

FlashVote helps you make a difference in your community

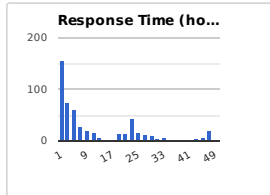
Results: Water Utility Communications

Survey Info - This survey was sent on behalf of Town of Oro Valley to the FlashVote community for Oro Valley, AZ.

These FlashVote results are shared with local officials

520
Total Participants
 516 of 780 initially invited (66%)
 4 others
 Margin of error: ± 4%

Applied Filter:
Locals only
 Participants for filter:
444

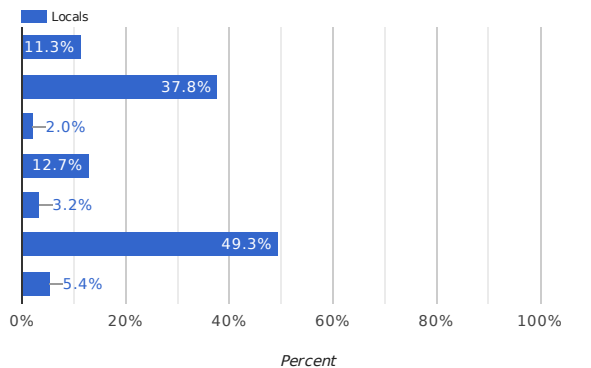


Started:
Apr 24, 2019 11:07am
 Ended:
Apr 26, 2019 11:08am
 Target Participants:
All Oro Valley

Q1 The Oro Valley Water Utility offers FREE services and products to help you save water. In the last 12 months, which of these have you or your household used, if any? (Choose all that apply)

(442 responses by locals)

Options	Locals (442)
Brochures and booklets for saving water indoors and outdoors	11.3% (50)
The WaterSmart online customer portal (at www.orovalley.watersmart.com)	37.8% (167)
Dye test kits for toilet leaks	2.0% (9)
Low flow faucet aerators and shower heads	12.7% (56)
Water audit for home, HOA, business, or commercial property	3.2% (14)
I haven't used any of these	49.3% (218)
Other:	5.4% (24)



Unfiltered responses

Had water audit 3 yrs. ago, so, actually, "None" within the last 12 months.

I didn't know these services existed!

I have used them in the past, took their suggestions, and my usage can be further reduced.

I am very aware and conscious of water conservation methods

The Possible Leak Notification avoided the loss of water from a broken valve.

Didn't know that OV offered any of this. Thought we were with TUCSON Water

would like to take the water audit for home

I wasn't aware there was any of these benefits

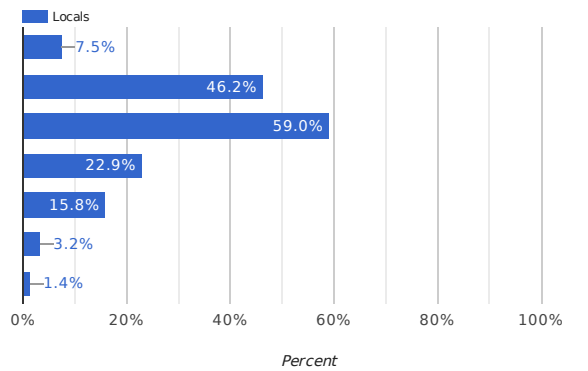
I wasn't aware all these services were available

I did the water audit a couple years ago and have saved water due to the information I learned.

Q2 How would you most like to receive information about the Oro Valley Water Utility, including water saving suggestions? (Choose up to TWO that apply)

(442 responses by locals)

Options	Locals (442)
Social media	7.5% (33)
Mailed with my bill	46.2% (204)
Email	59.0% (261)
Vista newsletter	22.9% (101)
Through the WaterSmart online customer portal	15.8% (70)
None of these	3.2% (14)
Other:	1.4% (6)



water
already bill

Unfiltered responses

KROHN

I would like to receive my bill electronically

Mailed by itself

Place them on your website if they aren't already there.

Sterritt

Water Wednesday social media

olson

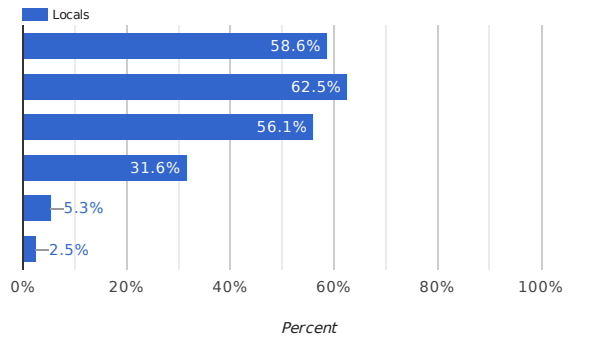
In a planned community that does not have individual water bills

WaterSmart online customer portal with notification of new information

Q3 Which information from Oro Valley Utility Water is most important to you? (Choose all that apply)

(437 responses by locals)

Options	Locals (437)
Water conservation information	58.6% (256)
Billing and customer service information	62.5% (273)
Water quality reports	56.1% (245)
Project updates	31.6% (138)
I'm not interested in anything other than my bill	5.3% (23)
Other:	2.5% (11)



water hard
plan
status
usage pay
community

Unfiltered responses

Water table status

Cost-saving techniques

High usage—possible leak.

My Vistoso Community pays my water

Aquifer status (well depths)

See previous comment.

Updates on the water hardness throughout the community. Mine is very hard.

A simple chart that provides historical OV ground water level, future plan, and progress to plan.

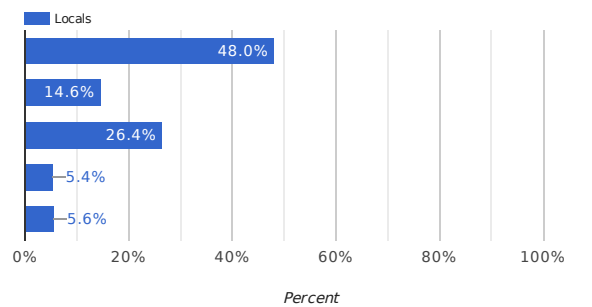
Water usage for home

Monitoring our water usage

Q4 Are you enrolled in Oro Valley's WaterSmart customer portal where you can receive leak alerts directly?

(444 responses by locals)

Options	Locals (444)
Yes	48.0% (213)
Not Sure	14.6% (65)
No, because I didn't know about it	26.4% (117)
No, because I'm not interested in it	5.4% (24)
No, because:	5.6% (25)



Unfiltered responses

I couldn't get the previous water information system to work.

not available to the airprk

procrastination on my part!!

I don't think so; haven't received (or noticed) anything about leaks.

I live in a townhouse.

I wasn't able to access it on my iPad

We look at our bill to determine leaks and monitor our drip system frequently to check for leaks

i could not get it to work

wasnt sure if i need to. live here year round

i live in a condo complex

Q5 Any other comments or suggestions about Oro Valley Water Utility communications or services?

(79 responses by locals)



Unfiltered responses

Great job to the water utility for your forward thinking in looking at future water sustainability!

I'd like to see some clear, but simple, info on how OV is using CAP and reclaimed water and how we compare to other communities water use including Phoenix and its suburbs.

In reading the daily water reports, there appear to be a few too many incomplete reports based on a variety of causes.

Concerned about the loss of revenue to the water dept should the golf courses be closed

I don't use much water, but my bill keeps increasing. It might be a good idea for you to find ways to be more efficient.

I love the way the bill is constructed. Simple, with a bar graph comparing my water usage to last year's.

Is there a specific number to call to report broken sprinkler heads or overflow situations occurring on town property?

Not at this time

I wish I knew more & received info about water saving & money saving items. I had no idea!

e-Billing would be great.