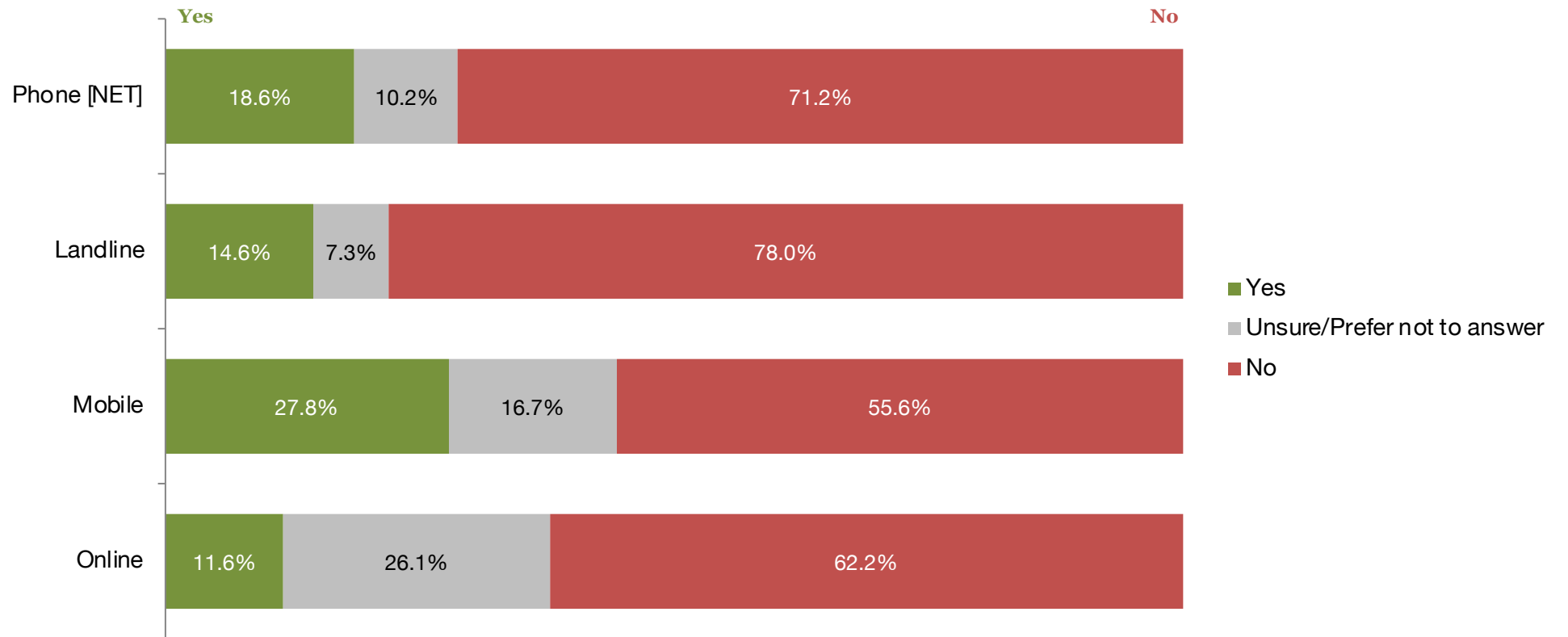
Results by ethnicity and billing cycle

Question 12: Would you be willing to pay higher rates to ensure water and sewer infrastructure is adequately maintained?



Results by survey mode

Question 12: Would you be willing to pay higher rates to ensure water and sewer infrastructure is adequately maintained?

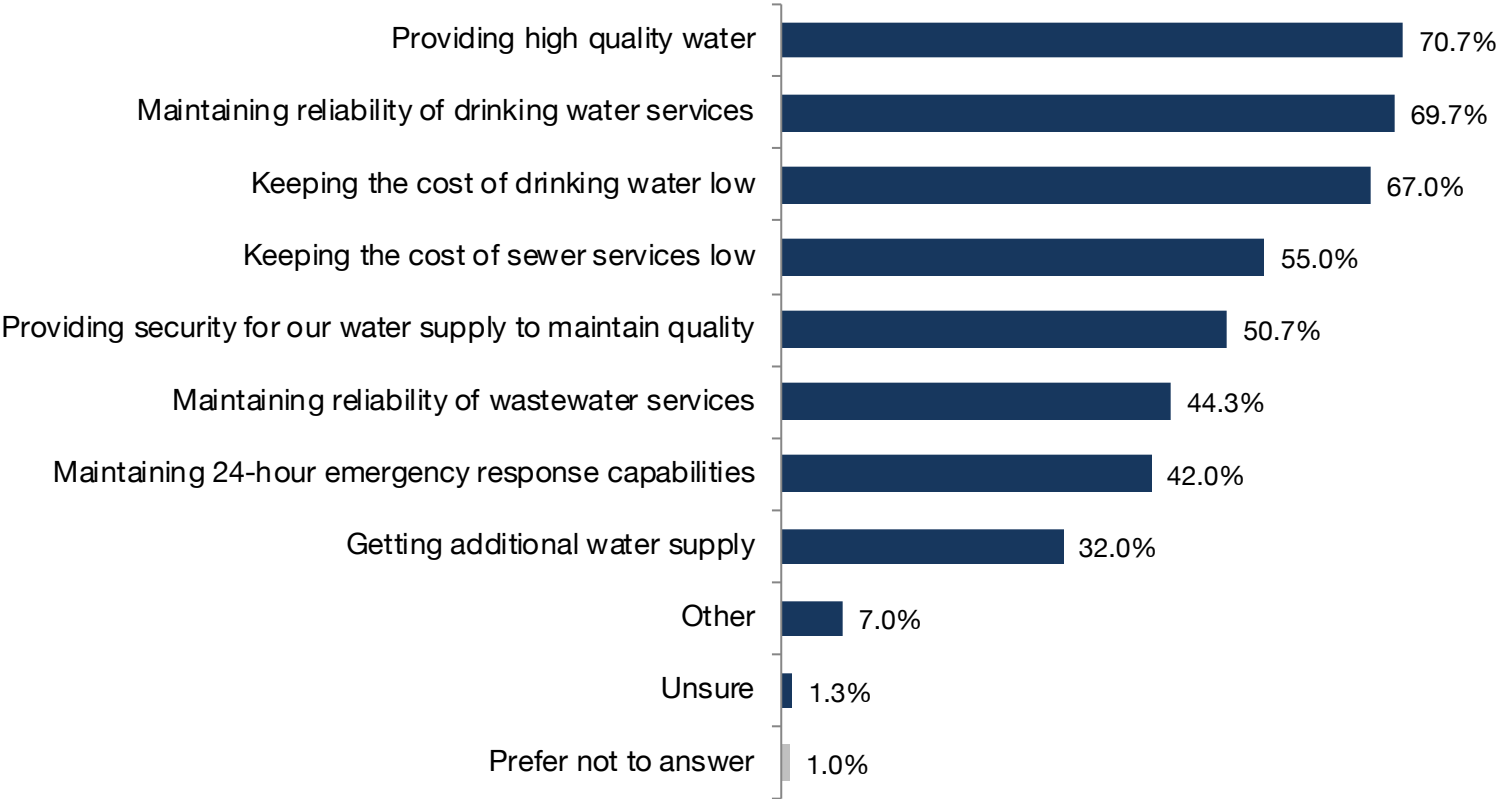


Top priorities for EID

Water quality and reliability should be high priorities

for El Dorado Irrigation District

Question 13: Which of the following should be high priorities for EID? Choose as many as you like.

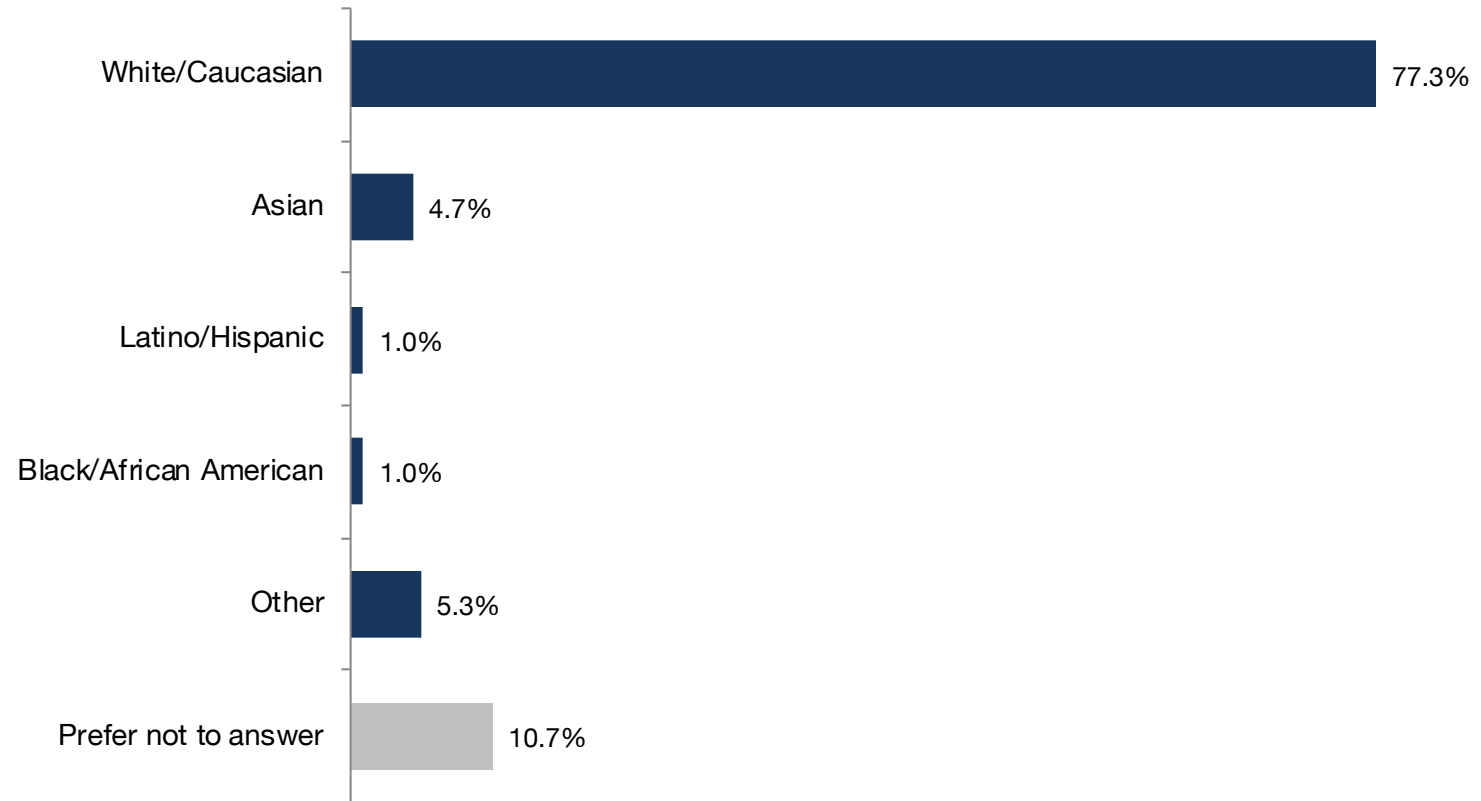


Demographics

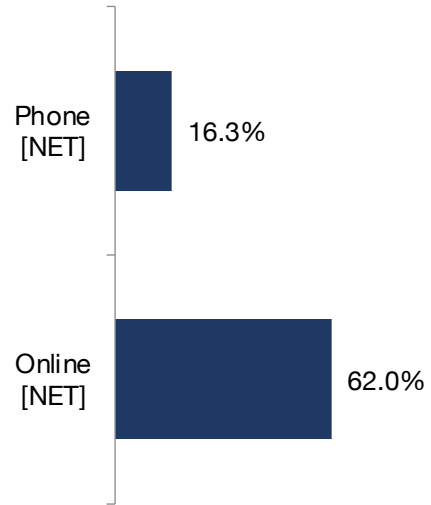
Respondents demographic breakdown

Ethnicity

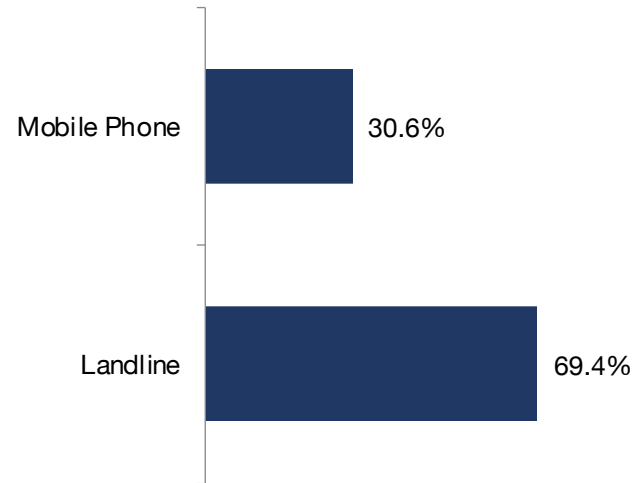
Question 14: For demographic purposes only, which of the following best describes your ethnic background?



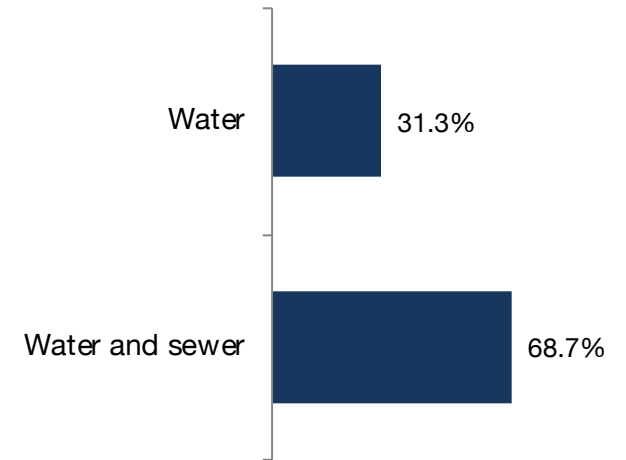
Among all respondents



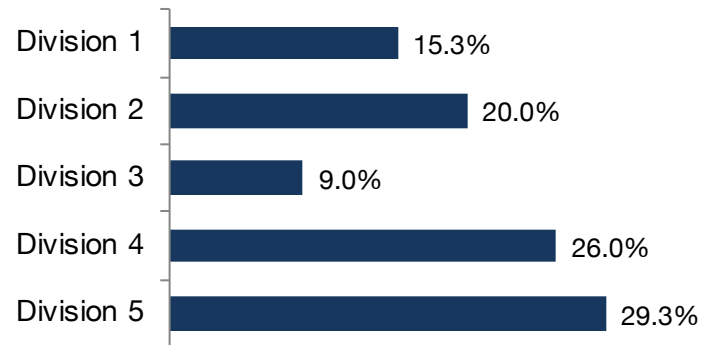
Among telephone users



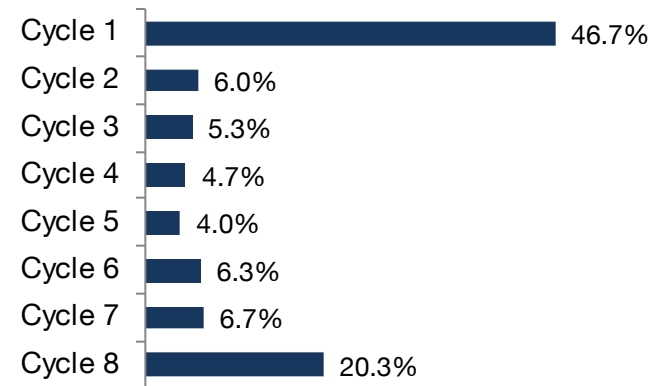
Customer class



EID District



Billing cycle



Questions?

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Opinion Research on
Elections and Public Policy

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Peer Review Memorandum

From: Adam Probolsky
Probolsky Research

To: Jesse Saich
El Dorado Irrigation District

Date: May 22, 2019

Subject: Peer review of past research methods and recommendations

After reviewing the District's past ratepayer research methods based on the materials provided, here is our analysis of what was done well and what aspects could be improved.

Past Research Methods and Materials

- **Random number generation:** Using a random number generation scheme, like the one the District used in prior surveys, minimizes sample bias.
- **Representative sample:** The District was correct in ensuring that the sample list was proportional to the percentages of accounts among water-only and water/sewer customers.
- **Multi-year surveys:** Collecting customer satisfaction over several years is important for tracking changes and informing management and policy makers on making improvements and addressing gaps in services.

Recommendations

- **Representative data:** Your customer file is broadly representative of your ratepayers, but there are differences in demographics, geographic location, age, gender, type of user, etc. that you might be over or under-sampling from. The only way to correct for an unbalanced response-base is to set quotas based on these known data points.
- **Multi-mode surveys:** Use multi-mode surveys, such as those that include both telephone and online modes of collecting data. In order to collect data that is reflective of ratepayers, you must meet them where they are comfortable responding. Some people prefer completing a survey over the phone with a live interviewer, others prefer an online experience. We recommend that the District start conducting their customer satisfaction surveys by telephone *and* online.
- **Foreign languages:** Not including foreign languages, like Spanish, can be restricting for those whose first language isn't English or for those who feel more comfortable responding in Spanish or any other language. Given the El Dorado Irrigation District ratepayer universe, we recommend that the District start including an option where ratepayers can complete their survey in Spanish.
- **Length of survey:** The 2019 customer satisfaction survey shows that it was eight questions long, but in reality, the multiple selection format of question six makes the 2019 survey a 17-question survey. This is not "too long" – even a 35-question survey would be OK. But it is



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important to note the true length of your questionnaire which, based on industry standard timing, would take approximately six minutes to complete.

- **Reporting:** Great data visualization is important. People relate to data differently. We recommend developing and sharing results in multiple formats including topline, cross-tabulated, and graphic results showing data by demographics, geography, and other factors (i.e. water-only customers and water/sewer customers). Additionally, capturing responses to open-ended questions can be a powerful learning tool. This data can be even more actionable and useful when enhanced with a demographic overlay showing the profile of the respondent making the comment.
- **Confidentiality:** Some respondents may be uncomfortable responding to a survey conducted by the District. Respondents generally understand that their individual responses will not be reported if the survey is being conducted by an independent researcher, making them more likely to be truthful with their opinions.
- **Timing:** Conducting customer satisfaction surveys once a year or every other year is recommended.

Conclusions

The District's in-house ratepayer surveys are advanced in comparison to its peers.



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2019 Customer Satisfaction Survey

El Dorado Irrigation District

December 9, 2019

A Decade of Customer Surveys

Previous Board Action

- District staff has undertaken customer satisfaction surveys roughly every two years for the past decade.
- Since 2015, the District's surveys have been sent electronically to 4,000 randomly selected customers representing EID's water-only and water-wastewater services.
 - Currently, 86% of EID accounts have an email address on file
 - Able to select a random, representative sample utilizing email addresses on file

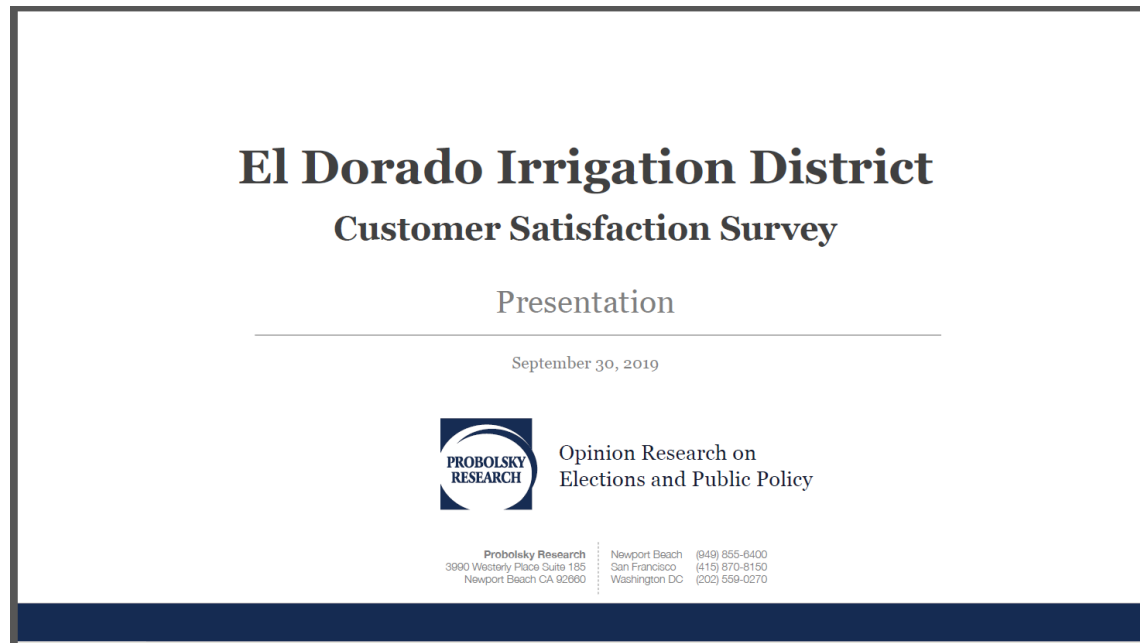
A Decade of Customer Surveys

Probolsky Review of District Practices

- Probolsky reviewed District in-house survey practices and found that research methods to reduce sample bias, ensuring a representative sample among customer types, and the commitment to multi-year surveys all contributed to the success of the District's survey efforts.
- Probolsky concluded "The District's in-house ratepayer surveys are advanced in comparison to its peers."

2019 Surveys

- Earlier this year, the Board requested that the District engage an outside firm to conduct a 2019 customer satisfaction survey.
- The District selected Probolsky Research to conduct two surveys. The surveys were completed in September 2019.

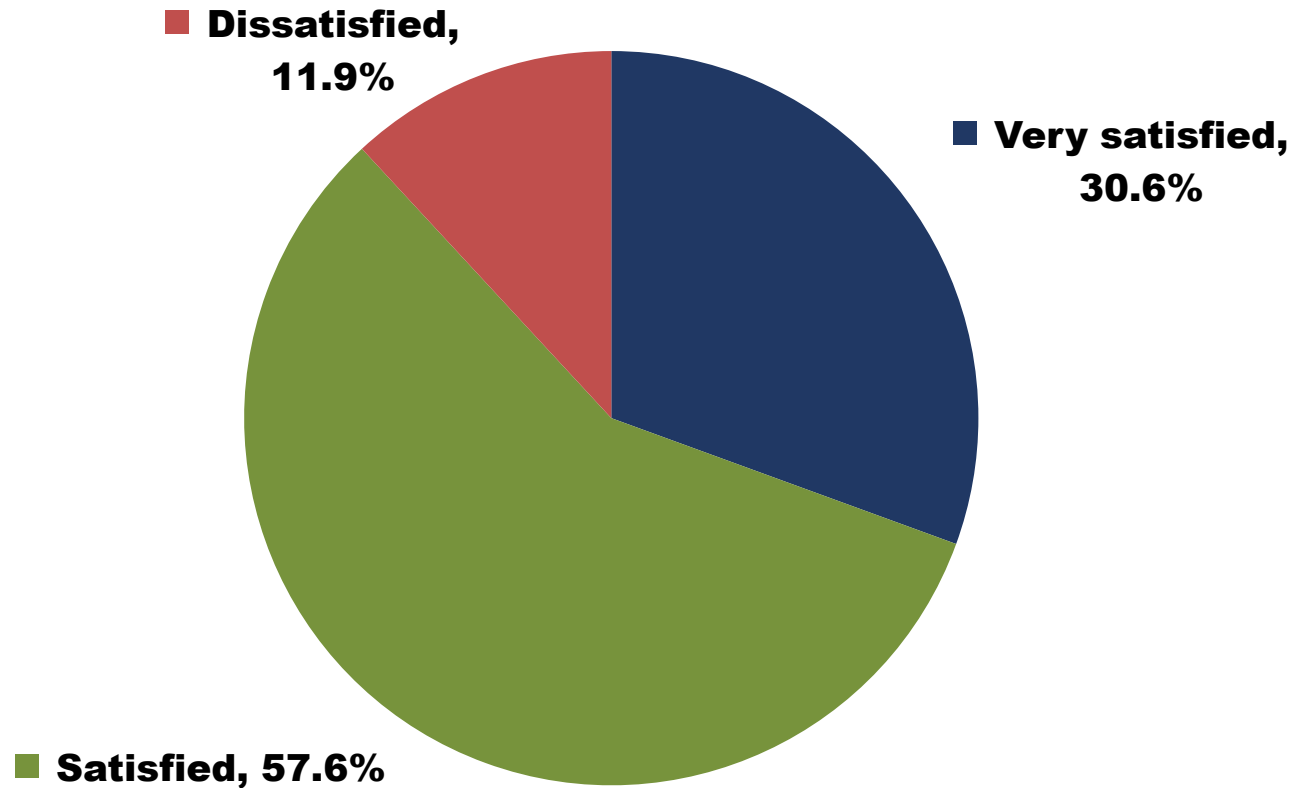


Online-Only Survey Results

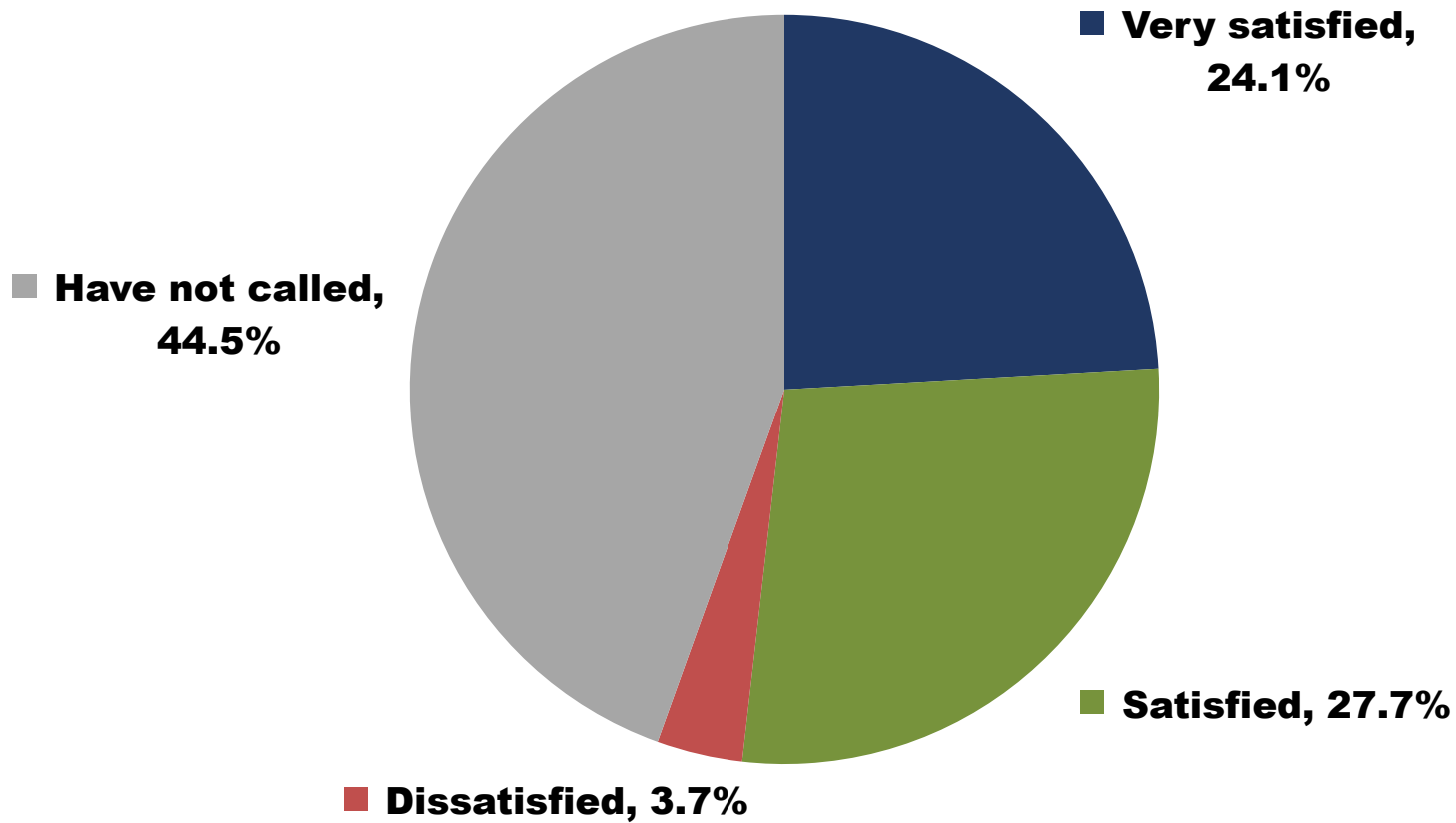
2019 Online-Only Survey

- 8-question, online-only survey replicates questions from in-house surveys
 - Survey sent to all EID customers with email address on file
 - 2,594 customers responded (survey size yields a margin of error of +/-2%)
 - 31.7% water-only; 68.3% water/sewer customers
- Respondents by billing cycle
 - Cycle 1: 31.1% (El Dorado Hills)
 - Cycle 2: 7.0% (Pollock Pines and Strawberry)
 - Cycle 3: 5.8% (Camino and Swansboro)
 - Cycle 4: 6.1% (Placerville, Outingdale, and Diamond Springs)
 - Cycle 5: 5.7% (Coloma/Lotus and Placerville)
 - Cycle 6: 6.4% (El Dorado and Diamond Springs)
 - Cycle 7: 7.8% (Shingle Springs)
 - Cycle 8: 30.2% (Cameron Park and Rescue)

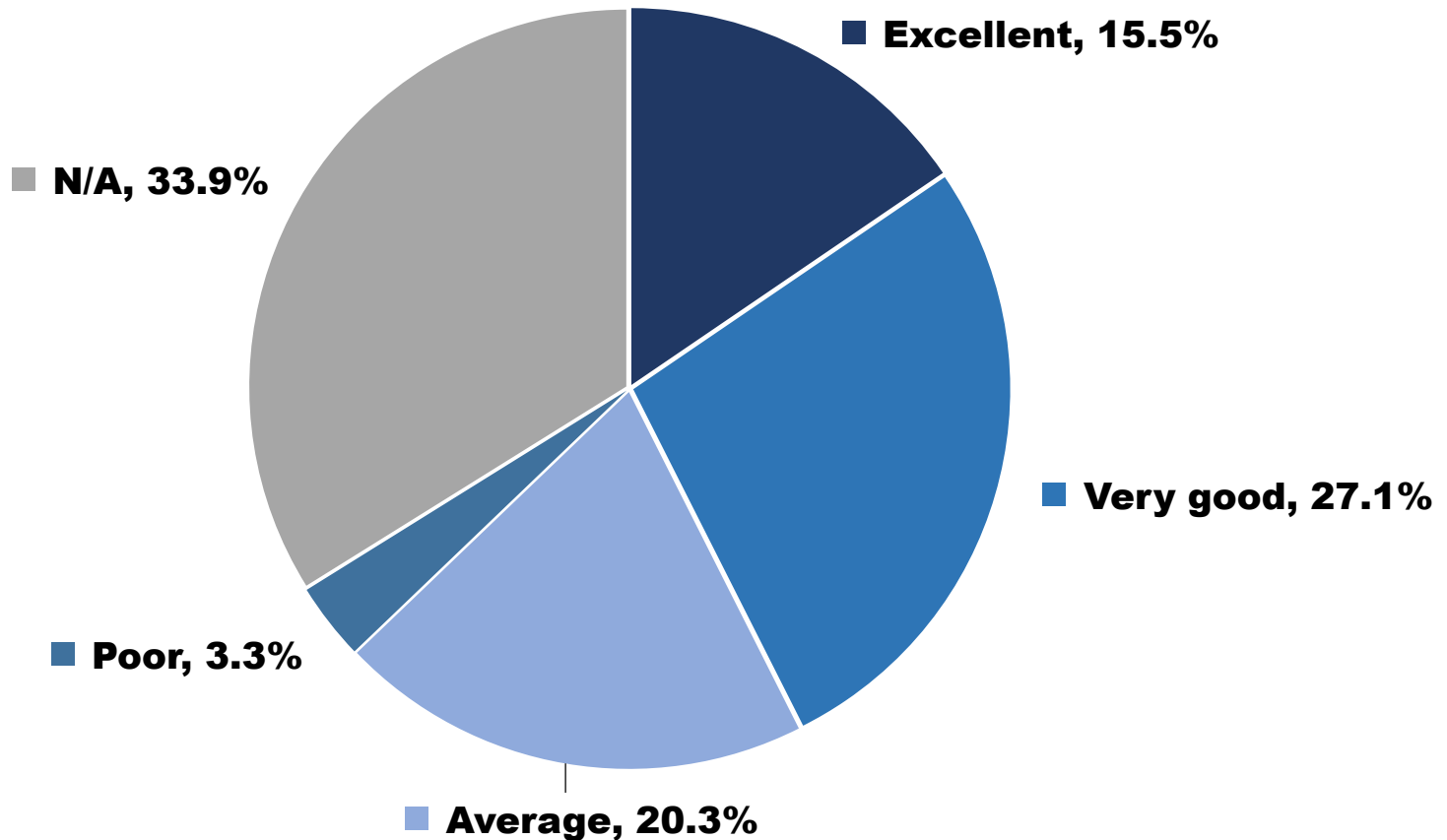
Question 1: Based on your experience, how satisfied are you with the services EID provides?



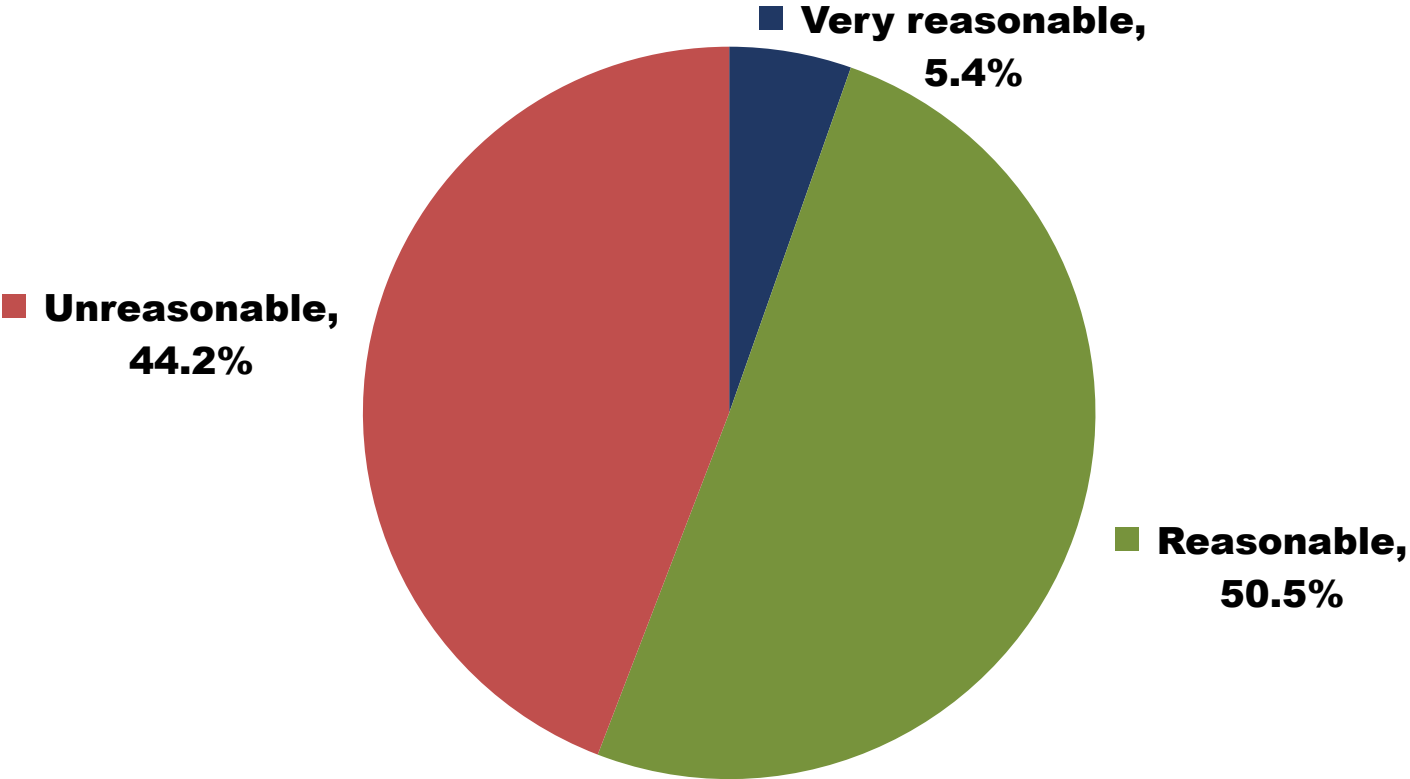
Question 2: If you have telephoned EID, are phone calls answered promptly and professionally?



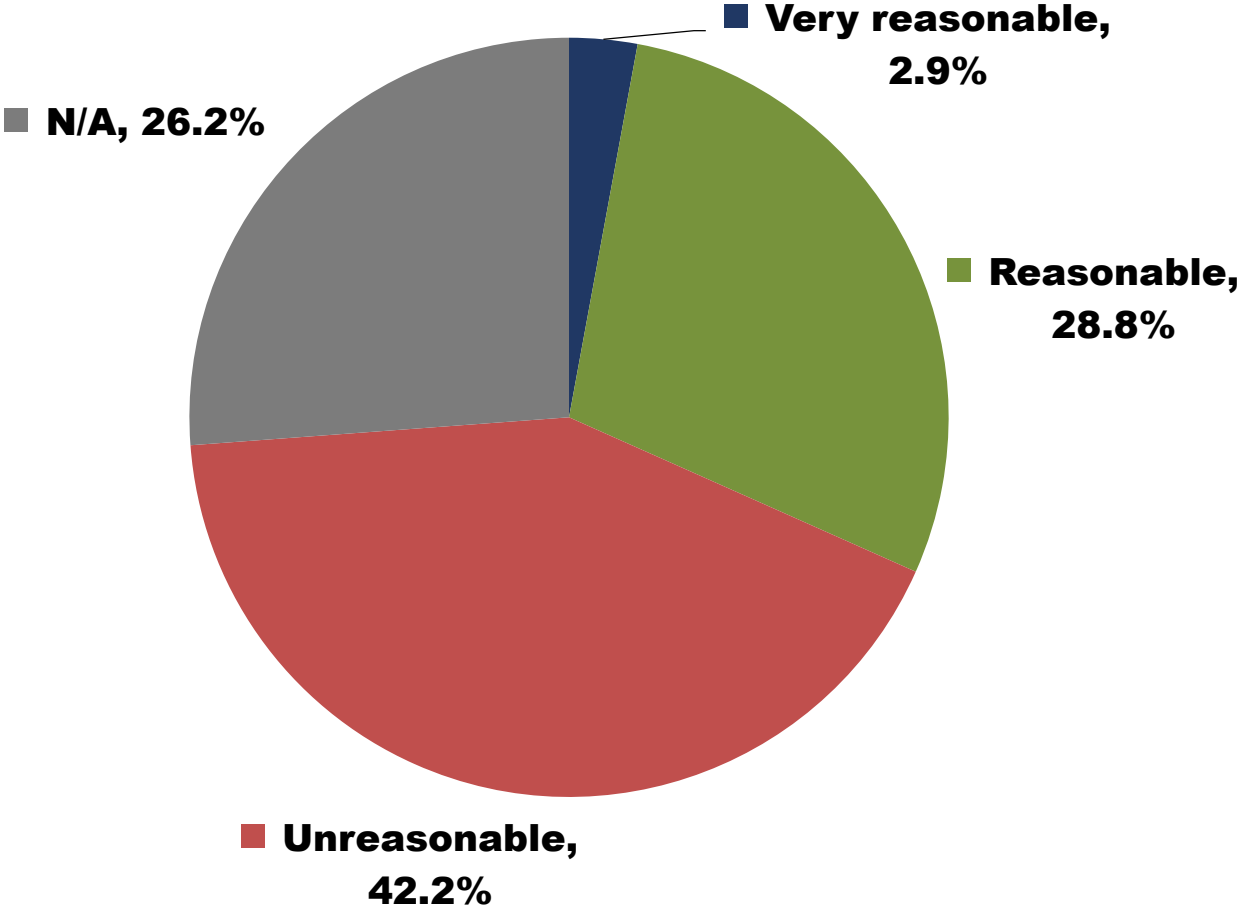
Question 3: Compared to other utilities' field responses (electric, gas, phone, etc.), EID's response level is:



Question 4: Compared to other utility companies (electric, gas, phone, etc.), EID's water rates are:



Question 5: Compared to other utility companies (electric, gas, phone, etc.), EID's sewer rates are:



Question 6: Please rank your belief about the importance of the following, 1 being most important.

- 1. Water quality (86%)**
- 2. Water reliability (75.5%)**
- 3. Security of water supply and quality (71.6%)**
- 4. Cost of water (54.3%)**
- 5. 24-hour emergency response (52.1%)**
- 6. Wastewater treatment (48.2%)**
- 7. Watershed protection (47.5%)**
- 8. Additional water supply (42.0%)**

Question 7: Please indicate your preferred method to receive information, 1 being the most preferred

- 1. Email (52%)**
- 2. EID Newsletter (45.3%)**
- 3. Local cable stations (32%)**
- 4. EID Website (22.1%)**
- 5. Other (8.7%)**
- 6. Newspapers (4.4%)**
- 7. Social Media (3.2%)**

Question 8: Please provide any additional comments or clarifications to the questions above.

Of the 2,594 survey respondents, there were 435 open-ended comments.

Summary

- Overall, the response to the Probolsky online survey is similar to the District's in-house efforts over the years
- And while the samples had a ratio of water-only vs water/wastewater that was weighted a bit more heavily toward water/wastewater customers, the results illustrate continued customer satisfaction.

Customer Satisfaction Survey Comparison

Key Performance Indicator	Target	Results 2010	Results 2012	Results 2015	Results 2017	Results 2019	Probolsky Results 2019
Overall experience	Greater than 90%	87%	87%	91%	89%	90%	88.2%
Over the phone	Greater than 90%	95%	90%	93%	95%	96%	96.3%
Field response	Greater than 90%	94%	92%	95%	96%	96%	96.8%
Reasonableness of water rates	Greater than 80%	56%	54%	65%	61%	61%	55.9%
Reasonableness of wastewater rates	Greater than 60%	33%	39%	47%	45%	51%	31.7%

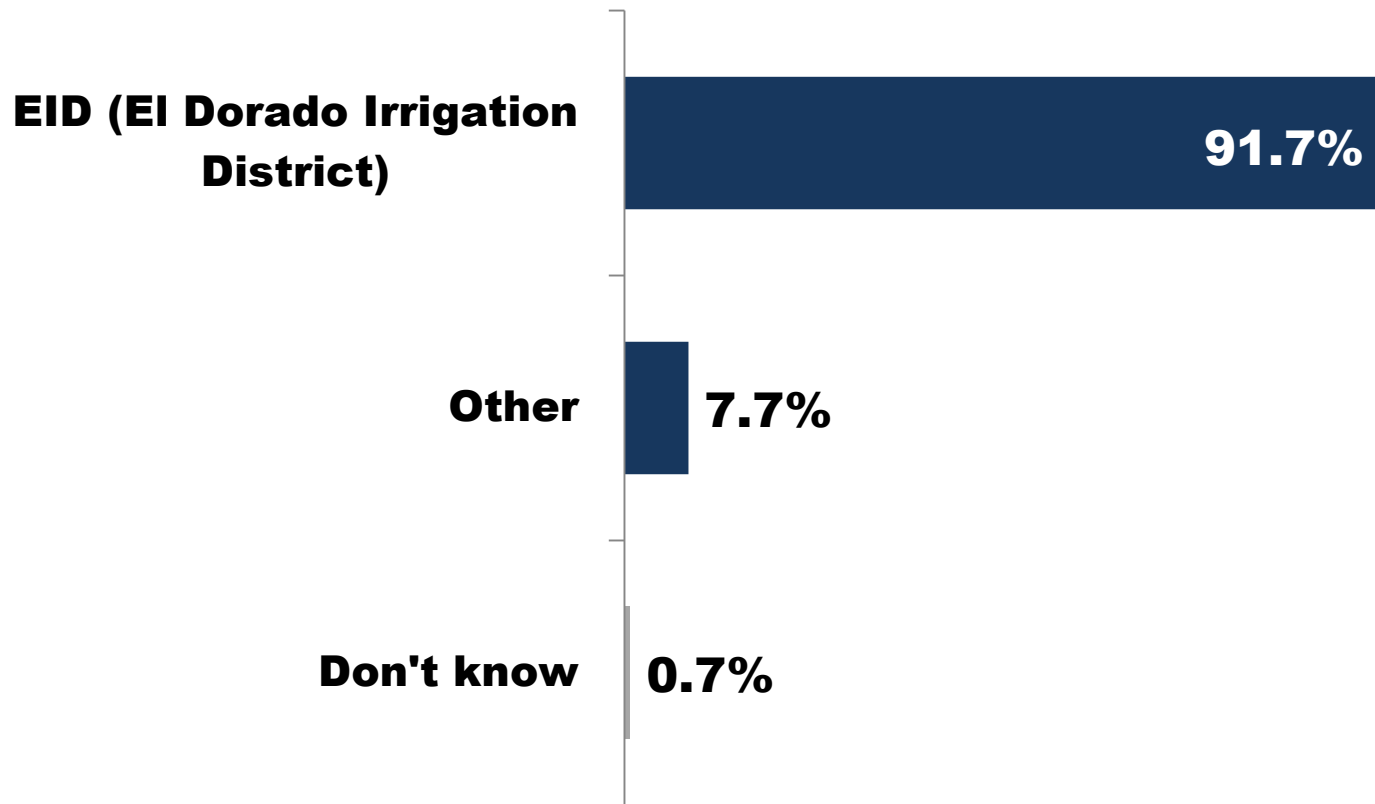
Multi-Mode Survey Results

2019 Multi-Modal Survey

- 13-question + demographic question, multi-modal (phone and online)
 - 300 customers surveyed (survey size yields margin of error of +/- 5.8%)
 - 59 by phone (30.6% mobile, 69.4% landline), 241 online
 - 31.3% water-only; 68.7% water/sewer customers
- Respondents by billing cycle
 - Cycle 1: 46.7% (El Dorado Hills)
 - Cycle 2: 6.0% (Pollock Pines and Strawberry)
 - Cycle 3: 5.3% (Camino and Swansboro)
 - Cycle 4: 4.7% (Placerville, Outingdale, and Diamond Springs)
 - Cycle 5: 4.0% (Coloma/Lotus and Placerville)
 - Cycle 6: 6.4% (El Dorado and Diamond Springs)
 - Cycle 7: 6.3% (Shingle Springs)
 - Cycle 8: 20.3% (Cameron Park and Rescue)

Knowledge of EID

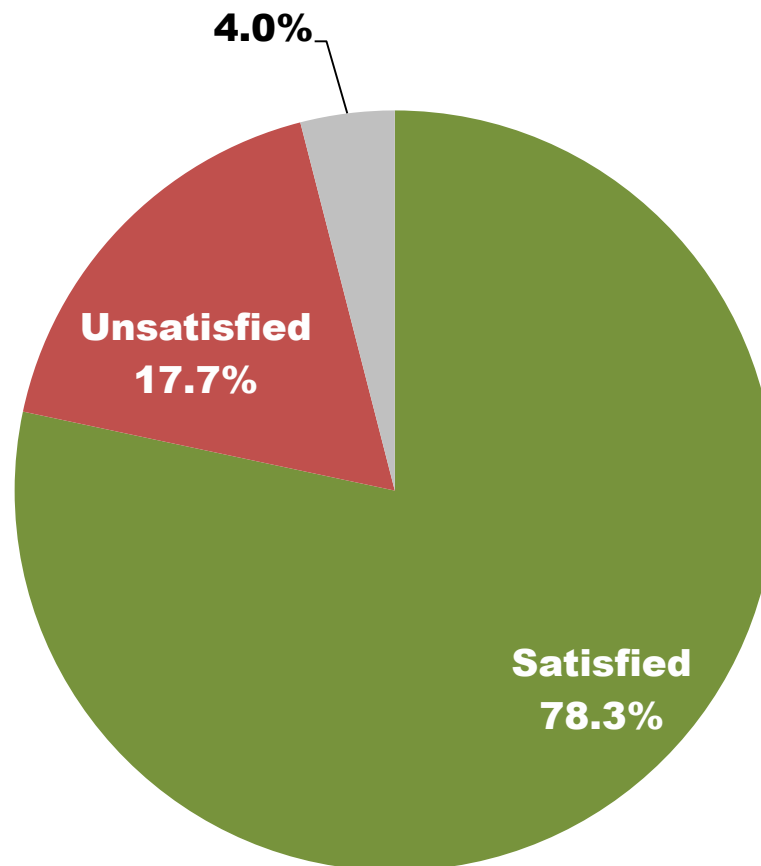
Question 1: Can you name the organization or service provider that supplies water and sewer services to your home?



Satisfaction with EID

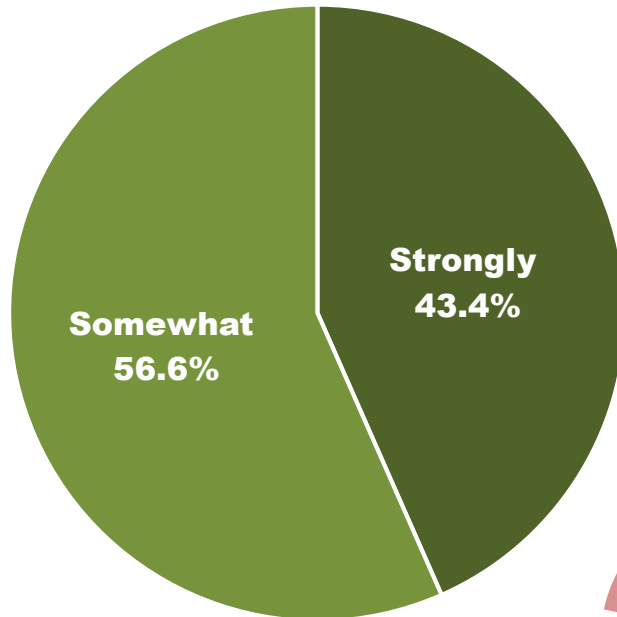
Question 2: El Dorado Irrigation District, also known as EID, is a special district governed by five elected directors that serve more than 125,000 residents in El Dorado County. EID provides drinking water for homes, schools, and businesses as well as sewer treatment and recycled water service from EID's wastewater treatment plants for landscape irrigation. Are you satisfied or unsatisfied with the job El Dorado Irrigation District is doing in providing water and/or sewer and recycled water services to your home? And would you say that you are strongly (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

Unsure/Prefer not to answer

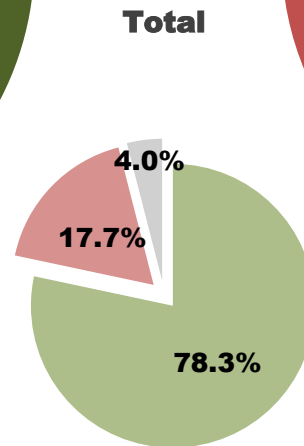
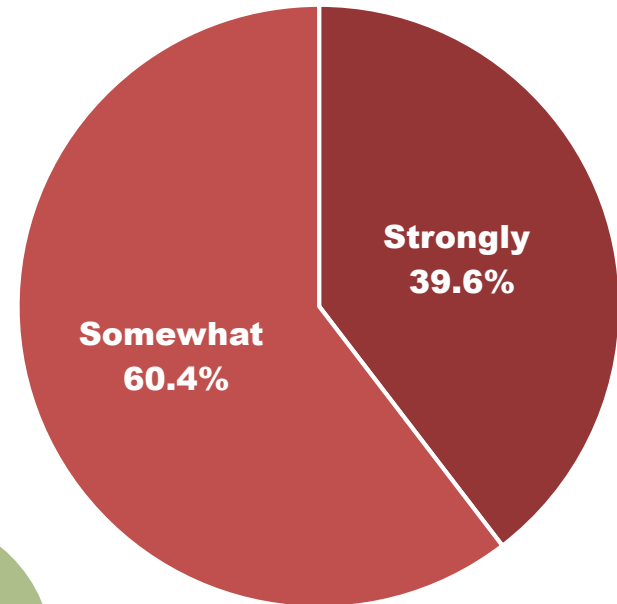


Among those who are satisfied, 43.4% are strongly satisfied with the job EID is doing

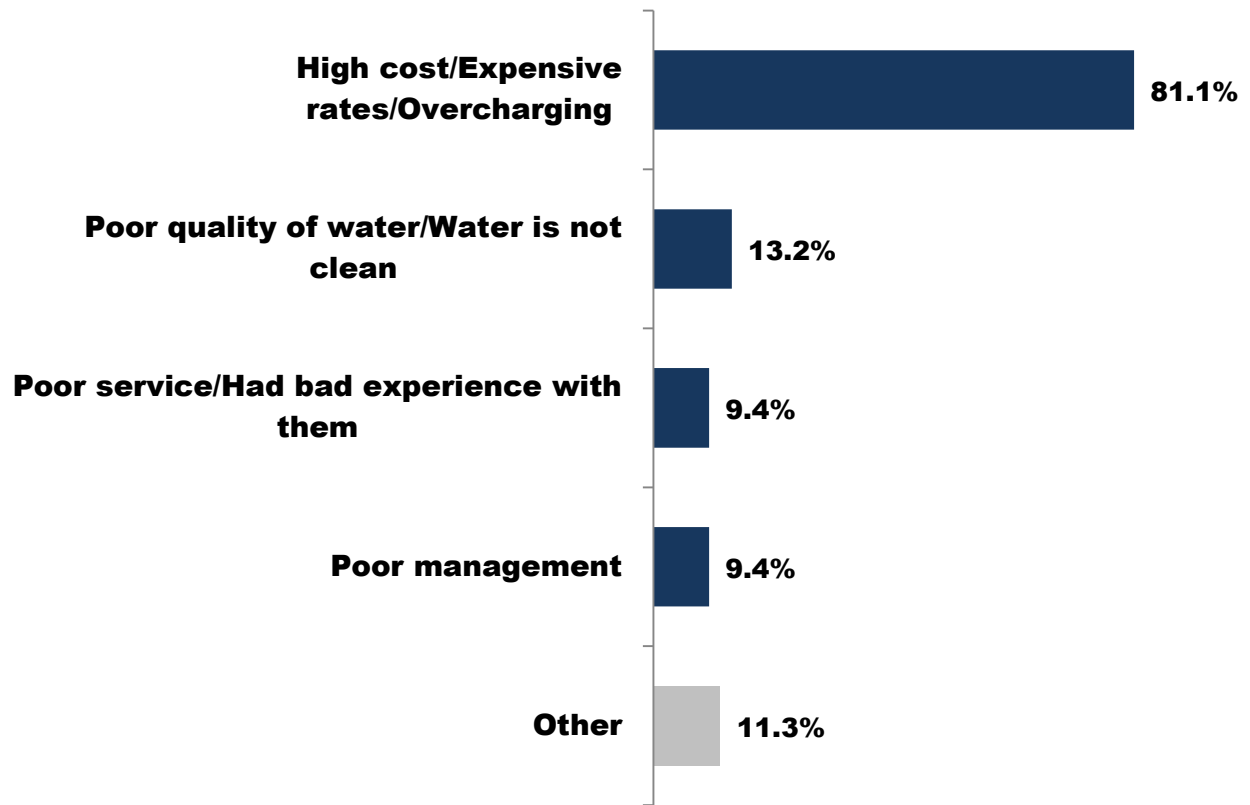
Among the 78.3% who were satisfied



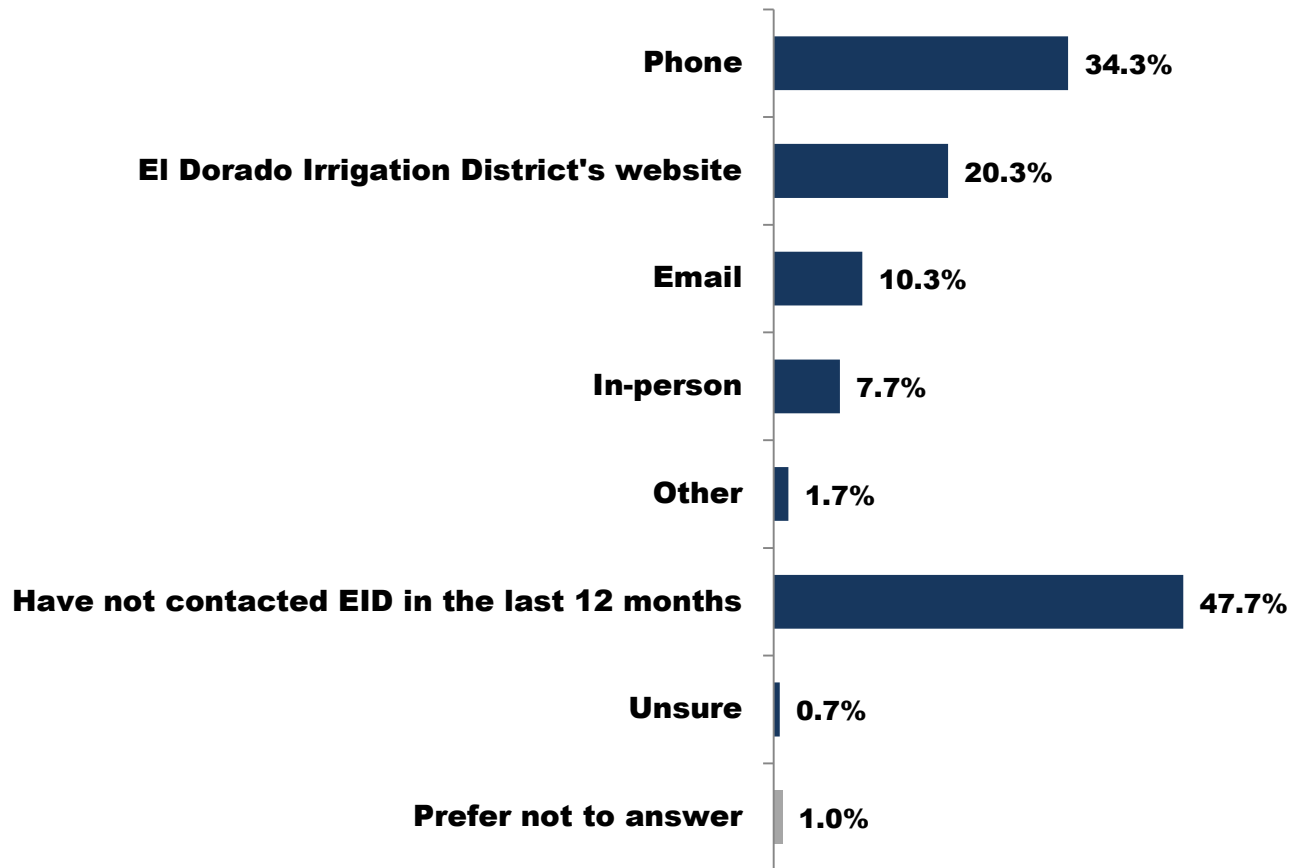
Among the 17.7% who were unsatisfied



Question 3: Why are you unsatisfied with the job El Dorado Irrigation District is doing in providing water and sewer services to your home? [AMONG THOSE WHO ANSWERED “UNSATISFIED” TO Q2]



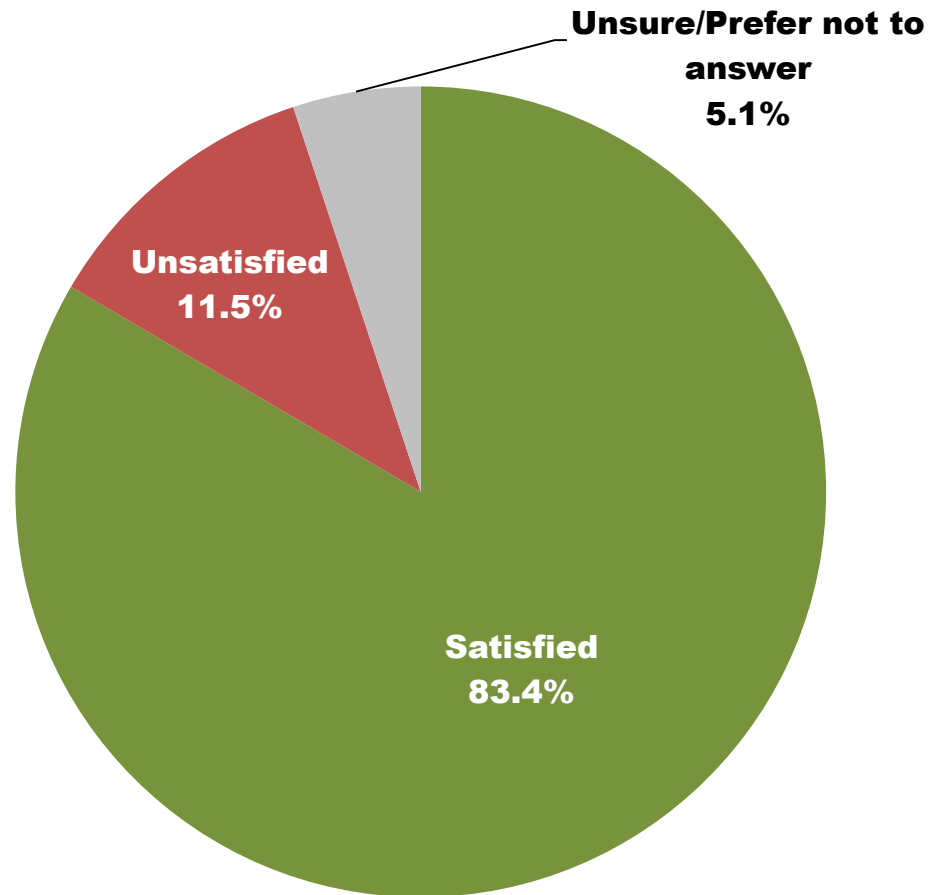
Question 4: In the last twelve months, have you used any of the following methods to contact El Dorado Irrigation District?



Satisfaction with EID Customer Service

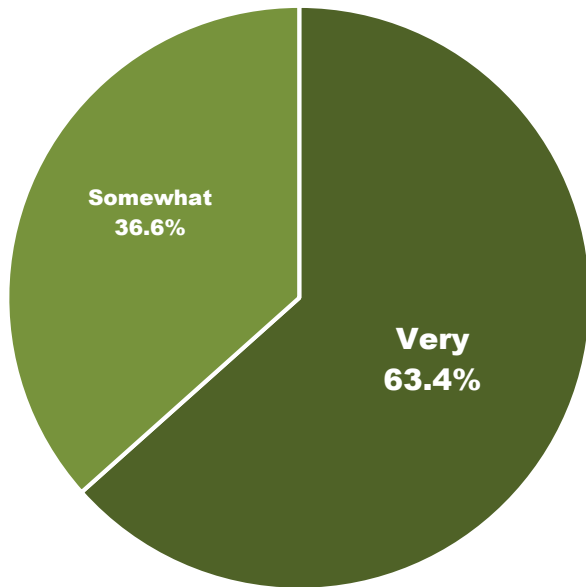
Question 5: Would you say that you are satisfied or unsatisfied with the customer service you received when you contacted El Dorado Irrigation District? And would you say that you are very (satisfied/unsatisfied) or somewhat (satisfied/unsatisfied)?

[AMONG THOSE WHO CONTACTED EID IN THE LAST TWELVE MONTHS]

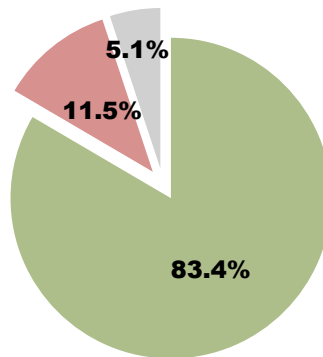


Among those who are satisfied, 63.4% are very satisfied with the customer service they received when they contacted EID

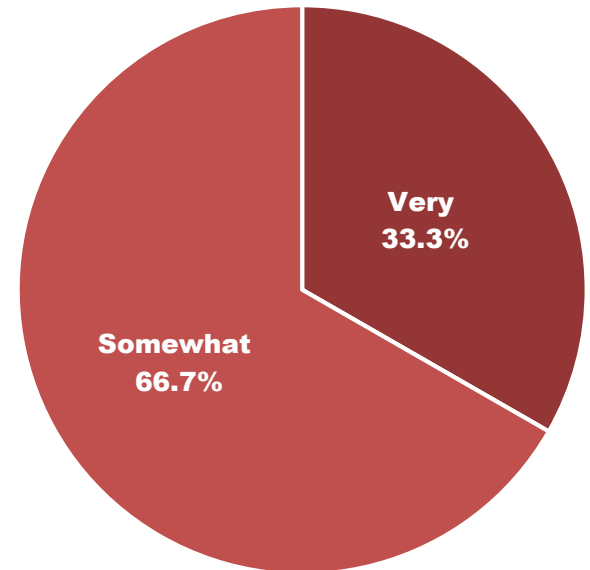
Among those who are satisfied



Total

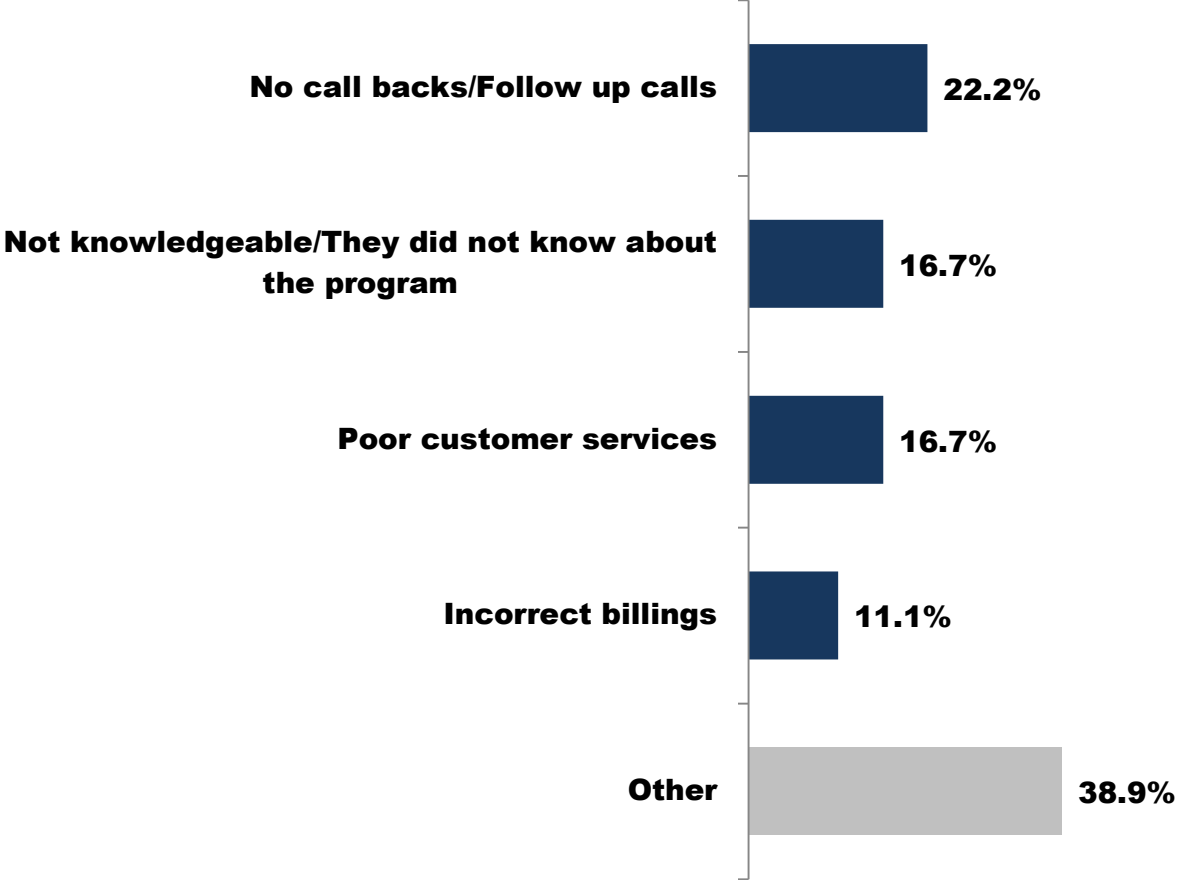


Among those who are unsatisfied



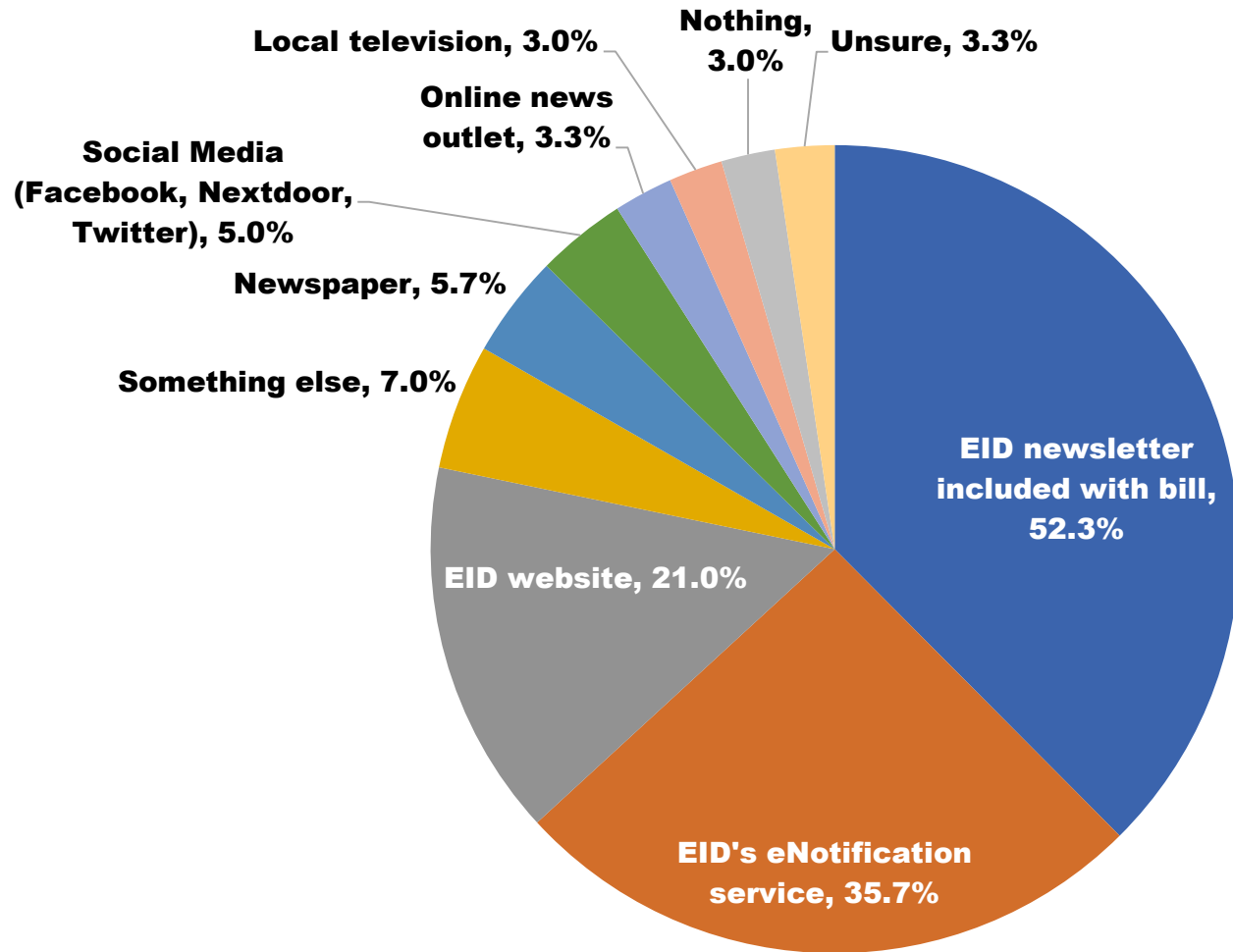
Question 6: Why are you unsatisfied with the customer service you received when you contacted El Dorado Irrigation District?

[IF ANSWERED "UNSATISFIED" TO Q5]



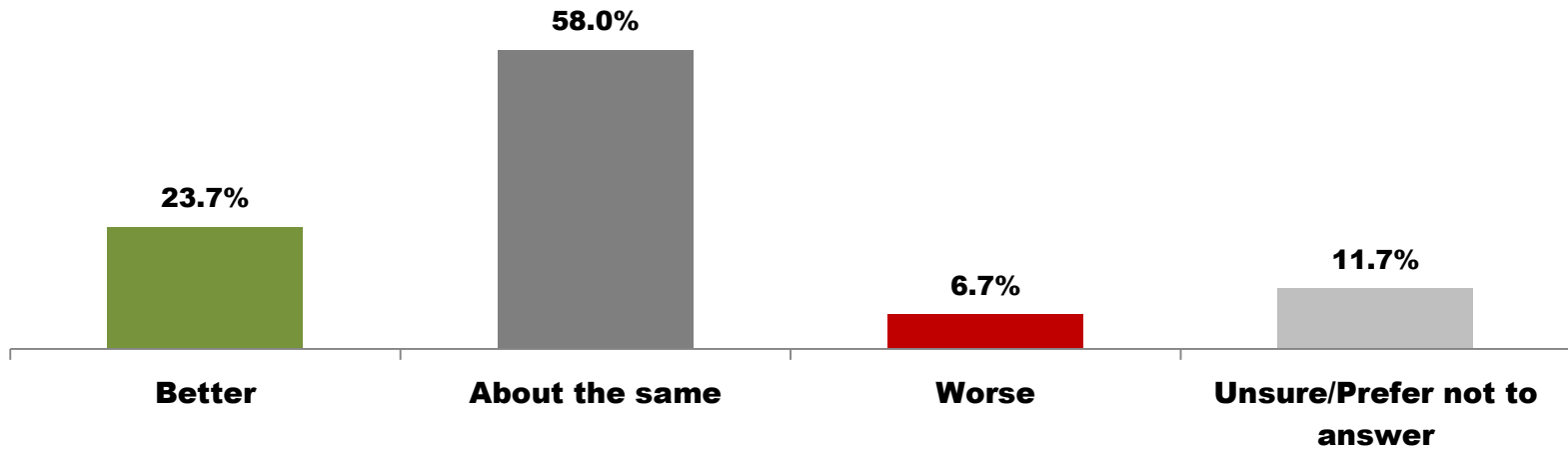
Sources for News and Information

Question 7: How would you prefer to receive information about what is going on at EID?



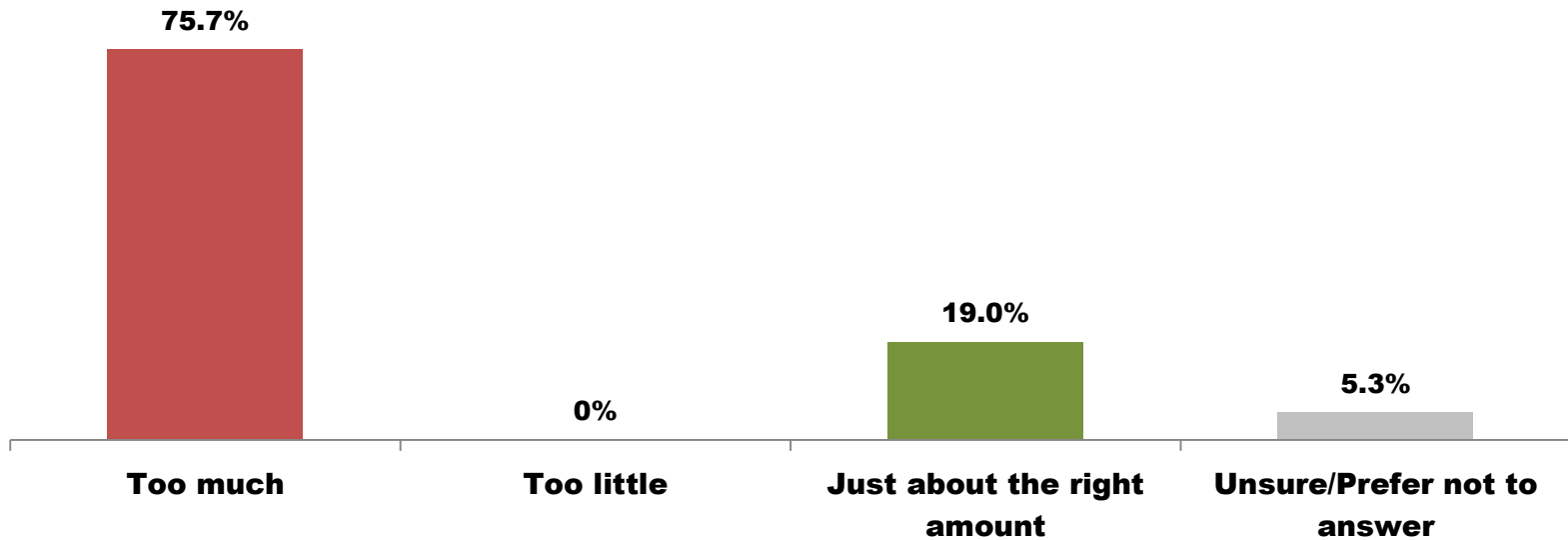
EID Customer Service vs. Other Utility Providers

Question 8: Thinking about the customer service you receive from utility providers such as electric and gas, and phone companies, how does the customer service from El Dorado Irrigation District compare?



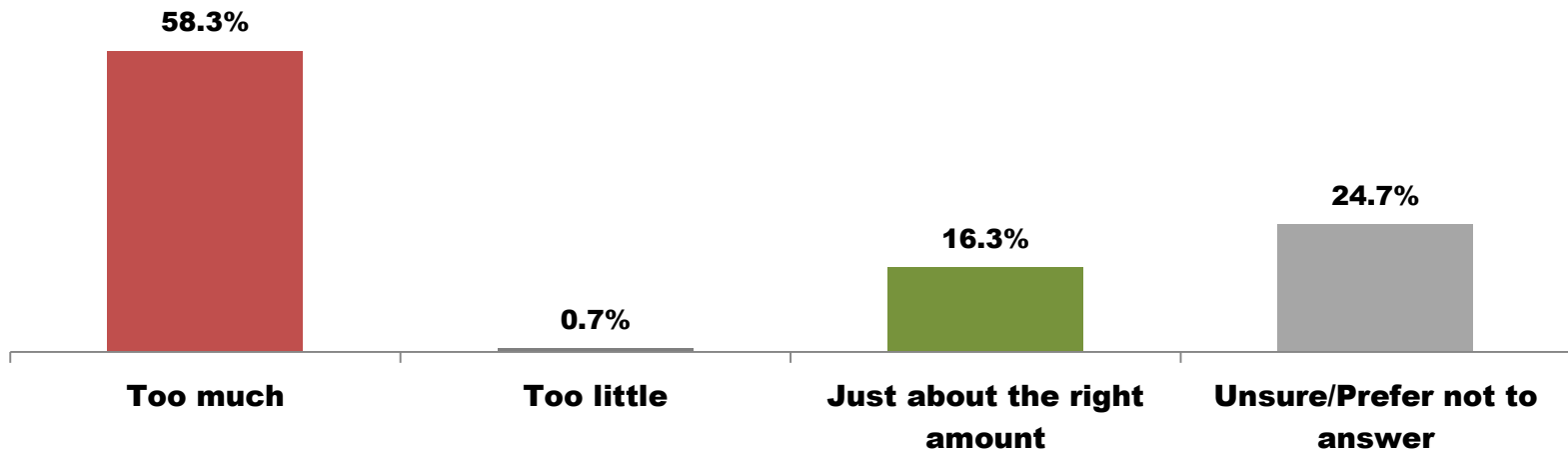
Water Service Cost

Question 9: Thinking about the amount that you pay for the water service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



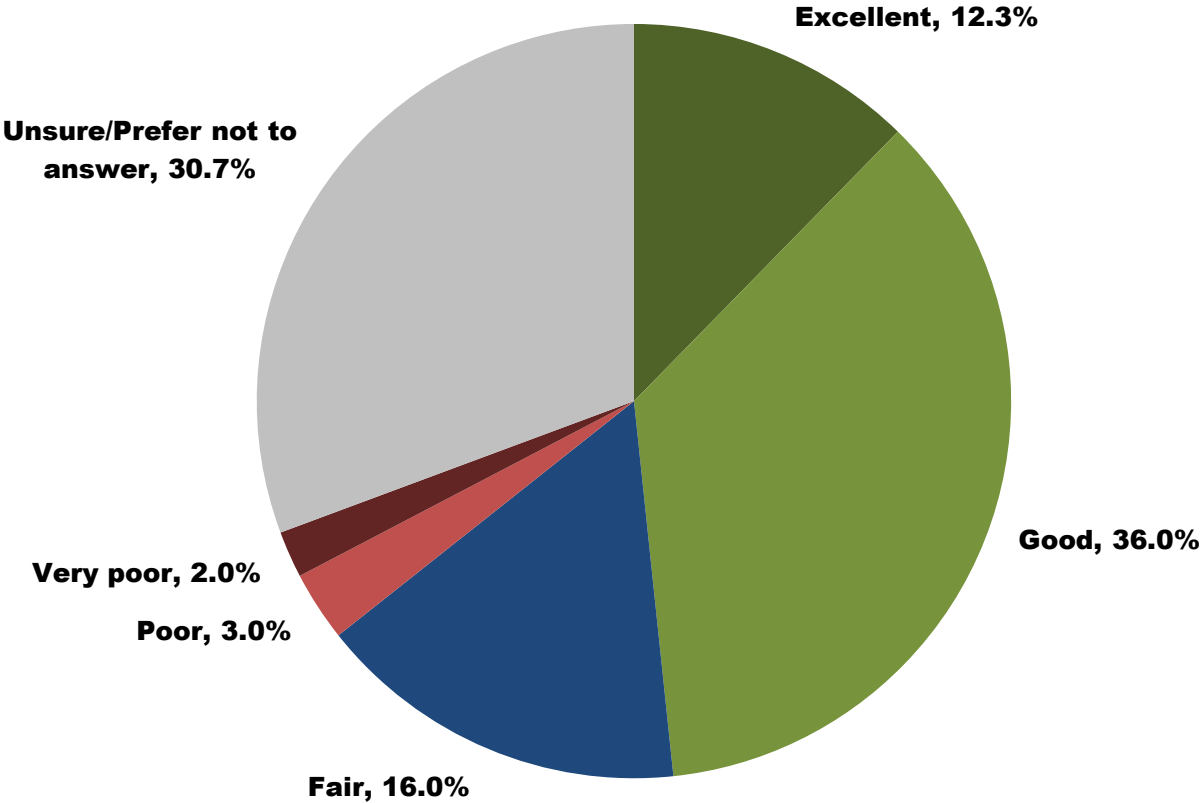
Wastewater Service Cost

Question 10: Thinking about the amount that you pay for the wastewater service in your home, would you say that you pay too much, too little, or just about the right amount? And would you say that you pay far too (much/little) or somewhat too (much/little)



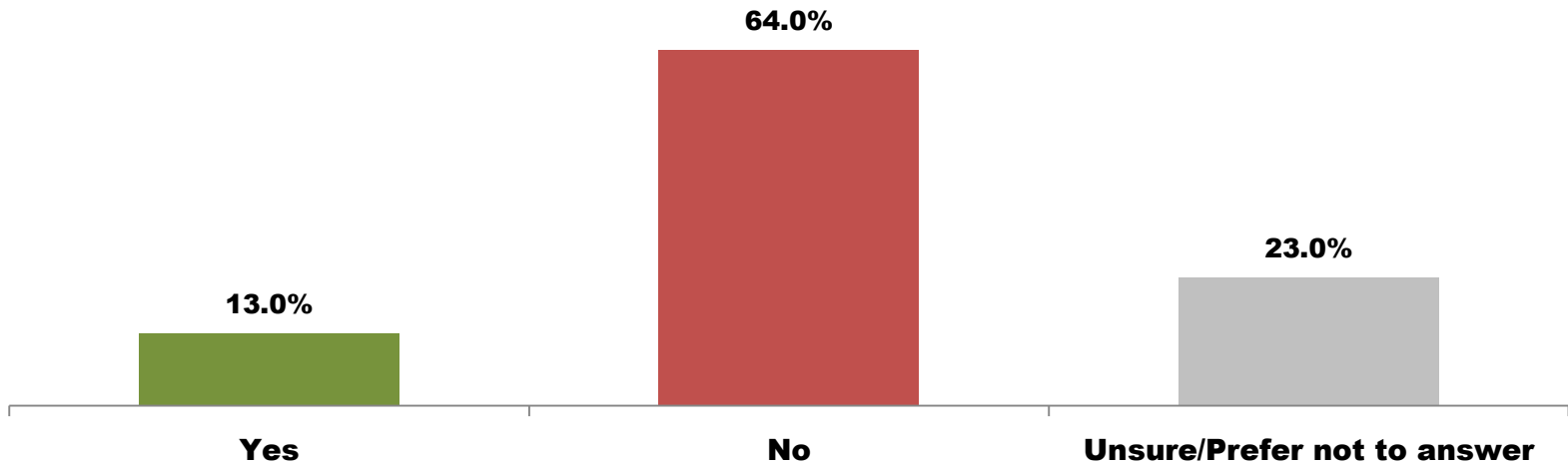
Protecting Watersheds

Question 11: El Dorado Irrigation District works collaboratively with other agencies, non-profit organizations, and other partners to protect and manage watersheds to ensure that El Dorado County residents receive high quality of water. El Dorado District tries to offset the costs of protecting and managing water resources by getting grants and matching funds from the federal and state government for projects to restore watersheds, to guard against catastrophic wildfires, and to protect local water supplies. How would you rate the job El Dorado Irrigation District is doing in protecting El Dorado County's watersheds?



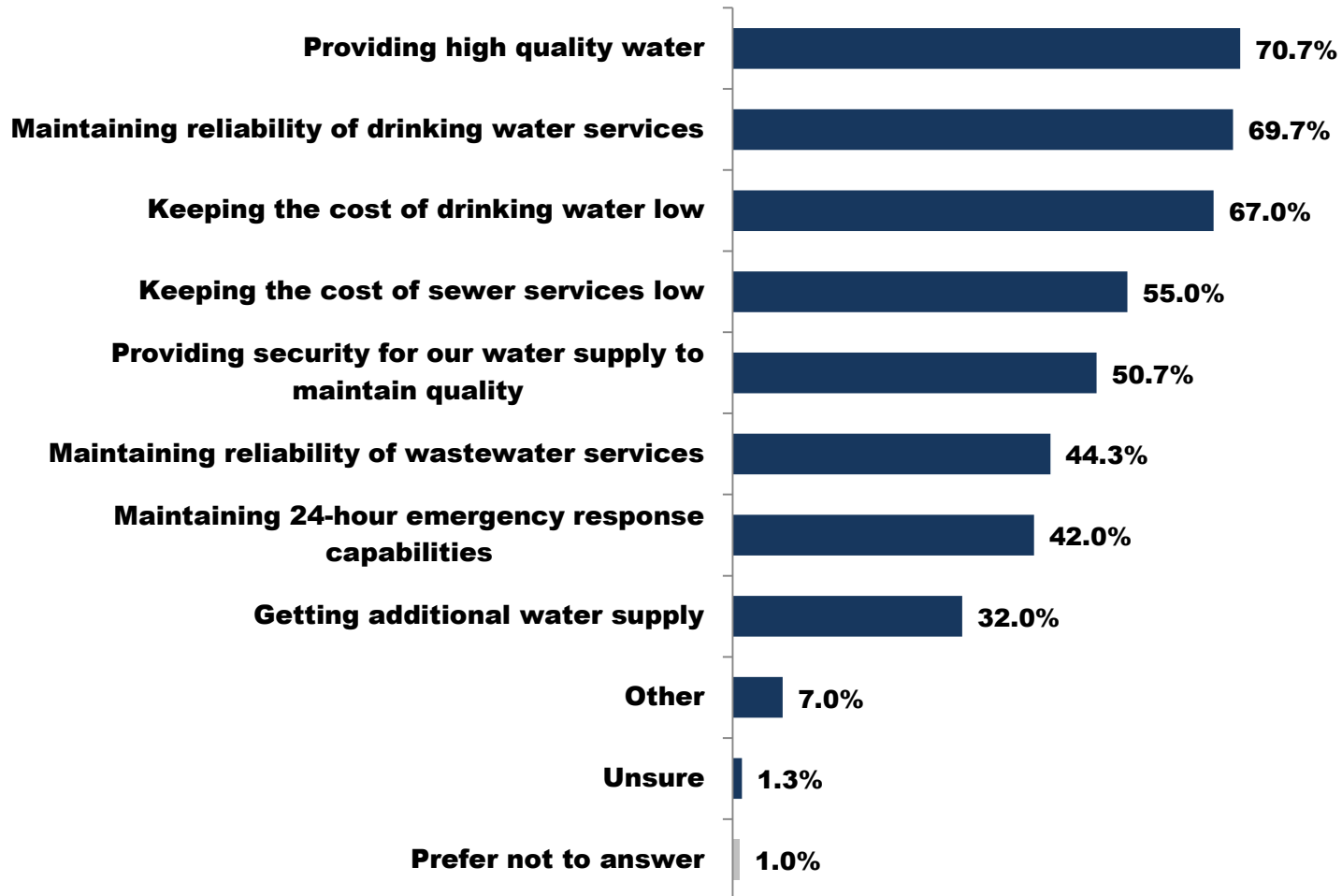
Willingness to Pay Higher Rates

Question 12: Would you be willing to pay higher rates to ensure water and sewer infrastructure is adequately maintained?



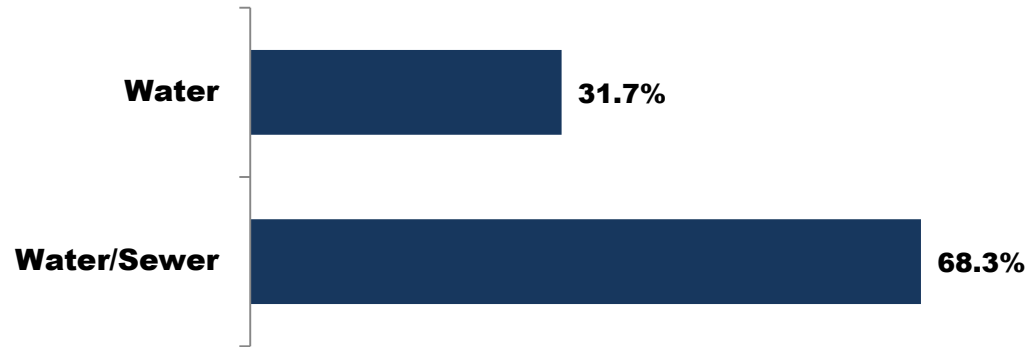
Top Priorities for EID

Question 13: Which of the following should be high priorities for EID?

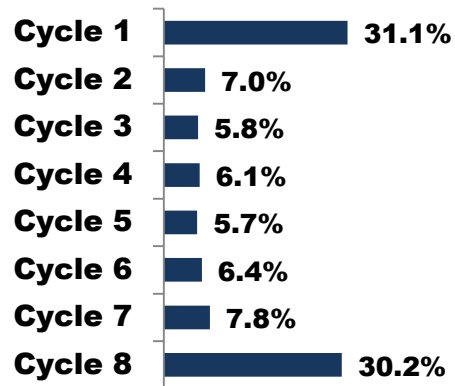


Demographics

Service Type



Billing cycle



Summary

- Probolsky's multi-mode survey showed customer satisfaction that does not diverge significantly from the District's online-only surveys.
- The change in questions allowed us to dive a bit deeper to identify areas where customers are less or more satisfied with EID service.
- And while the majority of those surveyed said they would not be willing to pay higher rates to ensure water/sewer infrastructure is adequately maintained (Q12), their priorities (Q13) are right in line with areas that require ongoing investment (Q13, providing high quality water; maintaining reliability of drinking water services).
- The District should intensify its efforts in communicating the value of EID services.

Information Only

Questions?