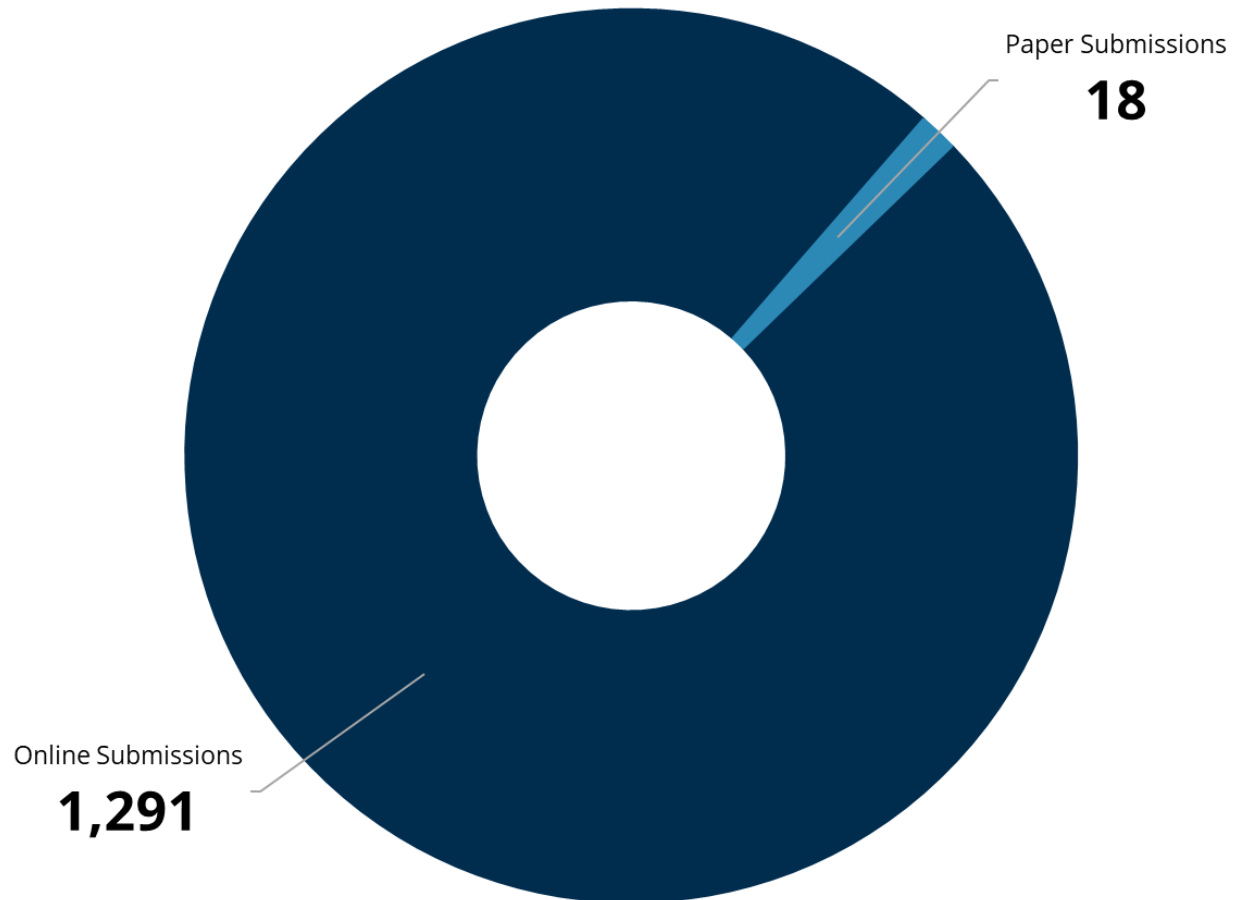




WATER QUALITY & CUSTOMER SATISFACTION

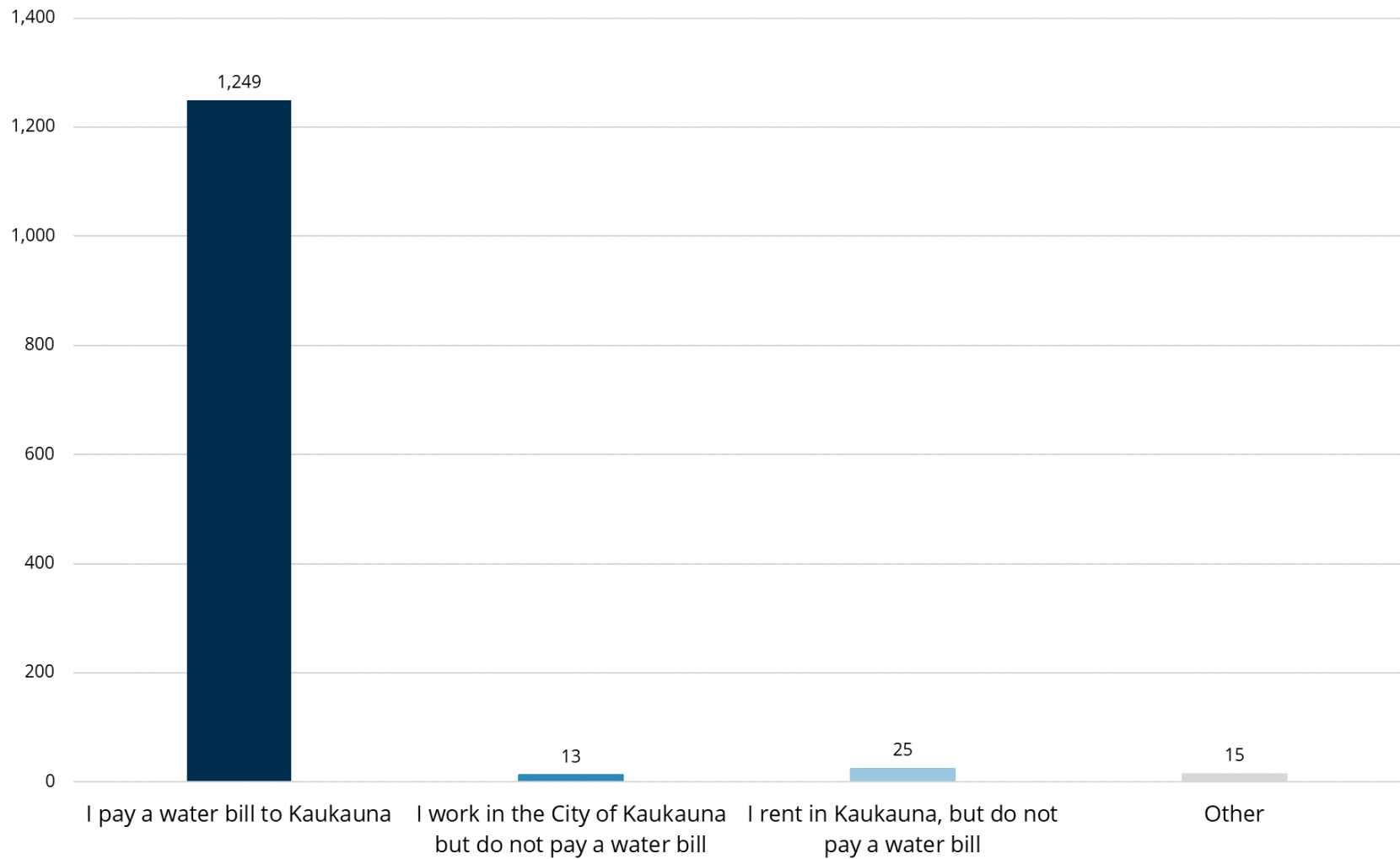
Survey Analysis

Total responses:



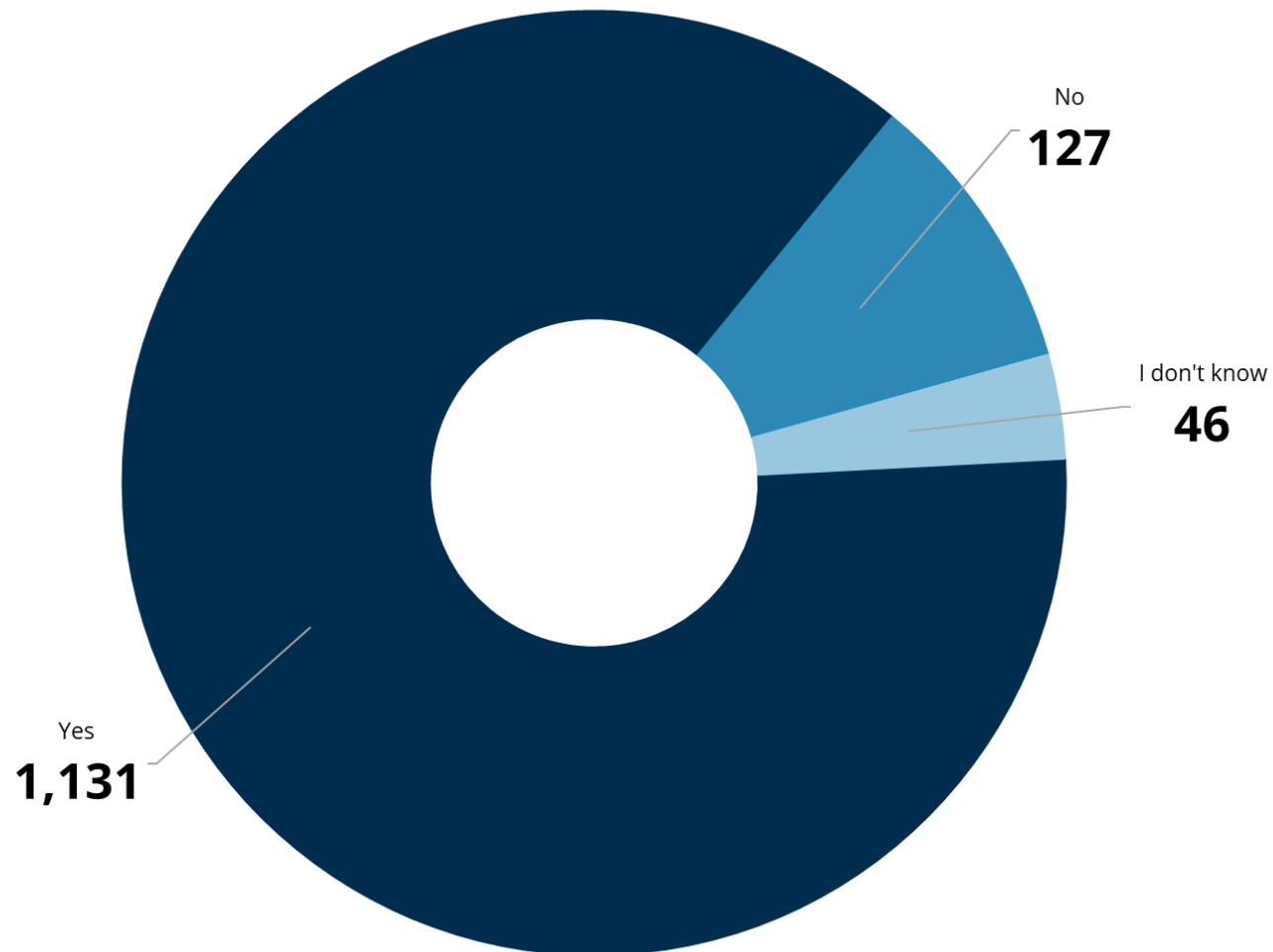
Q1: Please select the option below that best describes you:

Answered: 1,302 Skipped: 7



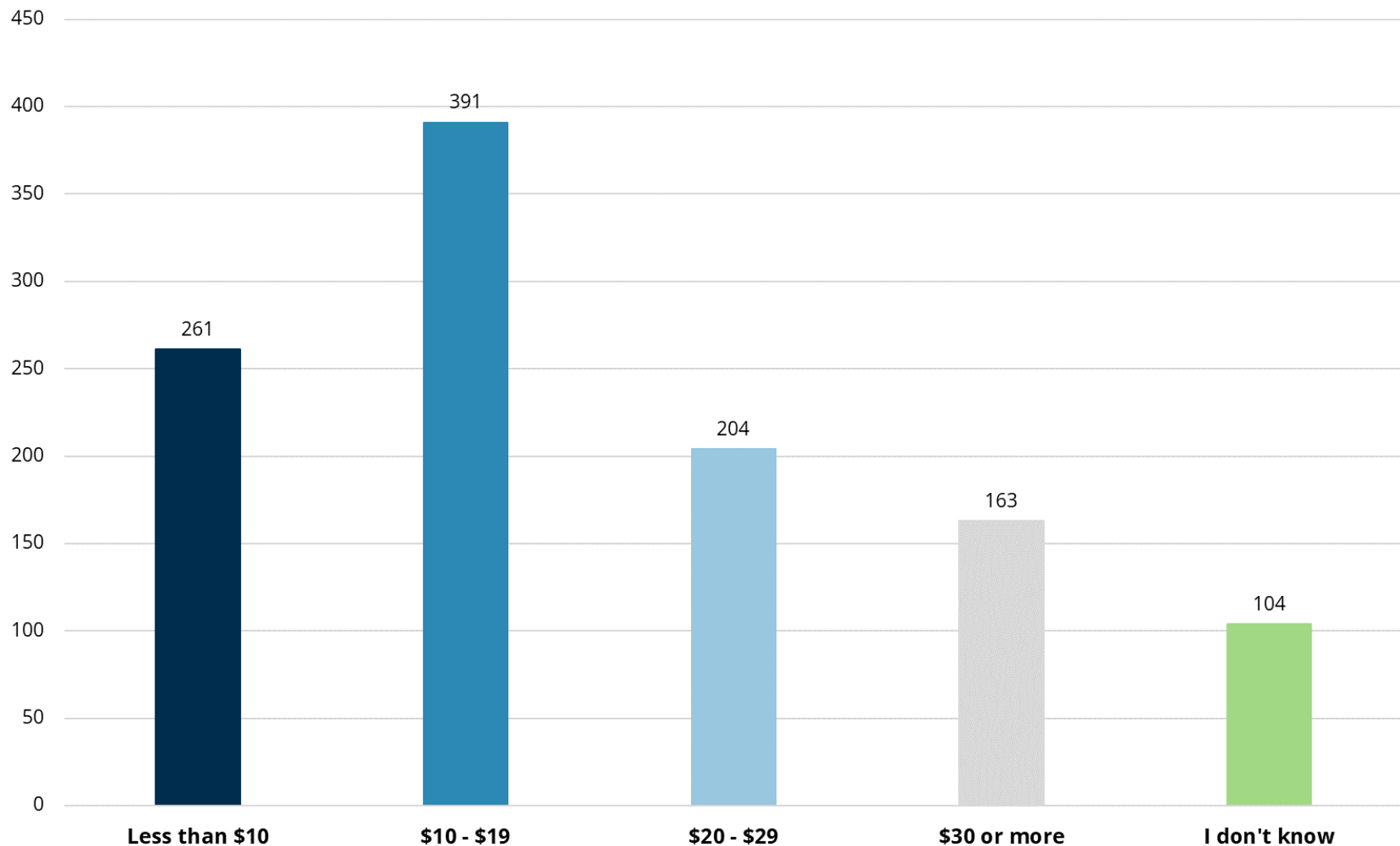
Q2: Does your home or business have a water softener?

Answered: 1,304 Skipped: 5



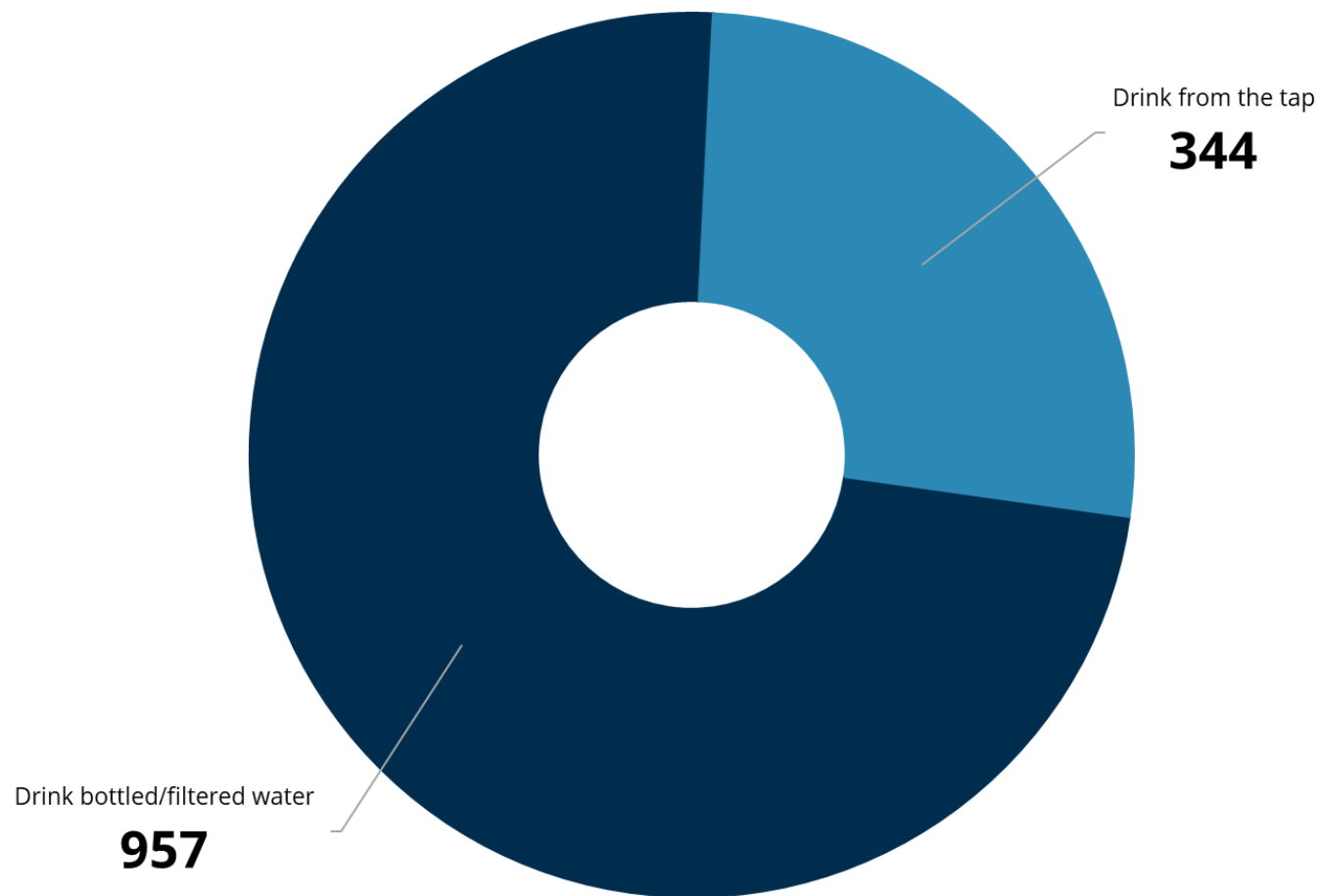
Q3: About how much do you spend per month on your softening system (including salt and maintenance)?

Answered: 1,123 Skipped: 186



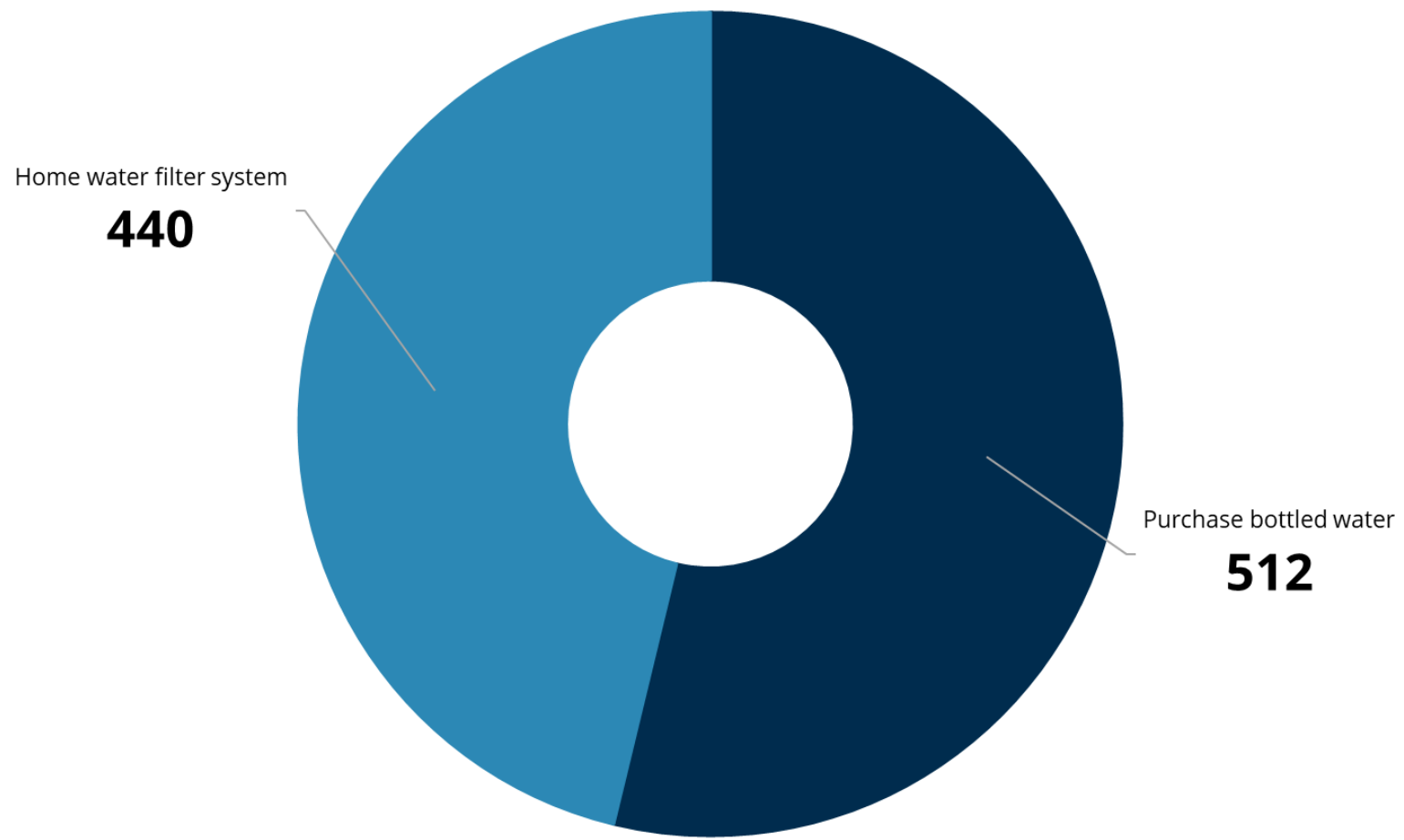
Q4: Do you drink water from the tap or drink bottled/filtered water?

Answered: 1,301 Skipped: 8



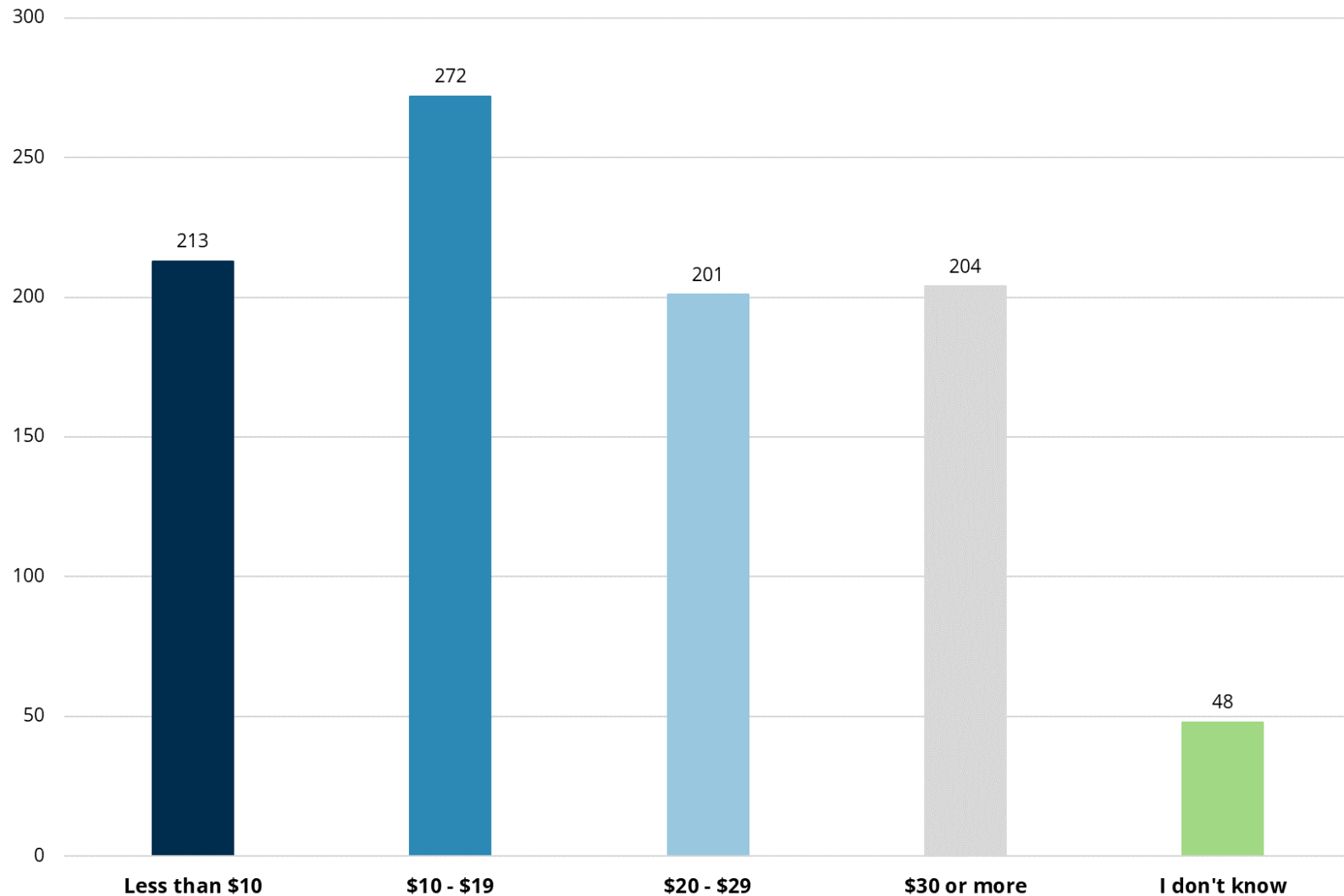
Q5: If bottled/filtered water, do you purchase bottled water or have a home water filter system?

Answered: 952 Skipped: 357



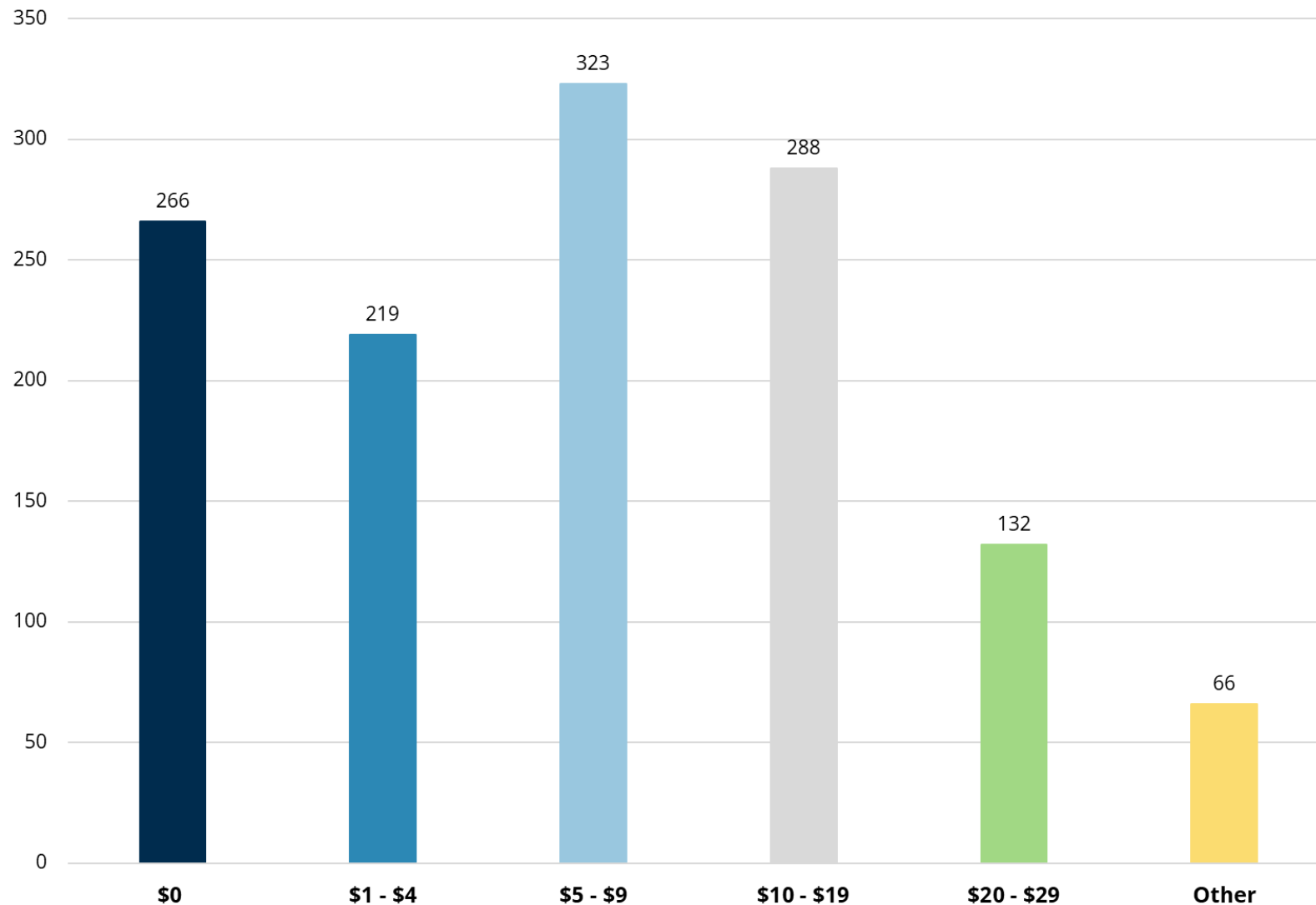
Q6: If bottled/filtered water, about how much do you spend per month purchasing bottled water or maintaining your home water filter system?

Answered: 938 Skipped: 371



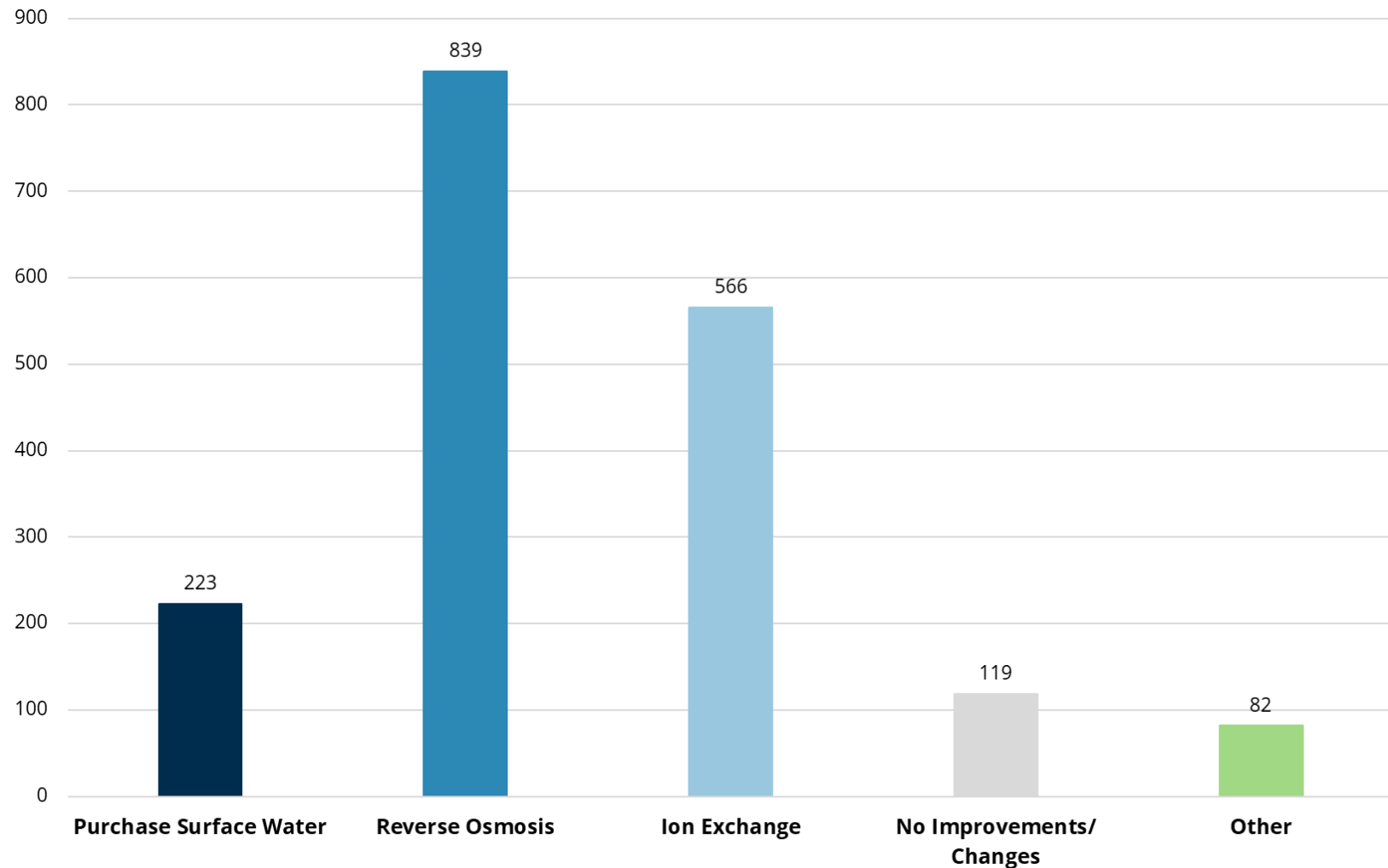
Q7: How much would you be willing to pay, per month, for the utility to soften the water so you would no longer have to soften the water at your home or business?

Answered: 1,294 Skipped: 15



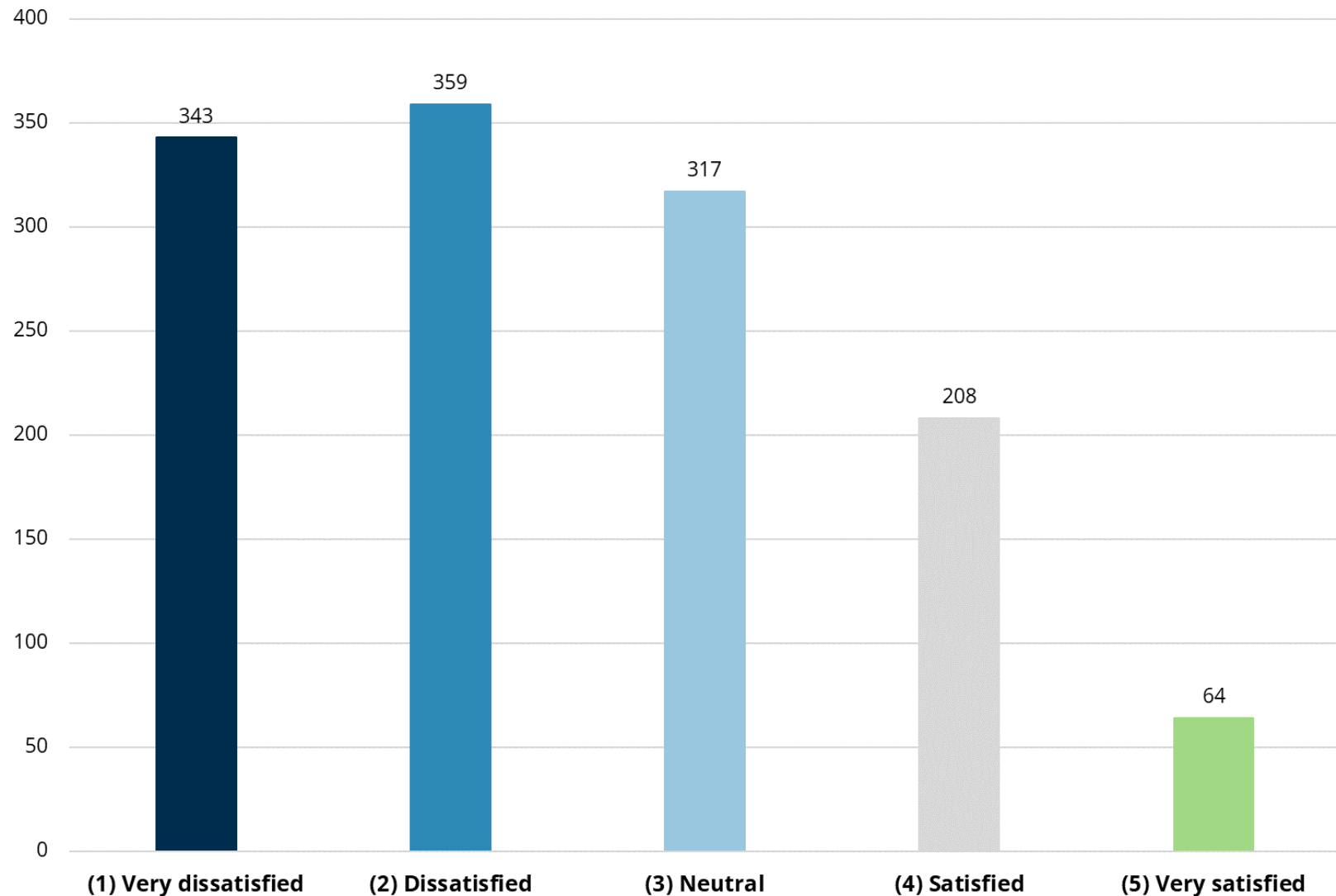
Q8: What improvements or changes would you like to see to Kaukauna Utilities' water quality? *Please select all that apply.*

Answered: 1,281 Skipped: 28



Q9: On a scale of 1 (very dissatisfied) to 5 (very satisfied), how satisfied are you with your water quality from Kaukauna Utilities?

Answered: 1,291 Skipped: 18

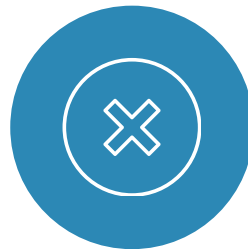


Q10: What is/are the reason/s for your answer?

Key themes presented below:



Wear on appliances
(faucets, fixtures, softeners,
water heaters, etc)



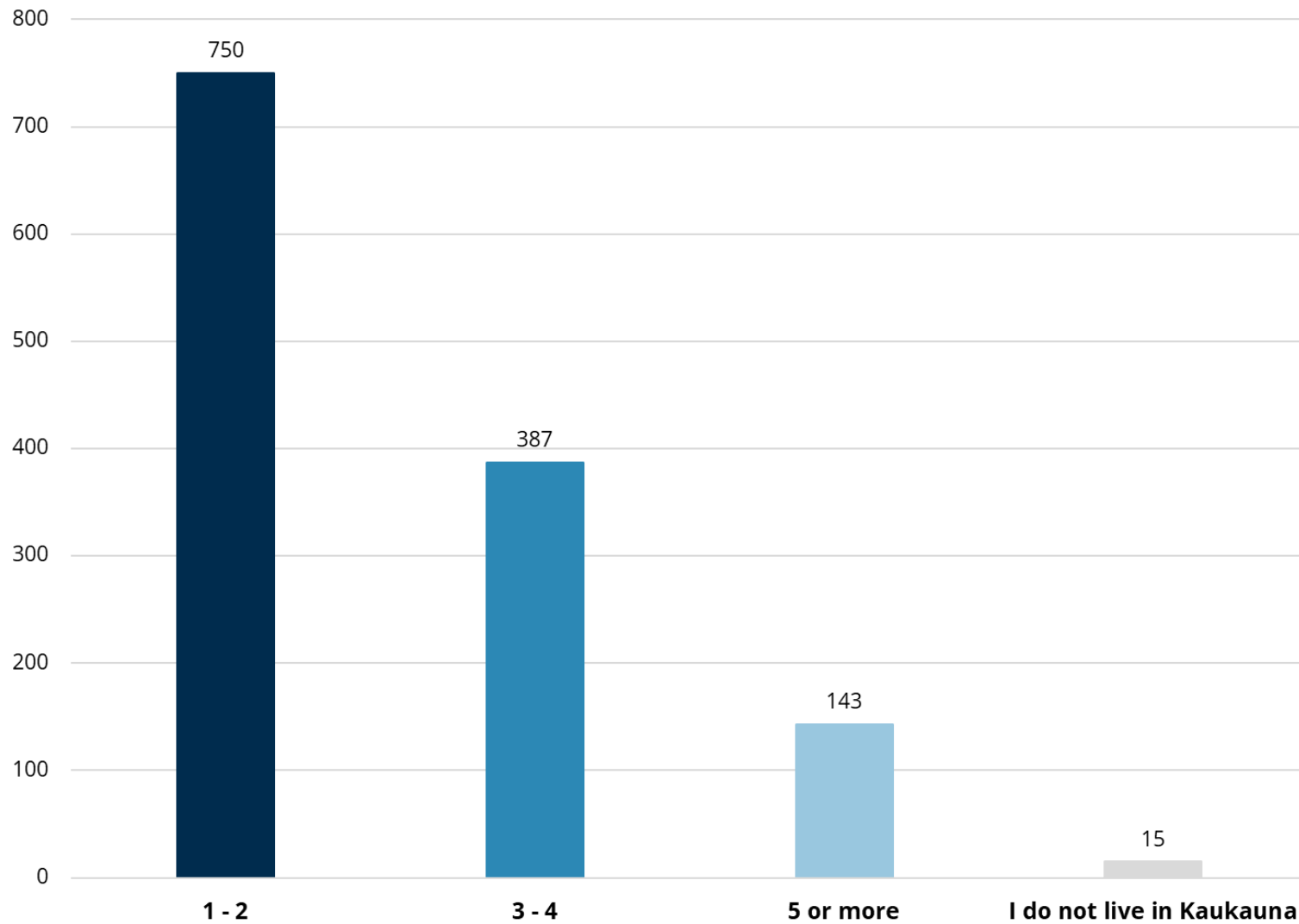
Poor quality
Hard water



Tastes bad
Won't drink it

Q11: How many people reside at your address?

Answered: 1,295 Skipped: 14



Plumber Survey - Compiled Answers

Contractor	% of work in Kaukauna	Total Years of Service in Area	Lifespan Questions (years)										Salt Usage (lb/month)	Cost for Electric Water Heater
			Water Softener - Kaukauna	Water Softener - Elsewhere	Water Heater - Kaukauna	Water Heater - Elsewhere	Dishwasher - Kaukauna	Dishwasher - Elsewhere	Clothes Washer - Kaukauna	Clothes Washer - Elsewhere	Fixtures - Kaukauna	Fixtures - Elsewhere		
Plumber 1	15	32	10 - 15	10 - 15	6	10 - 15	-	-	-	-	-	-	-	\$ 950.00
Plumber 2	10	20	10 - 12	15 - 20	7 - 8	10 - 15	5 - 15	10 - 15	5 - 10	10 - 15	5 - 10	20+	-	\$ 1,350.00
Plumber 3	35	50	15	15	10	10	3	10	-	-	5	15	90	\$ 1,000.00
Plumber 4	10	41	-	-	6 - 8	10 - 12	6 - 8	10 - 12	-	-	-	-	-	\$ 900.00
Plumber 5	15	7	8 - 10	-	6 - 7	10 - 15	6 - 8	10 - 15	-	-	5 - 10	20+	60	\$ 1,000.00
Plumber 6	50	25	15	15	8 - 12	-	-	-	-	-	-	-	50 - 100	\$ 1,000.00
Plumber 7	50	42	10 - 20	10 - 20	1 - 7	20	10 - 12	10 - 12	-	-	-	-	93	\$ 1,400.00

Softening Company Survey - Compiled Answers

Company	% of work in Kaukauna	Total Years of Service in Area	Average Water Softener Age	Average Water Softener Cost	Cost for Water Softener - Commercial or Apartments	Salt Usage (lb/month)	Est. % of Homes/Businesses in Kaukauna with Water Softeners
Company 1	45	50	15 - 20 years	\$ 1,550.00	\$5,000 - \$20,000	100	99