



East Side Water Supply Learning and Listening Event Pre-Event Survey Results – June 2011

15 responses received

1. How did you learn about the event?
(Check all that apply)

5 (33%) Mailer from the Water Utility

2 (13%) Email from my alder (Name)

5 (33%) Email from my Neighborhood Association (Name) ***EINPC/SASY***

4 (27%) Newspaper article (Please Specify) ***State Journal***

2 (13%) Internet (What site?) ***Facebook, charter.net***

0 Radio mention (Please Specify)

0 TV mention Please Specify)

4 (27%) Word of mouth

1 (7%) Other (please specify): ***Church announcement (Mary Anglim)***

2. Why did you decide to attend? (Check all that apply)

10 (67%) I am concerned about the quality of my drinking water.

2 (13%) I am concerned about the cost of my water.

8 (53%) I've heard about problems with some of our wells and want to see what the Water Utility is going to do about it.

10 (67%) I think water conservation is important.

12 (80%) I'm interested in water supply issues in general.

6 (40%) I want to express my opinions on east side water supply issues.

4 (27%) A friend or relative urged me to attend.

4 (27%) Other (please specify):

***Interested in how the CAP works and ultimately how influential it will be.
Curious and many of the above issues.
Alder for District 17 – Well 15
On CAP***



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3. What would make this learning and listening event worth your while?

7 (47%) I get answers to my questions about water quality.

Especially scrubbers

10 (67%) I learn more about how Madison Water Utility provides water.

5 (33%) I am confident that the Water Utility and the citizen advisory panel (CAP) for the East Side Water Supply project have heard and seriously consider my ideas, comments, and concerns.

5 (33%) Other (please specify):

Learn about CAP function and process.

Finding information and the website to be able to check the water quality easily for my neighborhood.

CAP Group is doing a wonderful job! You have my support as D17 Alder, J. Clausius.

Tell (educate people) who blindly trust their water.

Listening to general comments & conversations



Conservation Advisory Feedback Form Results

Rate each recommendation in the Conservation Advisory by how similar it is to what you would recommend to the Water Utility Board.

	Completely similar	Generally similar	Slightly similar	Slightly different	Generally different	Completely different
1. Develop more ambitious conservation targets that relate water consumption to the renewable water resource and future population and community development to ensure long-term sustainability.	2	1				
2. Continue with implementation of Advanced Metering Infrastructure (AMI) and implement a public education plan enabling residents to use information from their meters to help reduce water use	3	2				
3. Evaluate the costs and benefits of additional high-efficiency appliance rebate programs and develop an explicit implementation schedule if justified.	2	1	1			
4. Develop explicit implementation plans for providing and promoting a voluntary, "on-demand" water audit service.	1	3		1		
5. Ask for changes in the city's landscaping and property maintenance ordinances to require climate-appropriate plantings for large residential and non-residential uses, and to eliminate any penalties for substituting native and non-noxious alternatives for turf..	3	1				
6. Investigate an inclining outdoor irrigation rate structure that parallels recommendations for treated water rates for both residential and non-residential customers. <i>Comment: and prohibit "irrigation"</i>	1	3				
7. Initiate a public dialogue regarding irrigation.	4					
8. Further evaluate an inclining rate structure that would charge less for basic water use and more for use above the basic level, and that would equalize rates for residential and non-residential customers.	3	2				
9. Eliminate the "residential penalty" for initial volume charges. <i>Comment: Didn't understand</i>	1					



Conservation Advisory Feedback Form Results

Rate each recommendation in the Conservation Advisory by how similar it is to what you would recommend to the Water Utility Board.

	Completely similar	Generally similar	Slightly similar	Slightly different	Generally different	Completely different
10. Consider adding voluntary water conservation measures to future educational literature and programs (i.e. educational programs for schools, industry, etc.). Comment: and current	4	1				
11. Emphasize short-term conservation efforts as a bridge between current practices and completion of expanded filtration and new wells. Comment: Yes, but not only	2	2				
12. Expand outreach to commercial and industrial customers to facilitate water conservation.	3	2				
13. Support the city's efforts to encourage or require new and rehabilitated structures to meet LEED or other accepted standards for resource-efficient buildings.	4					
14. Implement outreach program to high-use business and industrial customers that includes evaluation and adoption of firm-specific water conservation plans.	1	4				
15. Initiate public discussion of grey water use.	2	1				
16. Investigate the costs and benefits associated with "Gray Water" infrastructure and use, and if beneficial, ask electoral and regulatory bodies to make the necessary regulatory changes Comment: Duh, it <u>is</u> beneficial	3	2				
17. Recognize the affect on MWU finances of implementing conservation rate structures and other conservation strategies to ensure that resulting revenues are adequate for the MWU to meet its long-term financial responsibilities, including the maintenance and replacement of existing infrastructure. Comment: Charge more for more use	2	1				



Conservation Advisory Feedback Form Results

18. If the CAP's recommendations are not 'Completely' or 'Generally' similar to what you would recommend to the Board, what would *you* recommend to the board? (Feel free to continue writing on the next page if needed.)

Our highest priority is conserving water in homes through education and charging rates more equitably.

19. What else do you want to tell the board?

DNR- Gray H2O against plumbing code. Who is working to change this? Why wait for critical mass vs. building it?

We need to drastically conserve water; adopting a rate structure that penalizes heavy usage, especially during the summer, is essential, and will offset revenue difficulties for the H2O utility due to reduce usage. If we adopt aggressive conservation measures, we can avoid building a new well to replace well 3.



Demand Advisory Feedback Form

Rate each recommendation in the Demand Advisory by how similar it is to what you would recommend to the Water Utility Board.	Completely similar	Generally similar	Slightly similar	Slightly different	Generally different	Completely different
1. Construct treatment facility for Well 7		3				
2. Construct treatment facility for Well 8		3				
3. Construct treatment facility for Well 15		3				
4. Develop a replacement well site for Well 3		1	1		1	
5. Proactively consider the localized impacts—beneficial and/or detrimental—of high capacity groundwater withdrawal when searching for a site to replace Well 3	2	1				

6. If the CAP's recommendations are not 'Completely' or 'Generally' similar to what you would recommend to the Board, what would *you* recommend to the Board? (Feel free to continue writing on the back of this sheet if needed.)

Not familiar enough with details to completely endorse these options, but generally it would be desirable to use known facilities even if upgrading is needed.

I think the PCE/TCE contamination site at Kipp needs to be excavated, removed, and treated once and for all.

I would be interested in a joint review/analysis by the Water Utility and Planning Dept. & Economic Development on the need for a Well 3 replacement, including build-out scenarios for Capital East Development.

7. What else do you want to tell the Board?

Please build in grey water system planning into your long range water conservation planning.

Thank you for incorporating public input into your decision-making process. Transparency is essential in keeping the public trust.



Iron and Manganese Management Options Advisory Feedback Form Results

Rate each recommendation in the Advisory by how similar it is to what you would recommend to the Water Utility Board.	Completely similar	Generally similar	Slightly similar	Slightly different	Generally different	Completely different
1. Construct treatment facility for Well 7 at or in close proximity to the well site to reduce the levels of iron and manganese.		1				
2. Construct treatment facility for Well 8 at or in close proximity to the well site to reduce the levels of iron and manganese.		1				
3. Establish separate CAPs for Well 7 and 8.		1				
4. Plan for "additional room" for treatment in Well 7 & 8, should it prove necessary to add treatment facilities for the removal of volatile organic compounds VOCs		1				
5. Establish an interim or contingency plan to ensure that water from Well 7 and Well 8 is safe and acceptable for use in the period before installation of treatment facilities at each well		1				
6. Plan for "emerging contaminants" such as Chromium 6 (Hexavalent Chromium) with the goal of becoming proactive in the study and treatment of newly identified contaminants and the provision of full and accurate information to Madison water users.		1				
7. Schedule these projects as soon as practicable and in conformance with the financial ability of the Utility.	1					

8. If the CAP's recommendations are not 'Completely' or 'Generally' similar to what you would recommend to the Board, what would *you* recommend to the board? (Feel free to continue writing on the back of this sheet if needed.)

9. What else do you want to tell the board?



East Side Water Supply Learning and Listening Event Evaluation Form

Date and time you attended: June 27, _____ June 30, _____
Time Time

1. Please rate the convenience of each of the following aspects of the meeting	Completely Convenient	Convenient	Inconvenient	Completely Inconvenient
Date and Time	4	4		
Location	4	4		
Parking	3	4		
Public transit (if used)				
Child care (if used)				
Refreshments	3	1		
Accessibility of location	3	3	1	

2. Overall, how well did this event meet your expectations?	Very Well	Well	Poorly	Very Poorly
	4	4		
If you answered 'Poorly' or 'Very Poorly', what was missing?				

Please rate each statement below by how much you agree or disagree with it.	Strongly Agree	Agree	Disagree	Strongly Disagree
3. I learned what I wanted to know about water quality issues affecting the wells that serve my community.	4	4		
4. I have a better understanding of anticipated future demand for water on the east side and ways the Water Utility can meet the demand.	2	6		
5. I learned more about why water conservation is needed and how residents, businesses, the Water Utility, and the City can help.	2	4		



East Side Water Supply Learning and Listening Event Evaluation Form

Please rate each statement below by how much you agree or disagree with it.	Strongly Agree	Agree	Disagree	Strongly Disagree
6. I have a better understanding of how my water bill is calculated and the impact on my bill of proposed improvements to the water supply.		5	2	
7. I learned what changes to water quality, supply, and conservation the Citizens' Advisory Panel (CAP) is recommending.	2	5		
8. I had enough opportunities to share my views on the east side water supply.	4	2		

9. Please rate the value of each of the following aspects of the meeting	Excellent	Good	Fair	Poor
Town Hall Q&A	3	2	1	
Information Stations	2	5		
Round Tables	1	1	1	
Sticky-Dot Exercise (Your priorities for the east side water supply)	2	3	2	

10. What was one thing that you liked?

Accessibility of CAP members

So many knowledgeable people to explain things.

Town Hall Q&A covered Well 15 situation nicely.

I very much appreciated the face to face discussion of issues affecting our neighborhood (SASY) and PCE contamination.

Town Hall Q&A

The people were there to assist in all aspects of your questions.

Having key utility staff present to answer questions.



East Side Water Supply Learning and Listening Event Evaluation Form

11. What one change would you make to improve future meetings like this?

Separate information stations & round tables from Q&A = noise interference

It was very detailed information. Room was very noisy.

Mikes are not loud enough.

Tell parents of daycare age to learn about the water they are giving to their children.

Find out how we put more oxygen into our water.

Broader advance notice—I was made aware of it 2 days in advance, and saw nothing about it in local media, etc.

Comments (other thoughts on the event or water supply issues)

I appreciate the work members are doing.

Well done.

I came to hear what is important to the people here and what they know, so I educate myself.

Have a sign-in sheet to gauge attendance/have contact info for follow-up information.

1 Please add me to the Water Utility's e-mail list.

1 I'm interested in joining a Water Utility Citizen Advisory Panel (CAP).

Please send me a copy of the following:

Please answer this question for me:

Contact information (Optional):