

OTAY WATER DISTRICT
FINANCE, ADMINISTRATION AND COMMUNICATIONS
COMMITTEE MEETING
and
SPECIAL MEETING OF THE BOARD OF DIRECTORS

2554 SWEETWATER SPRINGS BOULEVARD
SPRING VALLEY, CALIFORNIA

BOARDROOM

WEDNESDAY

February 21, 2007

11:30 A.M.

This is a District Committee meeting. This meeting is being posted as a special meeting in order to comply with the Brown Act (Government Code Section §54954.2) in the event that a quorum of the Board is present. Items will be deliberated, however, no formal board actions will be taken at this meeting. The committee makes recommendations to the full board for its consideration and formal action.

AGENDA

1. ROLL CALL
2. PUBLIC PARTICIPATION – OPPORTUNITY FOR MEMBERS OF THE PUBLIC TO SPEAK TO THE BOARD ON ANY SUBJECT MATTER WITHIN THE BOARD'S JURISDICTION BUT NOT AN ITEM ON TODAY'S AGENDA

DISCUSSION ITEMS

3. APPROVE AMENDMENT NO. 2 TO THE AGREEMENT WITH TMO CA/NV, LLC, d/b/a T-MOBILE SUCCESSOR TO PACIFIC BELL WIRELESS, FOR AN EXISTING FACILITY AT OTAY'S PATZIG RESERVOIR SITE (CHARLES) [5 minutes]
4. PRESENTATION OF BOARD OF DIRECTORS' EXPENSES FOR THE 2ND QUARTER OF FISCAL YEAR 2007 (PRENDERGAST) [5 minutes]
5. UPDATE ON THE BOND SALE (BEACHEM) [5 minutes]
6. APPROVE THE AMENDMENTS TO THE COOPERATIVE AGREEMENT CREATING THE INTERAGENCY WATER TASK FORCE (WATTON) [5 minutes]
7. REVIEW OF THE FINDINGS OF THE 2006 RESIDENTIAL CUSTOMER OPINION AND AWARENESS AND 2006 CUSTOMER SERVICES SATISFACTION SURVEYS CONDUCTED BY REA & PARKER RESEARCH INC. (BUELNA) [20 minutes]

8. REVIEW OF THE DRAFT 50TH ANNIVERSARY ANNUAL REPORT (BUELNA) [10 minutes]
9. REVIEW OF THE OTAY WEBSITE (STEVENS/BUELNA) [10 minutes]
10. PRESENTATION OF THE CALENDAR OF POTENTIAL EVENTS (BUELNA) [5 minutes]

RECESS TO CLOSED SESSION

11. CLOSED SESSION
 - a) POTENTIAL LITIGATION (GOVERNMENT CODE §54956.9)
 - (i) OTAY WATER DISTRICT v. NORTHROP GRUMMAN

RETURN TO OPEN SESSION

12. ADJOURNMENT

BOARD MEMBERS ATTENDING:

Mark Robak, Chair
Larry Breitfelder

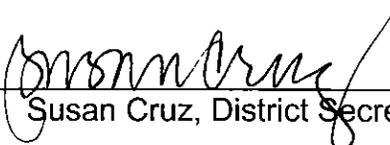
All items appearing on this agenda, whether or not expressly listed for action, may be deliberated and may be subject to action by the Board.

If you have any disability which would require accommodation in order to enable you to participate in this meeting, please call the District Secretary at 670-2280 at least 24 hours prior to the meeting.

Certification of Posting

I certify that on February 16, 2007 I posted a copy of the foregoing agenda near the regular meeting place of the Board of Directors of Otay Water District, said time being at least 24 hours in advance of the meeting of the Board of Directors (Government Code Section §54954.2).

Executed at Spring Valley, California on February 16, 2007.



Susan Cruz, District Secretary



AGENDA ITEM 3

STAFF REPORT

TYPE MEETING:	Regular Board	MEETING DATE:	March 7, 2007
SUBMITTED BY:	David Charles <i>DC</i> Public Services Manager	W.O./G.F. NO:	aa000 DIV. NO. 1 1d1000
APPROVED BY: (Chief)	Rod Posada, <i>R Posada</i> Chief, Engineering		
APPROVED BY: (Asst. GM):	Manny Magaña, <i>M Magaña</i> Assistant General Manager, Engineering and Operations		
SUBJECT:	Request Approval of Amendment No. 2 to Agreement with TMO CA/NV, LLC, d/b/a T-Mobile successor to Pacific Bell Wireless, for an existing facility at Otay's Patzig Reservoir site.		

GENERAL MANAGER'S RECOMMENDATION:

That the Board of Directors (Board) authorize the General Manager to execute Amendment No. 2 with TMO CA/NV, LLC, d/b/a/ T-Mobile (T-Mobile), successor to Pacific Bell Wireless as Tenant, for the 30 day extension of the existing temporary cellular agreement now in place and authorize the General Manager to execute subsequent 30 days agreements until a permanent lease agreement is in place (Attachment 1), the second amendment (Attachment 2), would be replaced upon execution of a permanent lease at Otay's Patzig Reservoir site. (See attached Exhibit A for project location.)

COMMITTEE ACTION:

See Attachment A.

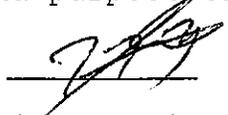
PURPOSE:

To obtain Board authorization for the General Manager to execute Amendment No. 2 with T-Mobile to its existing temporary lease agreement for Otay's Patzig Reservoir site executed on March 30, 2004. The amendment will allow T-Mobile's existing temporary cellular communication facility to remain in operation until a permanent lease has been executed. Otay and T-Mobile are currently negotiating a permanent lease for this site. This amendment extends the current temporary lease for 30 days and will continue monthly until the permanent lease is in place.

ANALYSIS:

T-Mobile will have the ability to provide continuous cellular service from the existing temporary Patzig Reservoir facility until the permanent cellular facility is in place. Staff agrees with the content and purpose of this amendment.

FISCAL IMPACT:



Currently the District receives \$2,333.98 per month in rent. Effective upon execution of the amendment, the District will receive a 3 percent increase, to \$2,404.00 per month, or \$28,848.00 for a period of one year.

An initial \$2,000.00 payment toward the District's non-refundable administrative fee of \$6,500.00 was paid to reimburse the District for staff time to supervise and assist the tenant during the licensing and permitting phases; this fee is separate from rent. The remaining balance of \$4,500.00 will be due and payable upon execution of the permanent agreement by both parties to reimburse the District for costs to assist the tenant with planning, design, and construction phases of the project, including legal expenses. An additional non-refundable administrative fee of \$1,000.00 will be due and payable upon the execution of this agreement to reimburse the District for legal expenses and staff time expended in the processing of this amendment.

LEGAL IMPACT:

The District's Lease Agreement and proposed Amendment No. 2 have been reviewed by our legal counsel. District Counsel has been an integral part in the negotiations and construction of this amendment.

STRATEGIC GOAL:

This item is in line with the District's Strategic Focus Areas: Community and Governance, and Financial Health.



General Manager

DC/RP

Exhibits
Attachments



ATTACHMENT A

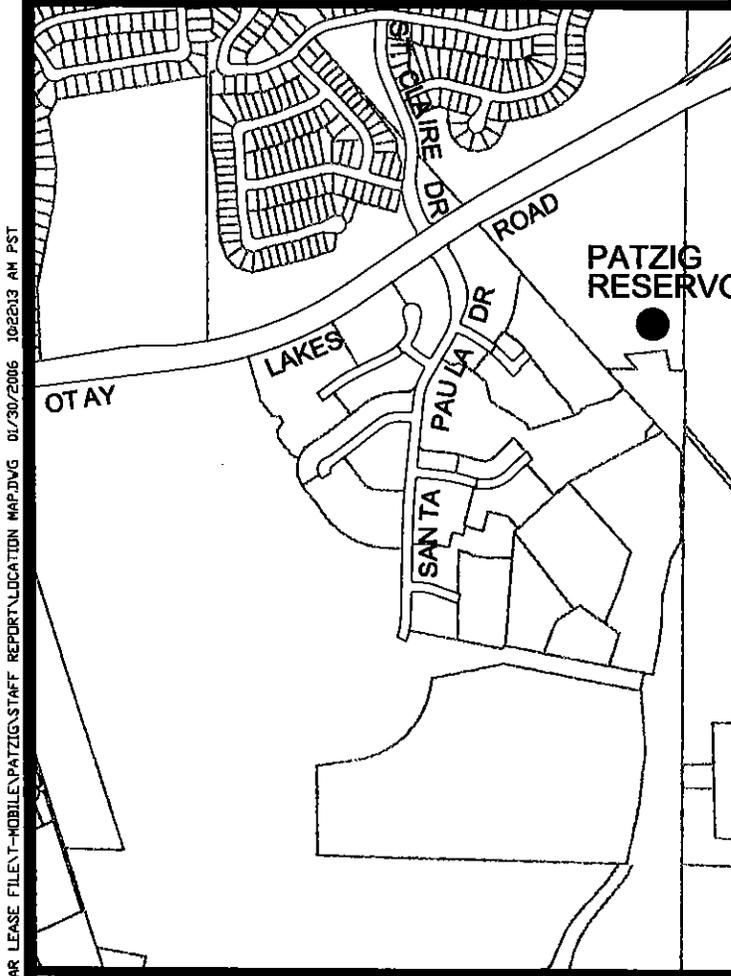
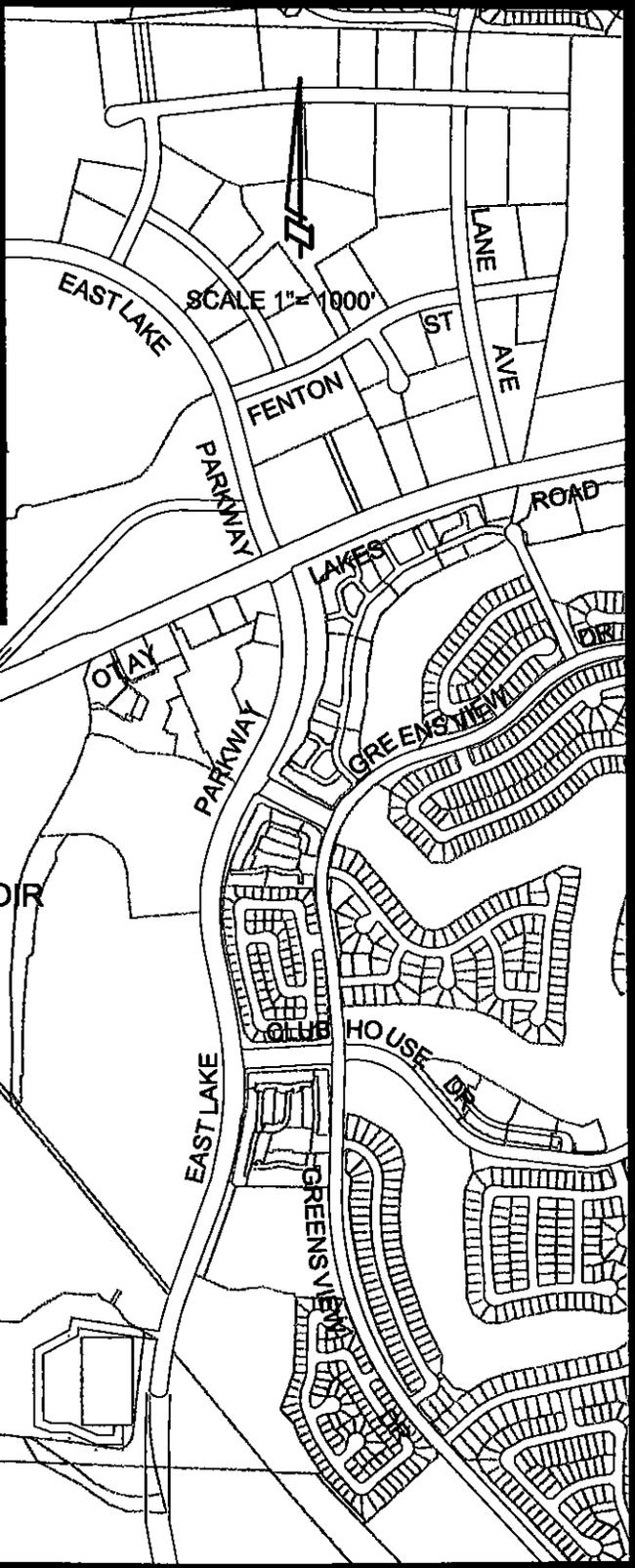
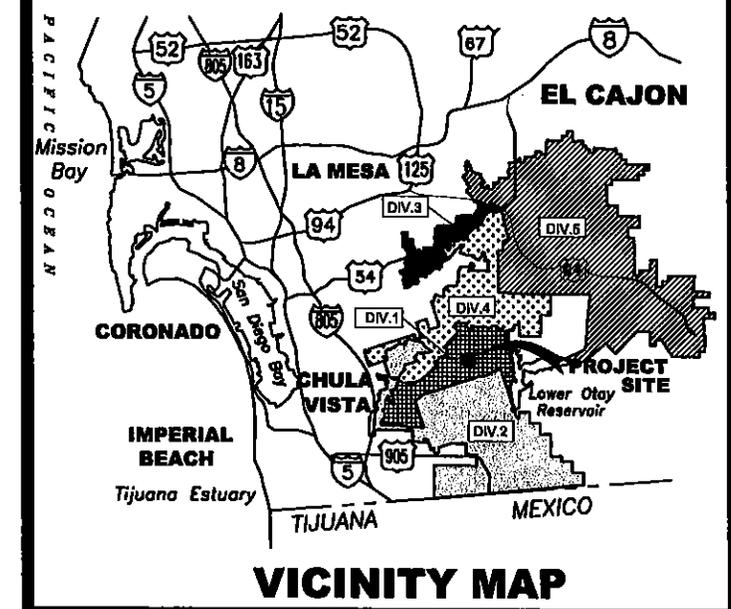
SUBJECT/PROJECT:	Approve Amendment No. 2 to Agreement with TMO CA/NV, LLC, d/b/a T-Mobile, successor to Pacific Bell Wireless, for an existing facility at Otay's Patzig Reservoir site.
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COMMITTEE ACTION:

The Finance and Admin Committee reviewed this item at a meeting held on February 21, 2007. The Committee supported Staff's recommendation.

NOTE:

The "Committee Action" is written in anticipation of the Committee moving the item forward for board approval. This report will be sent to the Board as a committee approved item, or modified to reflect any discussion or changes as directed from the committee prior to presentation to the full board.



P:\WORKING\09192 CELLULAR LEASE FILE\T-MOBILE\PATZIG\STAFF REPORT\LOCATION MAP.DWG 01/30/2006 10:22:13 AM PST



OTAY WATER DISTRICT
 OTAY PATZIG RESERVOIR SITE
 LOCATION MAP

T-MOBILE AMENDMENT NO. 1 / PROJ AA000-1D1000

EXHIBIT A

**SECOND AMENDMENT TO AGREEMENT BETWEEN T-MOBILE WIRELESS
AND OTAY WATER DISTRICT TO LOCATE A COMMUNICATIONS FACILITY
AT OTAY'S "PATZIG" RESERVOIR SITE**

This Second Amendment (the "Amendment") to Agreement between TMO CA/NV, LLC and Otay Water District to locate a Communications Facility at Otay's "Patzig" Reservoir Site is made and entered into on March ____, 2007 (the "Effective Date") by and between the Otay Water District (hereinafter "District") and TMO CA/NV, LLC, a Nevada limited liability company (hereinafter "Tenant"), as the successor in interest to Pacific Bell Wireless, LLC, a Nevada limited liability company d/b/a T-Mobile Wireless ("T-Mobile"). This Amendment concerns only those matters, understandings and agreements set forth below. All other provisions of the Agreement (as defined below) remain in full force and effect for the duration of this Amendment.

RECITALS

WHEREAS, District and Pacific Bell Wireless, LLC, by and through its agent Cingular Wireless, LLC, entered into that certain Agreement between Cingular Wireless and Otay Water District to Locate a Communications Facility at Otay's "Patzig" Reservoir Site SD 972-91, dated March 30, 2004 (the "Original Lease"), as amended pursuant to that certain First Amendment to Agreement between Cingular Wireless and Otay Water District to Locate a Communications Facility at Otay's "Patzig" Reservoir Site (the "First Amendment" and, together with the Original Lease, the "Lease"); and

WHEREAS, District and T-Mobile entered into the Lease to provide terms pursuant to which District leased to T-Mobile certain Premises (as defined in the Lease), and to provide terms and conditions pursuant to which T-Mobile was allowed to construct and operate certain communication facilities on real property owned by District, and known to the parties as the Patzig Reservoir Site, and defined in the Lease as the Property; and

WHEREAS, pursuant to the First Amendment Tenant has represented to District that it is the legal successor in interest to T-Mobile and Pacific Bell Wireless, LLC under the Lease, and has fully and knowingly succeeded to all obligations, rights and responsibilities of the Tenant as set forth in the Lease; and

WHEREAS, Tenant and District desire to enter into this Amendment to amend certain portions of the Lease, but only to the extent specifically stated herein.

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Landlord and Tenant hereby agree to amend the Lease as follows:

1. Incorporation of Recitals and Definitions. The recitals and definitions set forth above are incorporated herein by this reference and made a part of this Amendment. Capitalized terms

used herein in a context where such terms would not normally be capitalized and not defined herein shall have the meaning given to such terms in the Lease.

2. Term. Notwithstanding any other provision of the Lease, the Lease is hereby converted to a month to month Lease commencing on April 1, 2007; provided, however, that if the parties have not entered into a new lease agreement on or prior to March 30, 2008, this Lease shall automatically terminate. Either party may terminate the Lease at any time upon not less than thirty (30) days notice to the other party.

3. Administrative Fee. Tenant shall pay to the District a non-refundable administrative fee in the amount of ONE THOUSAND DOLLARS AND NO CENTS (\$1,000.00). These administrative fees shall not be considered rent or part of the rental installment.

4. Rent. Commencing on March 30, 2007, the Tenant shall pay District as rent the sum of Two Thousand Four Hundred Four Dollars (\$2,404) per month payable on the first day of each month in advance. If the commencement of the extended term occurs on a date other than the first day of the calendar month, Tenant shall pay on the first day of the term the prorated rent for the remainder of the calendar month in which the term commences. If the Lease is terminated, Tenant shall be allowed to occupy the Premises until the last day of the calendar month on which the notice of termination becomes effective.

5. No Other Change. Except as expressly modified herein, the terms and provisions of the Lease shall remain in full force and effect.

6. Controlling Provisions. In case of any inconsistencies between the terms and conditions contained in the Lease and the terms and conditions contained in this Amendment, the terms and conditions of this Amendment shall control.

7. Amendment. This Amendment cannot be amended, modified or revised unless done in writing and signed by an authorized agent of the District and an authorized agent of the Tenant. No provision may be waived except in writing signed by both parties.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK

8. Corporate Authority. The person or persons executing this Amendment on behalf of each party hereto warrants and represents that (i) such party is duly organized and existing, (ii) he or she or they is or are duly authorized to execute and deliver this Amendment on behalf of said party, (iii) by so executing and delivering this Amendment, such party is formally bound to the provisions hereof, and (iv) the entering into this Amendment does not violate any provision of any other agreement to which said party is bound.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the 7th day of March, 2007.

TENANT: TMO CA/NV, LLC, a Nevada limited liability company

By: _____
Tim Fincham, Director-Engineering

Date: _____

LANDLORD: OTAY WATER DISTRICT, a municipal water district

By: _____
Mark Watton, General Manager

Date: _____

APPROVED AS TO FORM:

General Counsel's Office

Date

ATTACHMENT 1 0260-20.55

**FIRST AMENDMENT TO AGREEMENT BETWEEN CINGULAR WIRELESS
AND OTAY WATER DISTRICT TO LOCATE A COMMUNICATIONS FACILITY
AT OTAY'S "PATZIG" RESERVOIR SITE**

This First Amendment (the "Amendment") to Agreement between TMO CANV, LLC, successor-in-interest to Pacific Bell Wireless, LLC and Otay Water District to locate a Communications Facility at Otay's "Patzig" Reservoir Site, is made and entered into on March 13, 2006, to be effective as of March 29, 2006 (the "Effective Date") by and between the Otay Water District (hereinafter "District") and TMO CANV, LLC, a Nevada limited liability company (hereinafter "Tenant"), as the successor in interest to Pacific Bell Wireless, LLC, a Nevada limited liability company d/b/a T-Mobile ("T-Mobile"). This Amendment concerns only those matters, understandings and agreements set forth below. All other provisions of the Agreement (as defined below) remain in full force and effect for the duration of this Amendment.

RECITALS

WHEREAS, District and Pacific Bell Wireless, LLC entered into that certain Agreement between Pacific Bell Wireless LLC and Otay Water District to locate a Communications Facility at Otay's "Patzig" Reservoir Site, dated March 30, 2004 (the "Agreement"); and,

WHEREAS, District and Pacific Bell Wireless, LLC entered into the Agreement to provide terms pursuant to which District leased to Pacific Bell Wireless LLC certain Premises (as defined in the Agreement), and to provide terms and conditions pursuant to which Pacific Bell Wireless LLC was allowed to construct and operate certain communication facilities on real property owned by District, and known to the parties as the Patzig Reservoir Site, and defined in the Agreement as the Property; and

WHEREAS, Tenant has represented to District that it is the legal successor in interest to Pacific Bell Wireless, LLC under the Agreement, and has fully and knowingly succeeded to all obligations, rights and responsibilities of the Tenant as set forth in the Agreement; and,

WHEREAS, Tenant and District desire to enter into this Amendment to amend certain portions of the Agreement, but only to the extent specifically stated herein.

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Landlord and Tenant hereby agree to amend the Agreement as follows:

1. **Incorporation of Recitals and Definitions.** The recitals and definitions set forth above are incorporated herein by this reference and made a part of this Amendment. Capitalized terms used herein in a context where such terms would not normally be capitalized and not defined herein shall have the meaning given to such terms in the Agreement.

0260-20.55

AGREEMENT BETWEEN CINGULAR WIRELESS
AND OTAY WATER DISTRICT
TO LOCATE A COMMUNICATIONS FACILITY
AT OTAY'S
"PATZIG" RESERVOIR SITE

SD-972-91

This Agreement ("Lease") is entered into between the Otay Water District, a municipal water district organized and operated pursuant to the Water Code Section 71000, et seq. ("Otay"), and Pacific Bell Wireless, LLC, a Nevada limited liability company, d/b/a Cingular Wireless, with its principal office located at Cingular Wireless, Network Real Estate, 6100 Atlantic Blvd.-GAN02, Norcross, GA 30071 ("Tenant").

R E C I T A L S

1. Otay owns a site on which it has constructed water facilities known as the "Patzig" reservoir site as shown on Exhibit A attached hereto and incorporated herein by reference.
2. Tenant has requested Otay to allow it to locate a temporary communications facility and transmitting and receiving antennas at the Patzig reservoir site.

A G R E E M E N T

Otay and Tenant agree as follows:

1. Premises. Otay owns the real property described in Exhibit B (the "Property"). Otay agrees to lease to Tenant approximately 360 square feet of real property within the

Property, as more particularly shown on Exhibit C (the "Premises").

2. Grant of Trench Easement(s). No trenching shall be permitted by tenant under the provisions of this lease.

3. Use. The Premises may be used by Tenant for any lawful activity in connection with the provision of communications services. Tenant agrees to obtain all necessary approvals. Otay agrees, at no expense to Otay, to cooperate with Tenant in making application for and obtaining all licenses, permits and any and all necessary approvals that may be required for Tenant's intended use of the Premises. Tenant shall provide written evidence, satisfactory to Otay of all FCC approvals and other governmental permits and approvals, including but not limited to compliance with FCC Electromagnetic Radiation Guidelines. Said use shall not include the right to sublease to any other person or entity unless otherwise expressly authorized pursuant to this Lease.

Tenant shall deliver to Otay copies of all executed licenses, approvals and permits applicable to Tenant's operation of communication services within the Premises.

In addition, Tenant shall obtain such permits, licenses or easements from other tenants of Otay and from the owners of property adjoining the leased premises as may be necessary for Tenant to have access to and from the leased Premises and also

for access to utilities as may be necessary. Tenant shall provide copies of these documents to Otay prior to commencing operations at the Premises.

4. Access. Otay shall provide access to Tenant, Tenant's employees, agents, contractors and subcontractors to the Premises 24 hours a day, seven days a week, at no charge to Tenant. Otay hereby grants to Tenant such rights of ingress and egress over Otay's Property as may be necessary and consistent with the authorized use of the Premises as outlined by Otay Operations. Subject to Otay's reasonable rules, Otay shall permit Tenant's employees, agents, contractors, subcontractors and invitees to park vehicles on Otay's Property as necessary and consistent with the authorized use of the Premises. Otay shall, at its expense, maintain all access roadways or driveways from the nearest public roadway to the Premises in a manner reasonably sufficient to allow access.

5. Term. The term of this Lease shall be one (1) year, commencing with the day of the month in which the Lease is executed ("Commencement Date"). Tenant shall have the right to extend the term of the Lease for one (1) additional term of one (1) year by giving Otay written notice of its intention to do so at least 90 days prior to the date that the then current term would otherwise end. " It is agreed however, that the parties are in the process of negotiating another lease for the Premises and

that this Lease will terminate on the earlier of (1) the expiration of this Lease or (2) the date on which Otay and Tenant enter into another lease concerning the Premises. "

6. Administrative Fee. Tenant shall provide Otay with a \$2,000 non-refundable fee due and payable upon execution by both parties of this agreement. This fee is to cover Otay's costs to provide assistance to Tenant during early planning phases and to cover Otay's costs incurred or to be incurred in Otay's supervision and processing of this Lease. This fee is to be separate from rent and any other fees associated with other lease agreements.

7. Rent. Beginning upon the Commencement Date, Tenant shall pay Otay as rent the sum of \$2,200 per month payable on the first day of each month in advance. If the Commencement Date is other than the first day of the calendar month, Tenant shall pay on the first day of the term the prorated rent for the remainder of the calendar month in which the term commences. If Tenant chooses to exercise their option to extend the current agreement as per paragraph five (5) "Term" of this agreement, the rent shall be increased by a rate of 3% for the following term.

8. Environmental. Otay represents that to the best of its knowledge the Premises have not been used for the generation, storage, treatment or disposal of hazardous

materials other than those materials normally used by Otay for the treatment of water and that there is no hazardous waste in the Premises. Notwithstanding any other provision of this Lease, Tenant relies upon the representations stated herein as a material inducement for entering into this Lease. Tenant shall not bring any hazardous materials onto the Premises except for those contained in its temporary power facilities (e.g. lead-acid batteries and diesel fuel) and properly stored, reasonable quantities of common materials used in telecommunications operations (e.g. cleaning solvents). Tenant shall handle, store and dispose of all hazardous materials it brings onto the Premises in accordance with all federal, state and local laws and regulations ("Laws"). "Hazardous materials" means any substance, chemical, pollutant or waste that is presently identified as hazardous, toxic or dangerous under any applicable federal, state or local law or regulation and specifically includes but is not limited to asbestos and asbestos containing materials, polychlorinated biphenyl's (PCBs) and petroleum or other fuels (including crude oil or any fraction or derivative thereof).

9. Installation of Equipment. Tenant's design and installation of all such temporary antennae facilities shall be done according to plans approved by Otay, and such approval shall not be unreasonably withheld.

Any damage done to Otay's facility or facility site during installation and/or during operations caused by Tenant shall be repaired or replaced immediately at Tenant's expense and to Otay's reasonable satisfaction. In connection with the installation and operation of the temporary antennae facilities, Tenant shall not locate or attach any antennae or other equipment to Otay's facilities without the prior written approval of Otay. Tenant shall pay all costs and expenses in relation to maintaining the integrity of Otay's facilities in connection with Tenant's installation and operation of the temporary antennae facilities.

Tenant shall provide Otay with drawings of the temporary antennae facilities and the improvements installed on the Premises. The drawings shall show the actual location of all equipment and improvements. Said drawings shall be accompanied by a complete and detailed inventory of all equipment, personal property and antennae equipment.

10. Maintenance and Repairs. At all times during the term of this Lease and any renewals or extensions thereof, Otay may, at its option and upon written notice to Tenant, request the tenant to relocate the temporary antennae or other equipment located within the Premises in order for Otay to repair, add or make replacements (the "Maintenance Work"), that may become necessary to the facility. Tenant will reasonably cooperate

with Otay's efforts in this regard including removing the antennae and/or other equipment.

11. Condition of Property at Expiration. Upon the expiration or termination of this Lease, Tenant shall surrender the Premises to Otay in good and broom-clean condition, with all temporary equipment, supplies, and structures removed.

12. Interference. Tenant shall not use, nor shall Tenant permit its agents or invitees to use any portion of the Premises in a manner which interferes with Otay's or any other tenant's use of the Property for its intended purpose including communications facilities relating to Otay's operation such as telemetry/radio communications. If Tenant's operation in any way interferes with Otay's telemetry/radio facilities, Tenant will have five (5) business days to correct the problem after notice from Otay. Tenant acknowledges that continuing interference will cause irreparable injury to Otay and therefore Otay will have the right to terminate the Lease immediately upon notice to Tenant.

13. Taxes. During the term of this Lease, Tenant shall pay before delinquency all taxes, assessments, license fees, and any other charge of any type whatsoever that are levied, assessed, charged, or imposed on or against Tenant's personal property installed or located in or on the leased premises and that become payable during the term of this Lease.

14. Termination.

(a) This Lease may be terminated by Tenant without further liability if:

(i) Tenant delivers to Otay 30-day written notice at any time prior to the Commencement Date, for any reason or no reason;

(ii) Tenant gives Otay three months notice when Tenant determines at any time after the Commencement Date that any governmental or non-governmental license, permit, consent, approval, easement or restriction waiver that is necessary to enable Tenant to install or operate Tenant's temporary facility cannot be obtained or renewed at reasonable expense or in reasonable time period.

(iii) Tenant determines at any time after the Commencement Date that the Premises are not appropriate or suitable for its operations for economic, environmental or technological reasons, including without limitation, any ruling or directive of the FCC or other governmental or regulatory agency, or problems with signal strength or interference not encompassed by subsection (iv) below; provided that the right to terminate under this subsection (iii) is exercisable only if Tenant pays Otay, as a termination fee, the balance of the rent due for the remaining term of this Lease;

(iv) Otay commits a default under this Lease and fails to cure such default within a 30-day notice period, provided that if the period to diligently cure takes longer than 30 days and Otay commences to cure the default within the 30-day notice period, then Otay shall have such additional time as shall be reasonably necessary to diligently effect a complete cure;

(v) The Premises are totally or partially destroyed by fire or other casualty so as to hinder Tenant's normal operations and Otay does not provide to Tenant within ten days after the casualty occurs a suitable temporary relocation site for Tenant's facility pending repair and restoration of the Premises.

(b) This Lease may be terminated by Otay without further liability if:

(i) Tenant commits a default under this Lease and fails to cure such default as provided under paragraph 15, below.

15. Default

(a) Event of Default. The parties covenant and agree that a default or breach of this Lease (an "Event of Default") shall occur and be deemed to exist if, after notice and opportunity to cure as provided below:

(i) Tenant shall default in the payment of rent or other payments hereunder and said default shall continue for ten (10) days after Otay provides written notice of the same; or

(ii) Either party shall default in the performance or observance of any other covenant or condition of this Lease to be performed or observed if such failure persists for a period of thirty (30) days after the non-defaulting party provides written notice of the default to the defaulting party.

(b) Right Upon Default. Upon the occurrence of an Event of Default, in addition to any other rights or remedies available to the non-defaulting party under any law, the non-defaulting party shall have the right to terminate the Lease.

(c) Cure Rights. An Event of Default shall not exist unless written notice has been given in accordance with this Lease, and the defaulting party has had the opportunity to cure as provided herein. The defaulting party shall cure the alleged default within the manner provided herein; provided, however, that if the nature of an alleged default is such that it can not reasonably be cured within such thirty (30) day period, the defaulting party shall not be in breach of this Lease if it commences a cure within such period, and thereafter diligently proceeds with the actions necessary to complete such cure.

16. Destruction of Premises. If the Premises or Tenant's facilities are destroyed or damaged, Tenant may elect to termi-

nate this Lease as of the date of the damage or destruction by so notifying Otay no more than 30 days following the date of damage or destruction.

17. Condemnation. If the condemning authority takes all of Otay's property or a portion which in Tenant's opinion is sufficient to render the Premises unsuitable for Tenant's use, then this Lease shall terminate as of the date when possession is delivered to the condemning authority. In the event of any taking under the power of eminent domain, Tenant shall not be entitled to any portion of the award paid for the taking and Otay shall receive the full amount of such award except as provided herein. Tenant hereby expressly waives any right or claim to any portion of a condemnation award, except for relocation benefits and goodwill. All other damages, whether awarded as compensation for diminution in value of the leasehold or to the fee of the Premises, shall belong to Otay.

18. Insurance. Tenant shall maintain the following insurance:

A. Commercial general liability with limits of \$5,000,000 per occurrence;

B. Automobile liability with the combined single limit of \$1,000,000 per accident;

C. Worker's compensation, as required by law;

D. Employer's liability with limits of \$1,000,000 per occurrence.

Tenant shall name Otay as an additional insured on each of the aforementioned insurance policies and the policies shall state that they are primary and that any policies Otay maintains shall be noncontributory. Tenant shall provide Otay with written certificates of insurance evidencing such coverage. Said policies shall expressly provide that the policies shall not be canceled or altered without at least 30 days prior written notice to Otay. Said policies shall be with insurance companies with an A.M. Best rating of AVII or better.

Otay takes no responsibility for the protection of Tenant's property from acts of vandalism by third parties.

19. Indemnity. Tenant shall hold harmless, indemnify and defend Otay and each of Otay's directors, officers, managers, employees, agents and successors and assigns, from any and all claims, suits or actions of any kind and description brought forth on account of injuries to or death to any person or damage to any property, including damage to the Premises arising out of or related to its use of the Premises, except to the extent that such claims, suits or actions arise out of the sole negligence or willful misconduct of Otay.

20. Estoppels Certificate. Tenant shall, at any time and from time to time upon not less than thirty (30) days prior

request by Otay, deliver to Otay a statement in writing certifying that (a) the Lease is unmodified and in full force (or if there have been modifications, that the Lease is in full force as modified and identifying the modifications; (b) the dates to which rent and other charges have been paid; (c) as far as the person making the certificate knows, Otay is or is not in default under any provisions of the Lease; and (d) such other matters as Otay may reasonably request.

21. Assignment. A tenant shall not assign this Lease except to an affiliated parent entity, subsidiary, purchaser of assets, or holder of its FCC license without Otay's prior written consent. If, during the term of this Lease, Tenant requests the written consent of Otay to any assignment, Otay's consent thereto shall not unreasonably be withheld. A consent to one assignment shall not be deemed to be a consent to any subsequent assignment, and any subsequent assignment without Otay's consent shall be void and shall, at Otay's option, terminate this Lease.

22. Attorneys' Fees. In the event that either party commences any legal action or proceeding, including an action for declaratory relief, against the other by reason of the alleged failure of the other to perform or keep any term, covenant, or condition of this Lease, the party prevailing in said action or proceeding shall be entitled to recover, in

in addition to court costs, reasonable attorneys' fees to be fixed by the court, and such recovery shall include court costs and attorneys' fees on appeal.

23. Entire Agreement. This Lease contains all agreements, promises and understandings between Otay and Tenant and no verbal or oral agreements, promises or understandings shall or will be binding upon either Otay or Tenant and any addition, variation or modification to this Lease shall be in effect unless made in writing and signed by the parties hereto.

24. Notice. Any notice pursuant to this Lease may be made by first class mail to the addresses set forth below:

OTAY: Otay Water District
Attn: General Manager
2554 Sweetwater Springs Boulevard
Spring Valley, CA 91978-2096
(619) 670-2210

TENANT: c/o Cingular Wireless
Network Real Estate
6100 Atlantic Boulevard
Mail Code GAN02
Norcross, GA 30071
(877) 231-5447

copy to:

Cingular Wireless
Attn: Lease Administrator
6160 Cornerstone Court, Suite 150
San Diego, CA 92121

25. Memorandum of Lease. If requested by Tenant, Otay agrees to promptly execute and deliver to Tenant a recordable Memorandum of Lease substantially in the form of Exhibit D.

26. Choice of Law and Venue. This Lease shall be interpreted in accordance with the laws of the State of California, and any disputes shall be heard in a court of competent jurisdiction in the State of California.

27. Resolution of Disputes. All controversies or claims arising out of or relating to this Lease shall be resolved by submission to final and binding arbitration at the offices of the American Arbitration Association ("AAA") located in San Diego, California. Such arbitration shall be conducted in accordance with the most recent version of the AAA commercial arbitration rules. The prevailing party in any such arbitration shall be entitled to recover all costs and expenses, including reasonable attorneys' fees.

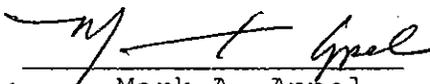
IN WITNESS WHEREOF, the parties have executed this Lease as of

30TH day of March, 2009.

Pacific Bell Wireless, LLC
a Nevada limited liability company d/b/a Cingular Wireless

By: GSM Facilities, LLC
its sole member,

By: Cingular Wireless, LLC,
Its agent

By: 
Name: Mark A. Appel
Title: Director of Network
Dated: 30 MARCH 09

OTAY WATER DISTRICT
2554 Sweetwater Springs Blvd.
Spring Valley, CA 91979

BY: 

Name: Robert Griego

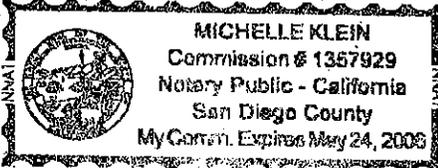
Title: General Manager

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

State of California
County of San Diego } ss.

On March 30, 2004 before me, MICHELLE Klein
Date Name and Title of Officer (e.g., "Jane Doe, Notary Public")
personally appeared MARK A. Appel
Name(s) of Signer(s)

personally known to me
 proved to me on the basis of satisfactory evidence



to be the person(s) whose name(s) is are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

WITNESS my hand and official seal.
Michelle Klein
Signature of Notary Public

OPTIONAL

Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

Description of Attached Document

Title or Type of Document: Lease Agreement

Document Date: _____ Number of Pages: _____

Signer(s) Other Than Named Above: _____

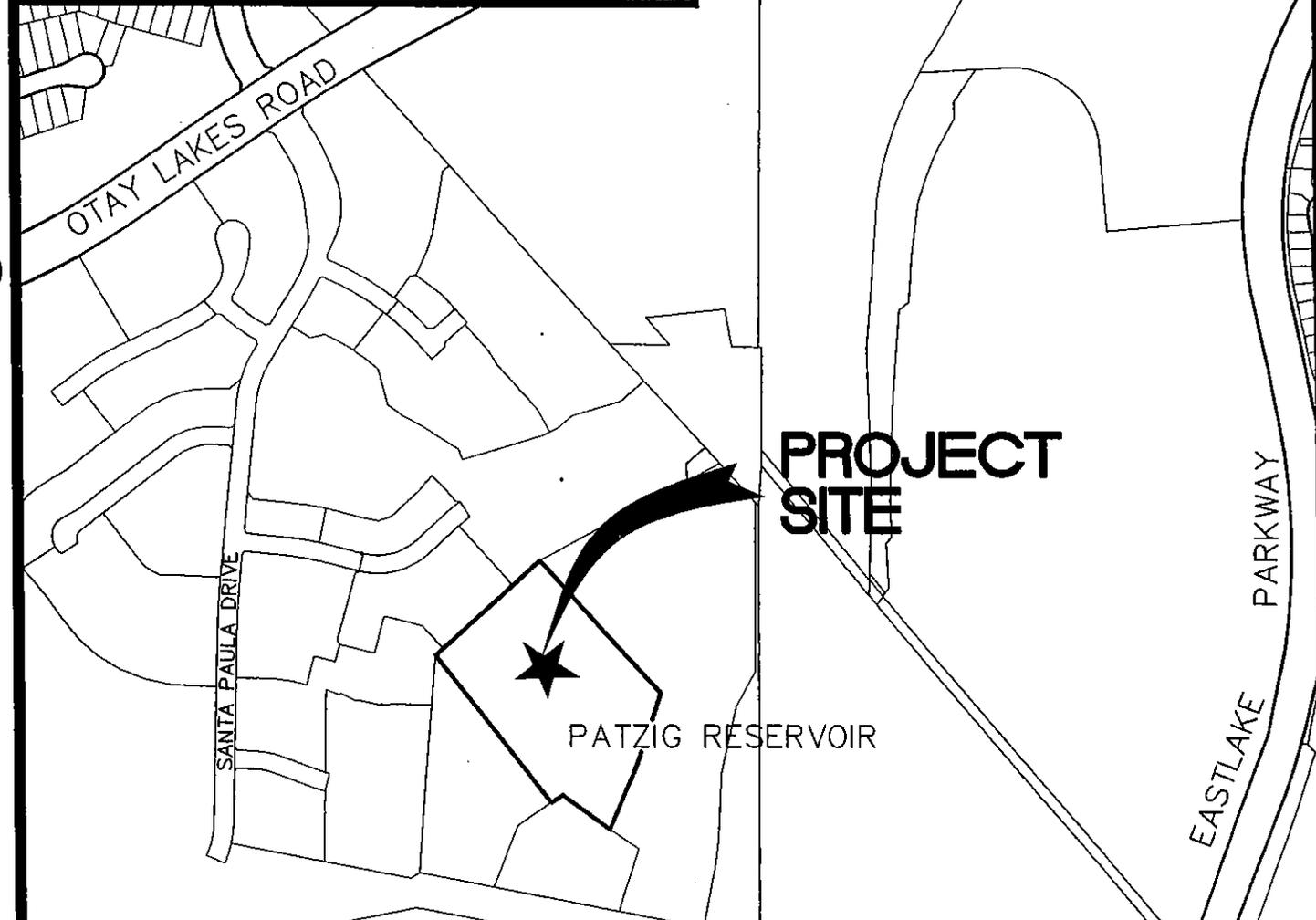
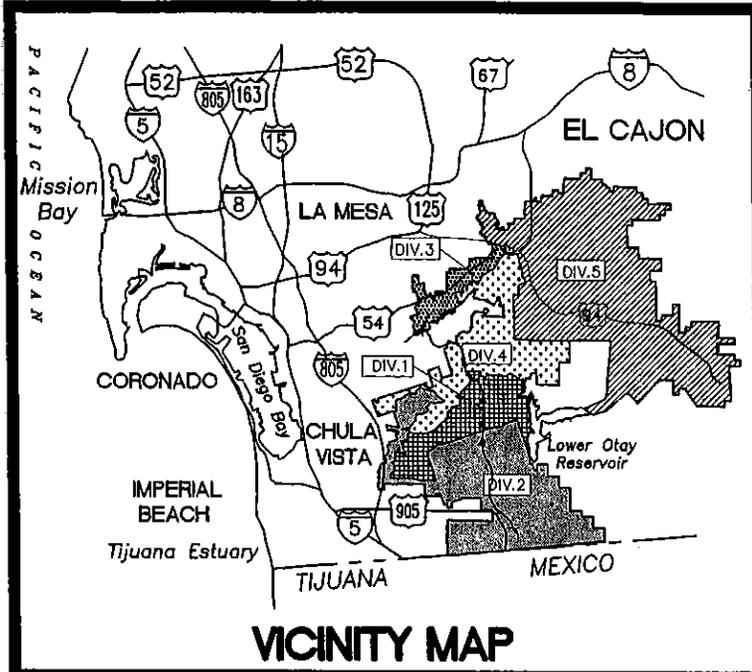
Capacity(ies) Claimed by Signer

Signer's Name: _____

- Individual
- Corporate Officer — Title(s): _____
- Partner — Limited General
- Attorney-in-Fact
- Trustee
- Guardian or Conservator
- Other: _____

Signer Is Representing: _____





OTAY WATER DISTRICT
 CINGULAR WIRELESS
 AT "PATZIG RESERVOIR SITE"

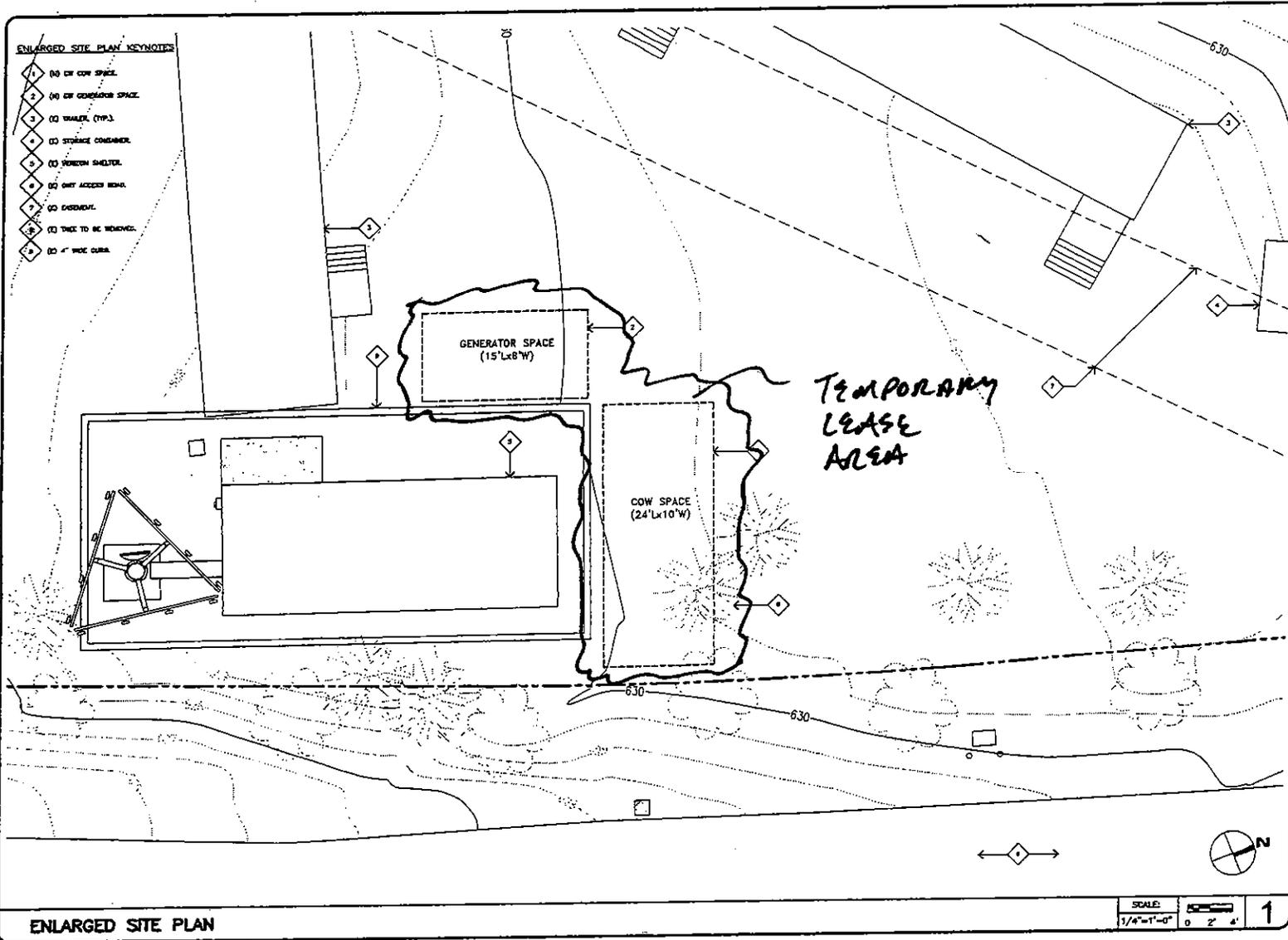
W.O. 9192

LOCATION MAP

CIP# N/A

EXHIBIT A

EXHIBIT C



JRA
 Jeffrey Rowe & Associates, Inc.
 ARCHITECTURE & TRANSPORTATION
 210 Harvard Center Drive, Suite 302
 Menlo Park, California 94028
 Phone: (650) 770-3523
 Fax: (650) 770-3523

PROPRIETARY INFORMATION
 THE INFORMATION CONTAINED IN THIS SET OF CONSTRUCTION DOCUMENTS IS PROPRIETARY BY NOTICE. ANY USE OR DISCLOSURE OTHER THAN THAT WHICH RELATES TO CONSULTANT WORKS IS STRICTLY PROHIBITED.



PREPARED FOR
X cingular
 WIRELESS

8170 Cornerstone Court East, Ste 1180
 San Diego, California 92121

APPROVALS

R.F. _____

DATE _____

CONSTRUCTION _____

SITE ACQUISITION _____

OWNER APPROVAL _____

PROJECT NAME
EASTLAKE OTAY DISTRICT

PROJECT NUMBER
SD-972-11-PS-B5
 12088-A OTAY LAKES ROAD
 OCELA VISTA, CA 91915
 SAN DIEGO COUNTY

DRAWING DATES

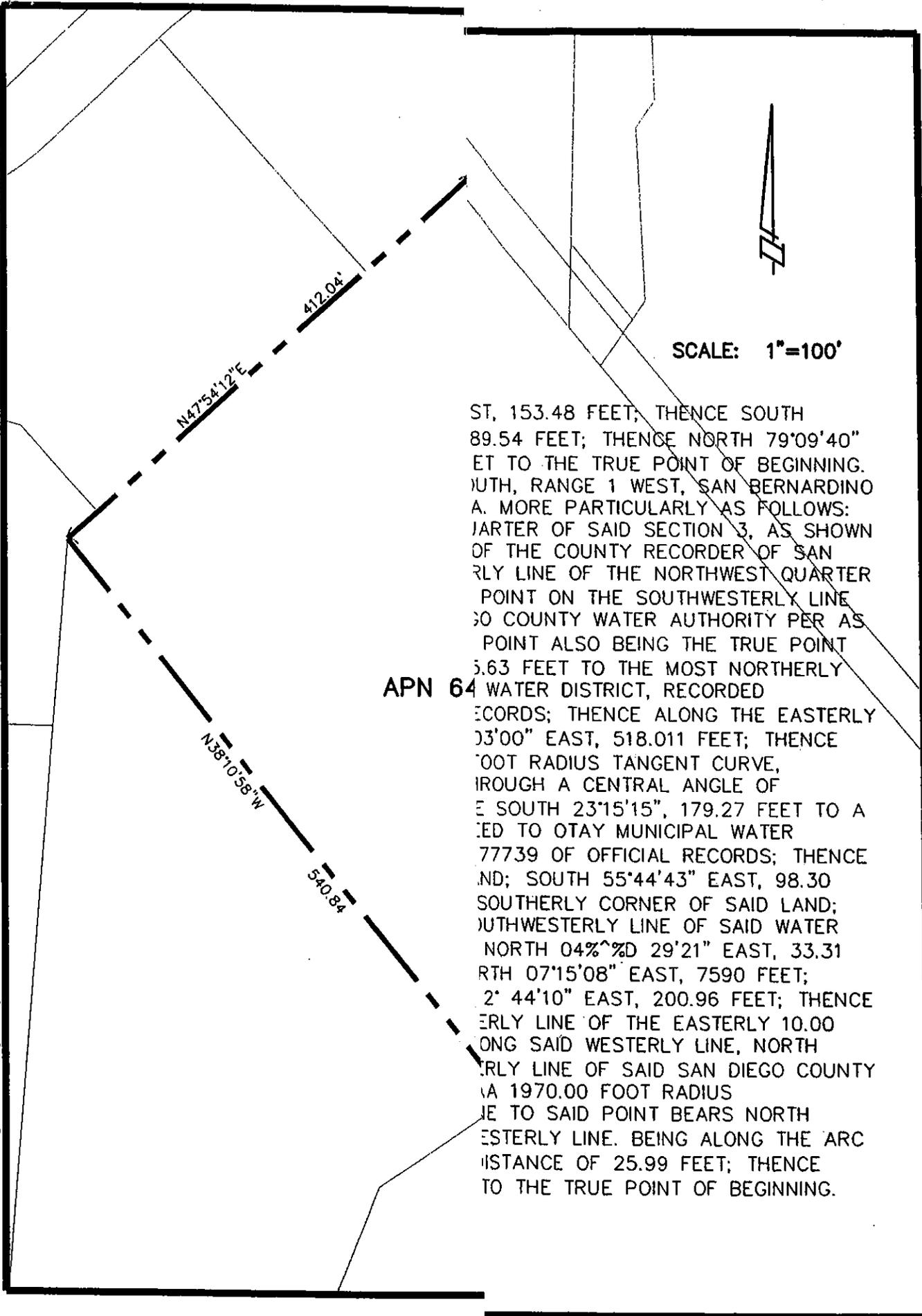
04/01/03	PRELIM 2D REVIEW (P1)
5/22/03	2D REVIEW (P2)
06/11/03	2D REVIEW (P3)
12/17/03	2D REVIEW (P4)
1/16/04	2D REVIEW (P5)
1/27/04	PRELIM CD REVIEW (PS-B5)
2/27/04	RF SUBMITTAL (PS-B5)

SHEET TITLE
ENLARGED SITE PLAN

A-1

LAST PRINTED: 7/27/04 @ 8:00 PM, D:\S\1

P:\WORKING\VD9192\Cingular\Drawings\Cingular_Patzig_Exhibit_Bdwg_3/17/2004_4:12:30 PM PST



SCALE: 1"=100'

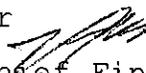
APN 64

ST, 153.48 FEET; THENCE SOUTH 89.54 FEET; THENCE NORTH 79°09'40" ET TO THE TRUE POINT OF BEGINNING. YUTH, RANGE 1 WEST, SAN BERNARDINO A. MORE PARTICULARLY AS FOLLOWS: JARTER OF SAID SECTION 3, AS SHOWN OF THE COUNTY RECORDER OF SAN RLY LINE OF THE NORTHWEST QUARTER POINT ON THE SOUTHWESTERLY LINE 30 COUNTY WATER AUTHORITY PER AS POINT ALSO BEING THE TRUE POINT 5.63 FEET TO THE MOST NORTHERLY WATER DISTRICT, RECORDED RECORDS; THENCE ALONG THE EASTERLY 03'00" EAST, 518.011 FEET; THENCE FOOT RADIUS TANGENT CURVE, THROUGH A CENTRAL ANGLE OF E SOUTH 23°15'15", 179.27 FEET TO A ED TO OTAY MUNICIPAL WATER 77739 OF OFFICIAL RECORDS; THENCE ND; SOUTH 55°44'43" EAST, 98.30 SOUTHERLY CORNER OF SAID LAND; SOUTHWESTERLY LINE OF SAID WATER NORTH 04°29'21" EAST, 33.31 RTH 07°15'08" EAST, 7590 FEET; 2° 44'10" EAST, 200.96 FEET; THENCE ERLY LINE OF THE EASTERLY 10.00 ONG SAID WESTERLY LINE, NORTH RLY LINE OF SAID SAN DIEGO COUNTY VA 1970.00 FOOT RADIUS IE TO SAID POINT BEARS NORTH ESTERLY LINE. BEING ALONG THE ARC ISTANCE OF 25.99 FEET; THENCE TO THE TRUE POINT OF BEGINNING.



AGENDA ITEM 4

STAFF REPORT

TYPE MEETING:	Regular Board	MEETING DATE:	March 7, 2007
SUBMITTED BY:	Sean Prendergast, 	W.O./G.F. NO:	DIV. NO. All
	Payroll/AP Supervisor		
APPROVED BY:	Joseph R. Beachem, 	Chief Financial Officer	
(Chief)			
APPROVED BY:	German Alvarez, 	Assistant General Manager	
(Asst. GM):			
SUBJECT:	Director's Expenses for the 2nd Quarter of Fiscal Year 2007		

GENERAL MANAGER'S RECOMMENDATION:

This is an informational item only.

COMMITTEE ACTION: _____

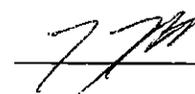
Please see Attachment A.

PURPOSE:

To inform the Board of the Director's expenses for the 2nd quarter of Fiscal Year 2007.

ANALYSIS:

The Director's expense information is being presented in order to comply with State law. (See Attachment B for Summary and C-H for Details.)

FISCAL IMPACT: 

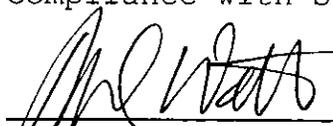
None.

STRATEGIC GOAL:

Prudently manage District funds.

LEGAL IMPACT: _____

Compliance with State law.



General Manager

Attachments:

- A) Committee Action Form
- B) Director's Expenses and per Diems
- C-H) Director's Expenses Detail



ATTACHMENT A

SUBJECT/PROJECT:	Director's Expenses for the 2nd Quarter of Fiscal Year 2007
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COMMITTEE ACTION:

This is an informational item only.

NOTE:

The "Committee Action" is written in anticipation of the Committee moving the item forward for board approval. This report will be sent to the Board as a committee approved item, or modified to reflect any discussion or changes as directed from the committee prior to presentation to the full board.

Attachment B

**BOARD OF DIRECTORS'
EXPENSES AND PER-DIEMS**

**FINANCE AND ADMINISTRATION COMMITTEE MEETING
FEBRUARY 21, 2007**

Policy 8 requires that staff present the Expenses and Per-Diems for the Board of Directors on a Quarterly basis:

- Fiscal Year 2007, 2nd Quarter
- The expenses are shown in detail by Board member, month and expense type.
- This presentation is in alphabetical order.
- This information was presented to the Finance and Administration Committee on February 21, 2007

Board of Directors' Expenses and Per-Diems
Fiscal Year 2007 Quarter 2 (Oct 06- Dec 06)

• Director Bonilla	0.00
• Director Breitfelder	\$1,372.05
• Director Croucher	\$800.00
• Director Lopez	\$1,271.65
• Director Robak	<u>\$2,105.53</u>
• Total	\$5,594.23

Director Bonilla

Fiscal Year 2007 Quarter 2

	<u>Oct_06</u>	<u>Nov_06</u>	<u>Dec_06</u>	Qtr2
• Mileage Business				
• Mileage Commute				
• Conference				
• Travel				
• Director's Fees	_____	_____	_____	
•				
• Monthly Totals	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	
• Meetings Attended	Director Bonilla does not request			
• Meetings Paid	Per-Diem reimbursements.			
• Quarterly Total				
• Fiscal Year-to-Date 2007 (Jul06-Dec06)				

Director Brietfelder

Fiscal Year 2007 Quarter 2

	<u>Oct_06</u>	<u>Nov_06</u>	<u>Dec_06</u>	<u>Qtr2</u>
• Mileage Business				
• Mileage Commute			40.05	
• Business Meetings		132.00		
• Seminars & Travel				
• Director's Fees	<u>400.00</u>	<u>400.00</u>	<u>400.00</u>	
• Monthly Totals	<u>400.00</u>	<u>532.00</u>	<u>440.05</u>	
• Meetings Attended	14	10	15	
• Meetings Paid	4	4	4	
• Quarterly Total				1,372.05
• Fiscal Year-to-Date 2007 (Jul06-Dec06)				2,711.71

Director Croucher

Fiscal Year 2007 Quarter 2

	<u>Oct_06</u>	<u>Nov_06</u>	<u>Dec_06</u>	Qtr2
• Mileage Business				
• Mileage Commute				
• Director's Fees	300.00	300.00	200.00	
• Seminars				
• Business Meeting				
• Monthly Totals	<u>300.00</u>	<u>300.00</u>	<u>200.00</u>	
•				
• Meetings Attended	6	3	4	
• Meetings Paid	3	3	2	
• Quarterly Total				800.00
• Fiscal Year-to-Date 2007 (Jul06-Dec06)				1,600.00

Director Lopez

Fiscal Year 2007 Quarter 2

	<u>Oct_06</u>	<u>Nov_06</u>	<u>Dec_06</u>	Qtr2
• Mileage Business				
• Mileage Commute	36.05	17.80	17.80	
• Travel				
• Director's Fees	500.00	300.00	400.00	
• Conference				
• Monthly Totals	<u>536.05</u>	<u>317.80</u>	<u>417.80</u>	
• Meetings Attended	5	3	4	
• Meetings Paid	5	3	4	
• Quarterly Total				1,271.65
• Fiscal Year-to-Date 2007 (Jul06-Dec06)				2,306.75

Director Robak

Fiscal Year 2007 Quarter 2

	<u>Oct_06</u>	<u>Nov_06</u>	<u>Dec_06</u>	Qtr2
• Mileage Business	47.62	45.39	49.84	
• Mileage Commute	3.56	5.34	1.78	
• Business Meetings	20.00	32.00		
• Director's Fees	600.00	700.00	600.00	
• Conference				
• Monthly Totals	<u>671.18</u>	<u>782.73</u>	<u>651.62</u>	
• Meetings Attended	7	7	7	
• Meetings Paid	6	7	6	
Quarterly Total				2,105.53
• Fiscal Year-to-Date 2007 (Jul06-Dec06)				4,134.48

Board of Directors' Expenses and Per Diems
Fiscal Year 2007 to Date (Jul 06- Dec 06)

• Director Bonilla	0.00
• Director Breitfelder	\$2,711.71
• Director Croucher	\$1,600.00
• Director Lopez	\$2,306.75
• Director Robak	<u>\$4,134.48</u>
• Total	\$10,752.94

Board of Directors' Expenses and Per Diems
Fiscal Year 2007 to Date (Jul 06- Jun 07) **Projected**

• Director Bonilla	0.00
• Director Breitfelder	\$5,423.00
• Director Croucher	\$3,200.00
• Director Lopez	\$4,614.00
• Director Robak	<u>\$8,270.00</u>
• Total	\$21,507.00

OTAY WATER DISTRICT
ADMINISTRATIVE EXPENSES - BOARD
July 1, 2006 - December 31, 2006

	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Total
JAIME BONILLA (DETAILED IN SECTION D):													
5211 Mileage - Commuting	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5211 Mileage - Business	-	-	-	-	-	-	-	-	-	-	-	-	-
5212 Travel	-	-	-	-	-	-	-	-	-	-	-	-	-
5214 Business meetings	-	-	-	-	-	-	-	-	-	-	-	-	-
5114 Director's fees	-	-	-	-	-	-	-	-	-	-	-	-	-
5241 Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213 Seminars and conferences	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
LARRY BREITFELDER (DETAILED IN SECTION E):													
5211 Mileage - Commuting	\$ 26.70	\$ 13.35	\$ 26.70	\$ -	\$ -	\$ 40.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 106.80
5211 Mileage - Business	55.18	13.35	37.38	-	-	-	-	-	-	-	-	-	105.91
5212 Travel	-	-	-	-	-	-	-	-	-	-	-	-	-
5214 Business meetings	60.00	32.00	20.00	-	132.00	-	-	-	-	-	-	-	244.00
5114 Director's fees	400.00	200.00	400.00	400.00	400.00	400.00	-	-	-	-	-	-	2,200.00
5241 Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213 Seminars and conferences	-	-	55.00	-	-	-	-	-	-	-	-	-	55.00
Total	\$ 541.88	\$ 258.70	\$ 539.08	\$ 400.00	\$ 532.00	\$ 440.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,711.71
GARY D. CROUCHER (DETAILED IN SECTION F):													
5211 Mileage - Commuting	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5211 Mileage - Business	-	-	-	-	-	-	-	-	-	-	-	-	-
5212 Travel	-	-	-	-	-	-	-	-	-	-	-	-	-
5214 Business meetings	-	-	-	-	-	-	-	-	-	-	-	-	-
5114 Director's fees	100.00	300.00	400.00	300.00	300.00	200.00	-	-	-	-	-	-	1,600.00
5241 Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213 Seminars and conferences	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$ 100.00	\$ 300.00	\$ 400.00	\$ 300.00	\$ 300.00	\$ 200.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,600.00
JOSE LOPEZ (DETAILED IN SECTION G):													
5211 Mileage - Commuting	\$ 13.35	\$ 26.70	\$ 40.05	\$ 36.05	\$ 17.80	\$ 17.80	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 151.75
5211 Mileage - Business	-	-	-	-	-	-	-	-	-	-	-	-	-
5212 Travel	-	-	-	-	-	-	-	-	-	-	-	-	-
5214 Business meetings	-	-	-	-	-	-	-	-	-	-	-	-	-
5281 Director's fees	200.00	300.00	400.00	500.00	300.00	400.00	-	-	-	-	-	-	2,100.00
5241 Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213 Seminars and conferences	-	-	55.00	-	-	-	-	-	-	-	-	-	55.00
Total	\$ 213.35	\$ 326.70	\$ 495.05	\$ 536.05	\$ 317.80	\$ 417.80	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,306.75
MARK ROBAK (DETAILED IN SECTION H):													
5211 Mileage - Commuting	\$ 1.78	\$ 5.34	\$ 5.34	\$ 3.56	\$ 5.34	\$ 1.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 23.14
5211 Mileage - Business	46.28	44.06	31.15	47.62	45.39	49.84	-	-	-	-	-	-	264.34
5212 Travel	-	-	-	-	-	-	-	-	-	-	-	-	-
5214 Business meetings	40.00	-	-	20.00	32.00	-	-	-	-	-	-	-	92.00
5114 Director's fees	600.00	700.00	500.00	600.00	700.00	600.00	-	-	-	-	-	-	3,700.00
5241 Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213 Seminars and conferences	-	-	55.00	-	-	-	-	-	-	-	-	-	55.00
Total	\$ 688.06	\$ 749.40	\$ 591.49	\$ 671.18	\$ 782.73	\$ 651.62	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,134.48
TOTALS:													
5211 Mileage - Commuting	\$ 41.83	\$ 45.39	\$ 72.09	\$ 39.61	\$ 23.14	\$ 59.63	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 281.69
5211 Mileage - Business	101.46	57.41	68.53	47.62	45.39	49.84	-	-	-	-	-	-	370.25
5212 Travel	-	-	-	-	-	-	-	-	-	-	-	-	-
5214 Business meetings	100.00	32.00	20.00	20.00	164.00	-	-	-	-	-	-	-	336.00
5114 Director's fees	1,300.00	1,500.00	1,700.00	1,800.00	1,700.00	1,600.00	-	-	-	-	-	-	9,600.00
5241 Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-
5213 Seminars and conferences	-	-	165.00	-	-	-	-	-	-	-	-	-	165.00
Total	\$ 1,543.29	\$ 1,634.80	\$ 2,025.62	\$ 1,907.22	\$ 1,932.53	\$ 1,709.47	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,752.94

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2006 THROUGH SEPTEMBER 30, 2006**

**ATTACHMENT D
SECTION D**

NAME OF DIRECTOR: JAIME BONILA

ACCOUNT NAME	DATE	DESCRIPTION	AMOUNT
---------------------	-------------	--------------------	---------------

--	--	--	--

Total			
--------------	--	--	--

Grand Total

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2006 THROUGH SEPTEMBER 30, 2006**

**ATTACHMENT E
SECTION E**

NAME OF DIRECTOR: BREITFELDER, LARRY

ACCOUNT NAME	DATE	DESCRIPTIONS	AMOUNT
5213 Conferences and Seminars			
	<u>9/29/2006</u>	2006 WATER CONSERVATION SUMMIT	55.00
5213 Conferences and Seminars Total			55.00
5214 Business Meetings			
	<u>7/18/2006</u>	COUNCIL OF WATER UTILITIES BREAKFAST MEETING	20.00
	<u>7/20/2006</u>	WATER AGENCIES ASSOCIATION OF SD QTRLY MEETING	40.00
	<u>8/17/2006</u>	CSDA QUARTERLY DINNER MEETING	32.00
	<u>9/19/2006</u>	COUNCIL OF WATER UTILITIES BREAKFAST MEETING	20.00
	<u>11/16/2006</u>	COUNCIL OF WATER UTILITIES BREAKFAST MEETING CSDA QUARTERLY DINNER MEETING	20.00 32.00
	<u>11/21/2006</u>	COUNCIL OF WATER UTILITIES BREAKFAST MEETING WATER AGENCIES ASSOCIATION OF SD QTRLY MEETING	40.00 40.00
5214 Business Meetings Total			244.00
5281 Director's Fees			
	<u>7/5/2006</u>	REGULAR BOARD MEETING	100.00
	<u>7/18/2006</u>	COUNCIL OF WATER UTILITIES	100.00
	<u>7/21/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	<u>7/25/2006</u>	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	<u>8/2/2006</u>	REGULAR BOARD MEETING	100.00
	<u>8/7/2006</u>	CSDA QUARTERLY DINNER MEETING	100.00
	<u>9/6/2006</u>	REGULAR BOARD MEETING	100.00
	<u>9/19/2006</u>	COUNCIL OF WATER UTILITIES	100.00
	<u>9/25/2006</u>	OTAY WORKSHOP	100.00
	<u>9/29/2006</u>	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	<u>10/4/2006</u>	REGULAR BOARD MEETING	100.00
	<u>10/18/2006</u>	COMMUNICATIONS COMMITTEE MEETING	100.00
	<u>11/1/2006</u>	REGULAR BOARD MEETING	100.00
	<u>12/6/2006</u>	REGULAR BOARD MEETING	100.00
	<u>12/19/2006</u>	COUNCIL OF WATER UTILITIES	100.00
	<u>10/17/2006</u>	COUNCIL OF WATER UTILITIES	100.00

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2006 THROUGH SEPTEMBER 30, 2006**

NAME OF DIRECTOR: BREITFELDER, LARRY

ACCOUNT NAME	DATE	DESCRIPTIONS	AMOUNT
	<u>10/19/2006</u>	WATER CONSERVATION GARDEN AD-HOC BUDGET COMMITTEE	100.00
	<u>11/16/2006</u>	CSDA QUARTERLY DINNER MEETING	100.00
	<u>12/4/2006</u>	COMMUNICATIONS COMMITTEE MEETING	100.00
	<u>11/21/2006</u>	COUNCIL OF WATER UTILITIES	100.00
	<u>11/27/2006</u>	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	<u>12/27/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
5281 Director's Fees Total			2,200.00
5211 Mileage - Business			
	<u>7/31/2006</u>	MEETING - JULY 18 & 25, 2006	55.18
	<u>8/30/2006</u>	MEETING - AUGUST 2, 2006	13.35
	<u>9/30/2006</u>	MEETING - SEPTEMBER 19, 2006	37.38
5211 Mileage - Business Total			105.91
5211 Mileage - Commuting			
	<u>7/31/2006</u>	MEETING - JULY 5 & 21, 2006	26.70
	<u>8/30/2006</u>	MEETING - AUGUST 17, 2006	13.35
	<u>9/30/2006</u>	MEETING - SEPTEMBER 6 & 25, 2006	26.70
	<u>12/31/2006</u>	MEETING - DECEMBER 4, 6 & 27, 2006	40.05
5211 Mileage - Commuting Total			106.80
Grand Total			\$ 2,711.71

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2006 THROUGH SEPTEMBER 30, 2006**

**ATTACHMENT F
SECTION F**

NAME OF DIRECTOR: CROUCHER, GARY

ACCOUNT NAME	DATE	DESCRIPTIONS	AMOUNT
5281 Director's Fees	7/5/2006	REGULAR BOARD MEETING	\$ 100.00
	8/2/2006	REGULAR BOARD MEETING	100.00
	8/7/2006	SPECIAL BOARD MEETING	100.00
	8/23/2006	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	9/6/2006	REGULAR BOARD MEETING	100.00
	9/22/2006	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	9/25/2006	ANNUAL BOARD RETREAT	100.00
	9/26/2006	AD HOC COMMITTEE - REVIEW POLICY 8	100.00
	10/4/2006	REGULAR BOARD MEETING	100.00
	10/6/2006	AD HOC COMMITTEE - EMPLOYEE NEGOTIATIONS	100.00
	10/18/2006	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	11/1/2006	REGULAR BOARD MEETING	100.00
	11/15/2006	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	11/29/2006	WATER RESOURCES & SECURITY COMMITTEE	100.00
	12/18/2006	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	12/20/2006	AD HOC COMMITTEE - EMPLOYEE NEGOTIATIONS	100.00
5281 Director's Fees Total			1,600.00
Grand Total			\$ 1,600.00

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2006 THROUGH SEPTEMBER 30, 2006**

**ATTACHMENT G
SECTION G**

NAME OF DIRECTOR: LOPEZ, JOSE

ACCOUNT NAME	DATE	DESCRIPTIONS	AMOUNT
5213 Conferences and Seminars	<u>9/29/2006</u>	2006 WATER CONSERVATION SUMMIT	\$ 55.00
5213 Conferences and Seminars Total			55.00
5281 Director's Fees	<u>7/5/2006</u>	REGULAR BOARD MEETING	100.00
	<u>7/31/2006</u>	JOINT AGENCY MEETING	100.00
	<u>8/2/2006</u>	REGULAR BOARD MEETING	100.00
	<u>8/7/2006</u>	SPECIAL BOARD MEETING	100.00
	<u>8/21/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	<u>9/6/2006</u>	REGULAR BOARD MEETING	100.00
	<u>9/20/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	<u>9/22/2006</u>	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	<u>9/25/2006</u>	OTAY WORKSHOP	100.00
	<u>10/4/2006</u>	REGULAR BOARD MEETING	100.00
	<u>10/6/2006</u>	AD HOC COMMITTEE - EMPLOYEE NEGOTIATIONS	100.00
	<u>10/18/2006</u>	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	<u>11/1/2006</u>	REGULAR BOARD MEETING	100.00
	<u>11/15/2006</u>	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	<u>12/18/2006</u>	ENGINEERING & OPERATIONS COMMITTEE MEETING	100.00
	<u>12/20/2006</u>	AD HOC NEGOTIATION COMMITTEE	100.00
	<u>10/20/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	<u>10/25/2006</u>	AGENDA BRIEFING WITH GENERAL MANAGER	100.00
	<u>11/20/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	<u>12/6/2006</u>	REGULAR BOARD MEETING	100.00
	<u>12/19/2006</u>	STATE MANDATED ETHICS TRAINING	100.00
5281 Director's Fees Total			2,100.00

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1, 2006 THROUGH SEPTEMBER 30, 2006**

**ATTACHMENT G
SECTION G**

NAME OF DIRECTOR: LOPEZ, JOSE

ACCOUNT NAME	DATE	DESCRIPTIONS	AMOUNT
5211 Mileage - Commuting			
	<u>7/31/2006</u>	MEETING - JULY 5 & 31, 2006	13.35
	<u>8/31/2006</u>	MEETING - AUGUST 2, 7 & 21, 2006	26.70
	<u>9/30/2006</u>	MEETING - SEPTEMBER 6, 20, 22 & 25, 2006	40.05
	<u>10/31/2006</u>	MEETING - OCTOBER 4, 6, 18, 20 & 25, 2006	36.05
	<u>11/30/2006</u>	MEETING - NOVEMBER 1 & 20, 2006	17.80
	<u>12/31/2006</u>	MEETING - DECEMBER 6 & 19, 2006	17.80
5211 Mileage - Commuting Total			151.75
Grand Total			\$ 2,306.75

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1 , 2006 THROUGH SEPTEMBER 30, 2006**

**ATTACHMENT H
SECTION H**

NAME OF DIRECTOR ROBAK, MARK

ACCOUNT NAME	DATE	DESCRIPTIONS	AMOUNT
5213 Conferences and Seminars			
	<u>9/29/2006</u>	2006 WATER CONSERVATION SUMMIT	\$ 55.00
5213 Conferences and Seminars Total			55.00
5214 Business Meetings			
	<u>7/20/2006</u>	WATER AGENCIES ASSOCIATION OF SD QTRLY MEETING	40.00
	<u>10/17/2006</u>	COUNCIL OF WATER UTILITIES BREAKFAST MEETING	20.00
	<u>11/16/2006</u>	CSDA QUARTERLY DINNER MEETING	32.00
5214 Business Meetings Total			92.00
5281 Director's Fees			
	<u>7/5/2006</u>	REGULAR BOARD MEETING	100.00
	<u>7/6/2006</u>	METRO COMMISSION	100.00
	<u>7/12/2006</u>	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	<u>7/17/2006</u>	CUYAMACA COLLEGE WATER-WISE AA DEGREE PROGRAM	100.00
	<u>7/19/2006</u>	SWEETWATER AUTHORITY OPERATIONS COMMITTEE	100.00
	<u>7/21/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	<u>8/2/2006</u>	REGULAR BOARD MEETING	100.00
	<u>8/3/2006</u>	METRO COMMISSION	100.00
	<u>8/7/2006</u>	INTEGRATED RESOURCE PLANNING WORKSHOP	100.00
	<u>8/8/2006</u>	COMMUNICATIONS COMMITTEE MEETING	100.00
	<u>8/9/2006</u>	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	<u>8/21/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	<u>8/31/2006</u>	METRO COMMISSION	100.00
	<u>9/6/2006</u>	REGULAR BOARD MEETING	100.00
	<u>9/20/2006</u>	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	<u>9/25/2006</u>	ANNUAL BOARD RETREAT	100.00
	<u>9/29/2006</u>	AD HOC COMMITTEE - REVIEW POLICY 8	100.00

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1 , 2006 THROUGH SEPTEMBER 30, 2006**

NAME OF DIRECTOR ROBAK, MARK

ACCOUNT NAME	DATE	DESCRIPTIONS	AMOUNT
5281 Director's Fees	9/13/2006	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	10/4/2006	REGULAR BOARD MEETING	100.00
	10/18/2006	COMMUNICATIONS COMMITTEE MEETING	100.00
	11/1/2006	REGULAR BOARD MEETING	100.00
	11/29/2006	WATER RESOURCES & SECURITY COMMITTEE	100.00
	10/20/2006	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	11/20/2006	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
	12/6/2006	REGULAR BOARD MEETING	100.00
	12/19/2006	STATE MANDATED ETHICS TRAINING	100.00
	10/11/2006	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	10/17/2006	COUNCIL OF WATER UTILITIES	100.00
	10/19/2006	WATER CONSERVATION GARDEN AD-HOC BUDGET COMMITTEE	100.00
	11/2/2006	METRO COMMISSION	100.00
	11/3/2006	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	11/8/2006	WATER CONSERVATION GARDEN EXECUTIVE COMMITTEE	100.00
	11/16/2006	CSDA QUARTERLY DINNER MEETING	100.00
	12/4/2006	COMMUNICATIONS COMMITTEE MEETING	100.00
	12/13/2006	WATER CONSERVATION GARDEN COMMITTEE MEETING	100.00
	12/14/2006	METRO COMMISSION	100.00
	12/21/2006	FINANCE & ADMINISTRATION COMMITTEE MEETING	100.00
5281 Director's Fees Total			3,700.00
5211 Mileage - Business			
	7/31/2006	MEETING - JULY 5, 6, 12, 17, 19, 21, & 28, 2006	46.28
	9/30/2006	MEETING - AUGUST 2, 3, 7, 8, 9, 16, 21 & 31, 2006	44.06
		MEETING - SEPTEMBER 6, 13, 20, 25 & 29, 2006	31.15
	10/31/2006	MEETING - OCTOBER 4, 11, 17, 18, 19, & 20 2006	47.62
	11/30/2006	MEETING - NOVEMBER 1, 2, 3, 8, 16, 20 & 29, 2006	45.39
	12/31/2006	MEETING - DEC. 4, 6, 13, 14, 19 & 21, 2006	49.84
5211 Mileage - Business Total			264.34

**OTAY WATER DISTRICT
SUMMARY - BOARD OF DIRECTORS EXPENSES
FOR THE PERIOD JULY 1 , 2006 THROUGH SEPTEMBER 30, 2006**

NAME OF DIRECTOR ROBAK, MARK

ACCOUNT NAME	DATE	DESCRIPTIONS	AMOUNT
5211 Mileage - Commuting			
	<u>7/31/2006</u>	MEETING - JULY 5, 2006	1.78
	<u>8/31/2006</u>	MEETING - AUGUST 2, 7 & 21, 2006	5.34
	<u>9/30/2006</u>	MEETING - SEPTEMBER 6, 20 & 29 2006	5.34
	<u>10/31/2006</u>	MEETING - OCTOBER 4, & 20 2006	3.56
	<u>11/30/2006</u>	MEETING - NOVEMBER 1, 20 & 29, 2006	5.34
	<u>12/31/2006</u>	MEETING - DEC. 4, 2006	1.78
5211 Mileage - Commuting Total			23.14
Grand Total			\$ 4,134.48



AB000-1B1000-2101-528101 400.00
AB000-1B1000-2101-521102 13.3

EXHIBIT

**OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM**

To: Larry Breitfelder

Period Covered:

Employee Number: 7013

From: 11-1-06 To: 11-20-06

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE <small>HOW TO OVD ONLY TO HOME</small>	MILEAGE <small>HOW TO OVD ONLY TO HOME</small>
* ✓	11-1	OWD Bd		30	
	15	Eng Comm?			
	11	F. Rep.			
	12	SBRACA			
* ✓	16	CSDA Mtg.	Per Diem		30
	20	Fin. Comm.			
* ✓	21	C.W.U.	Mileage		30
	21	M.S. All.			
* ✓	27	CWA - Censur. Comm.			30
	27	Mtg w/ CC McClain			

Total Meeting Per Diem: \$ 300.00
(\$100 per meeting)

Total Mileage Claimed: 184 miles

Clearly covered under policy #8

Larry Breitfelder
(Director's Signature)

Receipt: Walt

Date: 12/1/06

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: \$ _____

INSTRUCTIONS ON REVERSE

06 DE



AB000-131000-2101-528101
AB000-131000-2101-521102

EXHIBIT
400.00
40.05

OTAY WATER DISTRICT

BOARD OF DIRECTORS

PER-DIEM AND MILEAGE CLAIM FORM

To: Larry Breitfelder

Period Covered:

Employee Number: 7013

From: 12-1-06 To: 12-01-06

DATE	MEETING	MILEAGE HOME TO WORK OWN IS HOME	MILEAGE OTHER TRAVEL
1	First Friday		
1	Mtg w/ G-M		
4	Comm. Comm		
6	DWD Bd		
9	Employee Holiday Event		
10	SBFACT		
11	Mtg w/ CL Castaned		
14	EV State of Chamber		
16	F. Press		
19	CWU		
19	Ethics		
20	Mtg w/ Billy CoS		
26	CV ch EDC		
27	CV ch PP		
27	Finance Committee		

Per Diem

Mileage

Total Meeting Per Diem \$300.00 400.00
(100 per meeting)

Total Mileage Claimed: 174 144 miles

Clearly Covered under Policy #8

Larry Breitfelder
(Director's Signature)

Receipt: [Signature]

Date: 12/1/06

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: \$

* See Susan C. m 12-21-06 INSTRUCTIONS ON REVERSE



AB000-1B3000-2101-528101

300.00

EXHIBIT B

OTAY WATER DISTRICT BOARD OF DIRECTORS PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Gary Croucher

Period Covered:

Employee Number: 7011

From: 10/01/06 To: 10/31/06

Table with 6 columns: ITEM, DATE, MEETING, PURPOSE / ISSUES DISCUSSED, MILEAGE HOME to OWD OWD to HOME, MILEAGE OTHER LOCATIONS. Contains 3 rows of meeting data.

Per Diem

0.00

3.00

100.00 = 4

300.00 = 4

Total Meeting Per Diem: \$300 (\$100 per meeting)

Total Mileage Claimed: _____ miles

Signature of Gary Croucher (Director's Signature)

receipt: GM Approval: [Signature]

Date: 10/31/06

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: \$ _____

Handwritten notes and signatures at bottom right, including 11/13/06 and 119.00



EXHIBIT B

OTAY WATER DISTRICT
BOARD OF DIRECTORS
PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Gary Croucher

Period Covered:

Employee Number: 7011

From: 12/01/06 To: 12/31/06

Table with 6 columns: ITEM, DATE, MEETING, PURPOSE / ISSUES DISCUSSED, MILEAGE HOME to OWD, MILEAGE OTHER LOCATIONS. Contains entries for dates 12/18, 12/19, 12/20, and 12/22.

Total Meeting Per Diem: \$200 (\$100 per meeting)

Total Mileage Claimed: 0 miles

Handwritten signature of Gary Croucher, Director's Signature

GM Approval: [Handwritten Signature]

Date: 1/5/07

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: \$

07 JAN 8 AM 9:02

AB000-1B5000 2101 528101 600.00
 AB000 1B5000 2101 521102 3.50

OTAY WATER DISTRICT
 BOARD OF DIRECTORS
 PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Mark Robak

Period Covered:

Employee Number: 70140606

From: 10-1-06 To: 10-31-06

3217 Fair Oaks Lane, Spring Valley, CA 91978

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
✓ 1	10-4	Monthly Otay Board Meeting	General District Business	4	7
✓ 2	10-11	Water Conservation Garden	Monthly Meeting / General Business (See Exhibit A - Agenda)	0	6
✓ 3	10-17	Council of Water Utilities	Monthly meeting (See Exhibit B - Agenda)	0	61
✓ 4	10-18	Communications Committee	Monthly meeting involving communications issues	0	14
✓ 5	10-19	Water Conservation Garden Ad-Hoc Budget Committee	To discuss allocation of Sweetwater monies to FY 06-07 Garden budget	0	12
✓ 6	10-20	Finance & Administration Committee	Monthly meeting involving finance & administration issues	4	7
7	10-21	Water Conservation Garden - California Friendly Plant Sale	Community/Fundraising Event - No Charge	0	0
					107

Total N
 (\$100 per meeting)

Total Mileage Claimed: 115 miles

Mark Robak
 (Director's Signature)

Receipt
 GM Approval: *[Signature]*

Date: 12/2/06

13 PM 3:02

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: \$ _____

[Signature] 12/26/06



AB000-1B5000-2101 528101 6000.00
 AB000-1B5000-2101 521102 1.78

OTAY WATER DISTRICT
 BOARD OF DIRECTORS
 PER-DIEM AND MILEAGE CLAIM FORM

Pay To: Mark Robak

Period Covered:

Employee Number: 70141206

From: 12-1-06 To: 12-31-06

3217 Fair Oaks Lane, Spring Valley, CA 91978

ITEM	DATE	MEETING	PURPOSE / ISSUES DISCUSSED	MILEAGE HOME to OWD OWD to HOME	MILEAGE OTHER LOCATIONS
✓ 1	12-4	Communications Committee	Monthly meeting involving communications issues	0	14
✓ 2	12-6	Otay Board Meeting	General District Business	4	7
3	12-9	Annual Otay Holiday Dinner/Dance	Social event - No Charge	0	0
✓ 4	12-13	Water Conservation Garden	Monthly Meeting / General Business (See Exhibit A - Agenda)	0	14
✓ 5	12-14	Metro Commission - Del Mar Annex	Monthly Meeting / General Business (See Exhibit B - Agenda)	0	49
✓ 6	12-19	Ethics Training	State mandated ethics training	0	14
✓ 7	12-21	Finance & Administration Committee	Monthly meeting involving finance & administration issues	0	14

Per Diem
 0 * 6 * x 100.00 = 600.00 *
 Mileage
 0 * 4 * x = 1.78 *
 to

Total Meeting Per Diem: \$600
 (\$100 per meeting)

Total Mileage Claimed: 116 miles

Mark Robak
 (Director's Signature)

07 JAN 19 AM 11:25 Received
 GM Approval: [Signature]

1/12/07

Date: _____

FOR OFFICE USE: TOTAL MILEAGE REIMBURSEMENT: \$ _____

12
1-19-07

AGENDA



WATER CONSERVATION GARDEN AUTHORITY BOARD MEETING

WATER CONSERVATION GARDEN
MULTIPURPOSE ROOM
12122 Cuyamaca College Drive West
El Cajon, CA 92019

Wednesday, December 13, 2006 – 3:30 p.m.

San Diego County Water Authority Lead Agency

Keith Lewinger Warren Buckner

Cuyamaca College

Dr. Geraldine Perri Dr. Al Taccone

Helix Water District

Charles Muse Richard Smith

Otay Water District

Mark Robak Gary Croucher

City of San Diego

Fred Thompson Nora Jaeschke

Padre Dam MWD

Jesse Dixon Andy Menshek
Joel Anderson

Mission Statement--Promoting water conservation in the southern California landscape through excellent exhibits and programs that educate and inspire the public.

1. Roll Call
2. Introductions
3. Public Participation: Opportunity for members of the public to speak to the Board on any subject matter within the Board's jurisdiction but not an item on today's agenda

CONSENT AGENDA (Acted on as one unless withdrawn by request of a Board Member or a member of the public)

4. Approval of Agenda
5. Approval of minutes of regular meeting of November 8, 2006
6. Annual review of Investment Policy

ACTION

7. Garden as fiduciary agent for landscape water calculators

DISCUSSION:

8. Executive Director's Report
9. Friends' Group Report
10. Financial Statements
11. Board Comments

INFORMATION: (Does not require discussion. Board to Receive and File only)

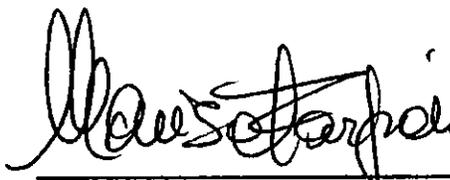
- Docent Report

ADJOURNMENT

Certification of Posting

I certify that on December 8, 2006, a copy of the foregoing agenda was posted near the regular meeting place of the Board of Directors of the Water Conservation Garden Authority, said time being at least 72 hours in advance of the meeting of the Board of Directors (Government Code Section 54954.2)

Executed at San Diego, California, on December 8, 2006.



Board Secretary

Next meeting date: Wednesday, January 10, 2007 – 3:30 p.m. Garden Multipurpose Room

All items appearing on this agenda, whether or not expressly listed for action, may be deliberated and may be subject to action by the Board.

If you are disabled in any way and need accommodation to participate in the meeting please call Marisa Farpon, Board Secretary, at 619-857-8520 for assistance so the necessary arrangements can be made.



**Meeting of the
Metro Commission
and Metro Wastewater JPA**

**Thursday, December 14, 2006
12:00 p.m.**

**City of Del Mar - Annex
10 50 Camino Del Mar
Del Mar, California**

AGENDA

"The mission of the Metro Commission is to create an equitable partnership with the San Diego City Council on wastewater issues in the San Diego region that ensures fair rates for participating agencies, concern for the environment, and regionally balanced decisions through data analysis, collaboration among all stakeholders, and open dialogue."

Documentation
Included

1. ROLL CALL
2. PUBLIC COMMENT
3. PRESENTATION - RECOGNITION OF SERVICE TO COMMISSIONER FRANK TIERNEY AND MR. SCOTT TULLOCH
- X 4. ACTION - APPROVE MINUTES OF NOVEMBER 2, 2006
5. METRO WASTEWATER DEPARTMENT UPDATE
6. METRO TAC UPDATE
7. ACTION - CONSIDER ALTERNATE DATE (JANUARY 11, 2007) FOR THE METRO WASTEWATER JPA MEETING OF JANUARY 4, 2007

- X 8. **ACTION** – CONSIDERATION AND POSSIBLE ACTION ON OPRA/SECONDARY TREATMENT RECOMMENDATION
- X 9. UPDATE ON CAPACITY STUDY
- X 10. REGIONAL JOINT GOVERNANCE AD HOC COMMITTEE
- X 11. FINANCE AD HOC COMMITTEE
- 12. PROPOSED AGENDA ITEMS FOR THE NEXT METRO COMMISSION/WASTEWATER JPA MEETING
- 13. METRO COMMISSIONERS' AND JPA BOARD MEMBERS' COMMENTS
- 14. ADJOURNMENT OF METRO COMMISSION AND JPA

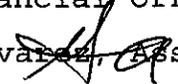
*Item 2 - This portion of the agenda provides an opportunity for members of the public to address the Commission and/or JPA items within the jurisdiction of the Commission and/or JPA that have not previously been before the Commission and/or JPA. Comments are limited to three (3) minutes per individual. **Note:** Any member of the Public may address the Commission and/or JPA on any Agenda Item. Please complete a Speaker's Slip in advance of the specific item being called. For alternative agenda format or disabled access to Metro Commission, please call M. Barrett at (619) 236-6585.

*The Metro Commission and/or JPA may take action on any item listed in this Agenda whether or not it is listed "For Action." All items are for Metro Commission and JPA consideration unless otherwise specified.



AGENDA ITEM 5

STAFF REPORT

TYPE MEETING:	Regular Board	MEETING DATE:	March 7, 2007
SUBMITTED BY:		W.O./G.F. NO:	DIV. NO. All
APPROVED BY:	 Joseph R. Beachem (Chief) Chief Financial Officer		
APPROVED BY:	 German Alvarez (Asst. GM): Assistant General Manager		
SUBJECT:	Informational Item on the Progress of the 2007 Bond Sale		

GENERAL MANAGER'S RECOMMENDATION:

To inform the Board of the progress on the 2007 bond sale.

COMMITTEE ACTION:

Please see Attachment A.

PURPOSE:

To inform the Board of the progress on the 2007 bond sale.

ANALYSIS:

The Bond sale is moving ahead as expected. Staff is making steady progress toward the February 21st sale date, and the March 7th close date.

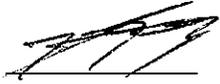
At the time this staff report was prepared, staff anticipated that the preliminary official statement would be posted on-line for access for all potential bidders and investors on February 15th and that underwriter's bids would be recieved on February 21st up until 9:30am, at which time Staff will award the bid to the lowest responsible bidder. Following the sale the District will receive the funds on the closing date, March 7th.

The latest significant event was the receipt of insurance bids. The results for bond insurance pricing came in on Monday February 12, 2007. The District received 5 bids, with the lowest cost bid coming from Ambac at a price of 18 basis points. The results on the bond insurance, in order of cost to the District, are:

- Ambac - 18 basis points times total principal and interest; reserve fund surety at 1.5% of maximum annual debt service (estimated costs \$173,161)
- MBIA - 19 basis points times total principal and interest; reserve fund surety at 1.25% of maximum annual debt service (estimated costs \$174,265)
- FGIC - 24.2 basis points times total principal and interest; reserve fund surety at 2% of maximum annual debt service (estimated costs \$232,348)
- FSA - 25 basis points times total principal and interest; reserve fund surety at 2% of maximum annual debt service (estimated costs \$238,341)
- XLCA - 13 basis points times total principal and interest; reserve fund surety at 1.25% of maximum annual debt service (estimated costs \$272,794)*

* XLCA is a relatively new entrant to the bond insurance market. Their marketability is somewhat less cost effective, raising the effective cost from \$129,794 to approximately \$272,794.

With the Board's authorization, granted in February 7th's resolution, staff accepted the Ambac bid. With the AA- upgrade the District is estimated to save \$100,000 on insurance. In addition to this insurance savings on this one bond issue the District is expected to save over \$1.5 million on interest expense on this bond issue and the next two bond issues combined.

FISCAL IMPACT: 

This is an informational item and has no financial impact.

STRATEGIC GOAL:

The District ensures its continued financial health through long-term financial planning and debt planning.

LEGAL IMPACT: _____

None.



General Manager

Attachment:

A) Committee Action Form



ATTACHMENT A

SUBJECT/PROJECT:	Informational Item on the Progress on the Bond Sale Efforts
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COMMITTEE ACTION:

This is an informational item only, to inform the Finance and Administration Committee of the progress on the bond sale efforts.

NOTE:

The "Committee Action" is written in anticipation of the Committee moving the item forward for board approval. This report will be sent to the Board as a committee approved item, or modified to reflect any discussion or changes as directed from the committee prior to presentation to the full board.



AGENDA ITEM 6

STAFF REPORT

TYPE MEETING:	Regular Board	MEETING DATE:	March 7, 2007
SUBMITTED BY:	Mark Watton, General Manager	W.O./G.F. NO:	DIV. NO.
APPROVED BY: (Chief)			
APPROVED BY: (Asst. GM):			
SUBJECT:	Approve Amendments to the Cooperative Agreement Creating the Interagency Water Task Force		

GENERAL MANAGER'S RECOMMENDATION:

That the board approve the amendments to the attached Cooperative Agreement creating the Interagency Water Task Force.

COMMITTEE ACTION:

Please see Attachment A.

PURPOSE:

To present for the board's consideration the approval of the proposed amendments to the Cooperative Agreement creating the Interagency Water Task Force.

ANALYSIS:

The Interagency Water Task Force was implemented in June 1990 through a mutual cooperative agreement between the Otay Water District, Sweetwater Authority and the City of Chula Vista. The Task Force's purpose is to study water related issues facing the City of Chula Vista and make recommendations with regard to such issues to the City Council and to affected water agencies.

The Interagency Water Task Force wished to update its bylaws and had voted to adopt the following amendments at a meeting held on February 12, 2007:

- Added the election of a vice-chair annually.
- Added to "PART II: Functions and Duties" of the bylaws, *Drought Management Programs*.

- Changed reference to how often the Task Force shall meet to "at least twice a year, or quarterly as agenda matters require" (rather than meeting each quarter).
- Added language to provide further clarification as noted in the attached strike-thru copy (Attachment B).

It was suggested that the amended Cooperative Agreement be presented to the Task Force participants' boards and the city's council for formal adoption. The attached agreement is presented for this purpose.

FISCAL IMPACT: _____

None.

LEGAL IMPACT: _____

None.



General Manager

AMENDMENT TO THE COOPERATIVE AGREEMENT

~~AN AGREEMENT~~ BETWEEN THE CITY OF CHULA VISTA, ~~THE~~ OTAY WATER DISTRICT, AND ~~THE~~ SWEETWATER AUTHORITY CREATING THE CHULA VISTA INTERAGENCY WATER TASK FORCE AND ESTABLISHING THE FUNCTIONS AND DUTIES THEREOF

WHEREAS, in May 1989, the City Council formed the Chula Vista Ad Hoc Water Task Force for the purpose of studying water related issues facing the City of Chula Vista and to make recommendations to the City Council and to the affected water agencies regarding water related matters; and

WHEREAS, said Task Force has received presentations from leaders and staff members from all major water related agencies in Southern California since the date of its commission; and

WHEREAS, said Task Force has, at the City Council meeting of June 19 (Item 4b) reported back to the City Council with regard to its recommendations which were contained in a report from said Task Force dated May 1990, entitled "*Recommendations Report to Chula Vista City Council*," a copy of which is on file in the office of the City Clerk of said City; and

WHEREAS, said Task Force has recommended the formation of a Chula Water Task Force to discuss local water related issues; and

WHEREAS, at the City Council meeting of June 19, 1990, the City Council did direct staff to study and report back on the formation of said Task Force; and,

WHEREAS, it is mutually agreed between the City Council of Chula Vista, the board of directors of the Otay Water District, and the board of directors of the Sweetwater Authority that an Interagency Water Task Force to deal with local related water issues would be advisable; and

WHEREAS, an agreement should be prepared establishing the formation, responsibilities, and duties of the Task Force;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF CHULA VISTA, THE BOARD OF DIRECTORS OF OTAY WATER DISTRICT, AND THE BOARD OF DIRECTORS OF THE SWEETWATER AUTHORITY AGREE AS FOLLOWS:

Part I: Interagency Water Task Force

Creation; Appointment of Members; Term; Quorum; Rules and Regulations.

1. There is hereby created a Chula Vista Interagency Water Task Force. The Task Force shall consist of seven (7) voting members and non-voting ex-officio members and such other ex-officio members as the agencies may assign.
2. Ex-officio members shall be entitled to deliberate, and participate in the deliberations of the Task Force, but shall not be entitled to vote on matters before the Task Force.
3. Of the Voting Members, two shall be representatives of, and members of the City Council of the City of Chula Vista and appointed by the City Council

("Council Representatives"), one shall be a representative of the general public of, and qualified elector of the City of Chula Vista and appointed by the City Council ("General Public Representative"), two shall be members of the Otay Water District Governing Board and appointed by their board of directors ("Otay Water District Representatives"), and two shall be members of the Sweetwater Authority Governing Board and appointed by their board of directors ("Sweetwater Authority Representatives"). The three groups of representatives, to wit: Council Representatives, Otay Water District Representatives, and Sweetwater Authority Representatives shall be sometimes herein referred to as "Agency Voting Classifications."

4. All vacancies shall be filled by the appointing authority of the representative of the office vacated.
5. Each agency shall rotate the appointment of a secretary to the Task Force periods agreed to by the Task Force.
6. The Task Force shall select a Chairman and Vice Chairman from its membership annually in the month of January.
7. ~~The Task Force shall not conduct business without the presence of a quorum which is hereby defined to exist when at least four members are present, and at least each Agency voting Classification is represented. Four voting members, including at least one Council Representative, one Otay Water District Representative, and one Sweetwater Authority Representative, shall constitute a quorum for the transaction of business.~~ Otherwise, the Task Force shall adopt reasonable rules and regulations for carrying out all the functions and duties of the Task Force and governing its meetings. All reports and recommendations shall be made in writing. All officers and department heads of all agencies shall cooperate with and render reasonable assistance to the Task Force.

Part II: Functions and Duties

1. It shall be the function of the Task Force to investigate, study and make recommendations to the Chula Vista City Council, ~~and to each of the governing boards of each of the two members which are water providers ("Water Provider members")~~ the Otay Water District Governing Board, and the Sweetwater Authority Governing Board concerning water related matters. The primary objective of the Task Force shall be to make recommendations with the goal of assuring an adequate and high quality supply of water for the residents of the region. The Task Force shall produce a report which provides objectives including but not limited to:
 - (1) Water Quality
 - (2) Water Reclamation Program
 - (3) Water Conservation Program/Drought Management Programs
 - (4) Emergency Water Storage Supply
 - (5) Water Pressure
 - (6) Water Distribution
 - (7) Implication of Land Use Proposals on Water Supply
2. In addition to the above, the Task Force shall:

- A. Make recommendations as to how the City of Chula Vista, ~~and the Water Provider Members~~ the Otay Water District, and the Sweetwater Authority may become more proactive in state and regional water related issues.
 - B. Make recommendations as to how the City, ~~the Water Provider Members, the Otay Water District, the Sweetwater Authority,~~ and the various water purveyors may integrate their long and short term master and general plans for development. Each Agency reserves the right to develop and implement its own Water Master Plan. However, this Task Force may review and comment on these Plans ~~with the common goal that,~~ eEach such Plan should represent a coherent and complimentary water policy (relating to usage, storage, conservation, and enforcement) for the territory ~~which is the subject matter of covering~~ the combined jurisdictions of the City, ~~and the Water Provider Members~~ the Otay Water District, and the Sweetwater Authority.
 - C. Make recommendations to the City Council, ~~and to the appropriate Water Boards of the Water Provider Members~~ the Otay Water District Governing Board, and the Sweetwater Authority Governing Board as to the establishment of ordinances, policies and guideline manuals for the implementation of water conservation and other water related measures.
 - D. Recommend the establishment, with implementation plans, of a new water use and conservation ethic and to recommend to the City ~~and the Water Provider Members~~ Council, the Otay Water District Governing Board, and the Sweetwater Authority Governing Board means for implementing same.
 - E. Provide advice to the City in developing any water element or plan as part of its General Plan and/or Growth Management Plan.
 - F. Study and report, as requested, the impacts to the water systems of land use decisions.
3. Such other and further matters as have been or may, from time to time, be assigned to the Task Force by the City Council, ~~or Water Provider Members boards~~ the Otay Water District Governing Board, and the Sweetwater Authority Governing Board.

Part III: Meetings

The Interagency Water Task Force shall ~~schedule at least one regular meeting each quarter year~~ meet at least twice a year, or quarterly as agenda matters require on the day and at the time and in the place that it shall designate by resolution and/or by bylaw and such special meetings as the Task Force may require.

Part IV: Termination

~~This agreement may be terminated by any party upon written notice authorized for issuance by its governing board.~~ This Cooperative Agreement may be terminated upon

the written authorization of the City Council of the City of Chula Vista, the Otay Water District Governing Board, or the Sweetwater Authority Governing Board.

[End of Page. Next Page is Signature Page]

Signature Page to the
Amendment to the Cooperative Agreement Creating the
Chula Vista Interagency Water Task Force

~~Now therefore, the parties hereto, having read and understood the terms and conditions of this agreement, do hereby express their consent to the terms hereof by setting their hand hereto on the date set forth adjacent thereto.~~

Date: _____

CITY OF CHULA VISTA

Cheryl Cox,
Mayor

Attest:

Susan Bigelow,
City Clerk

Approved as to form:

Anne Moore,
City Attorney

Date: _____

OTAY WATER DISTRICT

Mark Watton,
General Manager

Approved as to form:

Yuri Calderon,
General Counsel

Date: _____

SWEETWATER AUTHORITY

Dennis Bostad,
General Manager

Approved as to form:

C. Michael Cowett,
General Counsel

AMENDMENT TO THE COOPERATIVE AGREEMENT
BETWEEN THE CITY OF CHULA VISTA, OTAY WATER DISTRICT, AND
SWEETWATER AUTHORITY CREATING THE CHULA VISTA
INTERAGENCY WATER TASK FORCE AND ESTABLISHING THE
FUNCTIONS AND DUTIES THEREOF

WHEREAS, in May 1989, the City Council formed the Chula Vista Ad Hoc Water Task Force for the purpose of studying water related issues facing the City of Chula Vista and to make recommendations to the City Council and to the affected water agencies regarding water related matters; and

WHEREAS, said Task Force has received presentations from leaders and staff members from all major water related agencies in Southern California since the date of its commission; and

WHEREAS, said Task Force has, at the City Council meeting of June 19 (Item 4b) reported back to the City Council with regard to its recommendations which were contained in a report from said Task Force dated May 1990, entitled "*Recommendations Report to Chula Vista City Council,*" a copy of which is on file in the office of the City Clerk of said City; and

WHEREAS, said Task Force has recommended the formation of a Chula Water Task Force to discuss local water related issues; and

WHEREAS, at the City Council meeting of June 19, 1990, the City Council did direct staff to study and report back on the formation of said Task Force; and,

WHEREAS, it is mutually agreed between the City Council of Chula Vista, the board of directors of the Otay Water District, and the board of directors of the Sweetwater Authority that an Interagency Water Task Force to deal with local related water issues would be advisable; and

WHEREAS, an agreement should be prepared establishing the formation, responsibilities, and duties of the Task Force;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF CHULA VISTA, THE BOARD OF DIRECTORS OF OTAY WATER DISTRICT, AND THE BOARD OF DIRECTORS OF THE SWEETWATER AUTHORITY AGREE AS FOLLOWS:

Part I: Interagency Water Task Force

Creation; Appointment of Members; Term; Quorum; Rules and Regulations.

1. There is hereby created a Chula Vista Interagency Water Task Force. The Task Force shall consist of seven (7) voting members and non-voting ex-officio members and such other ex-officio members as the agencies may assign.
2. Ex-officio members shall be entitled to deliberate, and participate in the deliberations of the Task Force, but shall not be entitled to vote on matters before the Task Force.
3. Of the Voting Members, two shall be representatives of, and members of the City Council of the City of Chula Vista and appointed by the City Council ("Council Representatives"), one shall be a representative of the general public

of, and qualified elector of the City of Chula Vista and appointed by the City Council ("General Public Representative"), two shall be members of the Otay Water District Governing Board and appointed by their board of directors ("Otay Water District Representatives"), and two shall be members of the Sweetwater Authority Governing Board and appointed by their board of directors ("Sweetwater Authority Representatives"). The three groups of representatives, to wit: Council Representatives, Otay Water District Representatives, and Sweetwater Authority Representatives shall be sometimes herein referred to as "Agency Voting Classifications."

4. All vacancies shall be filled by the appointing authority of the representative of the office vacated.
5. Each agency shall rotate the appointment of a secretary to the Task Force periods agreed to by the Task Force.
6. The Task Force shall select a Chairman and Vice Chairman from its membership annually in the month of January.
7. Four voting members, including at least one Council Representative, one Otay Water District Representative, and one Sweetwater Authority Representative, shall constitute a quorum for the transaction of business. Otherwise, the Task Force shall adopt reasonable rules and regulations for carrying out all the functions and duties of the Task Force and governing its meetings. All reports and recommendations shall be made in writing. All officers and department heads of all agencies shall cooperate with and render reasonable assistance to the Task Force.

Part II: Functions and Duties

1. It shall be the function of the Task Force to investigate, study and make recommendations to the Chula Vista City Council, the Otay Water District Governing Board, and the Sweetwater Authority Governing Board concerning water related matters. The primary objective of the Task Force shall be to make recommendations with the goal of assuring an adequate and high quality supply of water for the residents of the region. The Task Force shall produce a report which provides objectives including but not limited to:
 - (1) Water Quality
 - (2) Water Reclamation Program
 - (3) Water Conservation Program/Drought Management Programs
 - (4) Emergency Water Storage Supply
 - (5) Water Pressure
 - (6) Water Distribution
 - (7) Implication of Land Use Proposals on Water Supply
2. In addition to the above, the Task Force shall:
 - A. Make recommendations as to how the City of Chula Vista, the Otay Water District, and the Sweetwater Authority may become more proactive in state and regional water related issues.
 - B. Make recommendations as to how the City, the Otay Water District, the Sweetwater Authority, and the various water purveyors may

integrate their long and short term master and general plans for development. Each Agency reserves the right to develop and implement its own Water Master Plan. However, this Task Force may review and comment on these Plans. Each such Plan should represent a coherent and complimentary water policy (relating to usage, storage, conservation, and enforcement) for the territory covering the combined jurisdictions of the City, the Otay Water District, and the Sweetwater Authority.

- C. Make recommendations to the City Council, the Otay Water District Governing Board, and the Sweetwater Authority Governing Board as to the establishment of ordinances, policies and guideline manuals for the implementation of water conservation and other water related measures.
 - D. Recommend the establishment, with implementation plans, of a new water use and conservation ethic and to recommend to the City Council, the Otay Water District Governing Board, and the Sweetwater Authority Governing Board means for implementing same.
 - E. Provide advice to the City in developing any water element or plan as part of its General Plan and/or Growth Management Plan.
 - F. Study and report, as requested, the impacts to the water systems of land use decisions.
3. Such other and further matters as have been or may, from time to time, be assigned to the Task Force by the City Council, the Otay Water District Governing Board, and the Sweetwater Authority Governing Board.

Part III: Meetings

The Interagency Water Task Force shall meet at least twice a year, or quarterly as agenda matters require on the day and at the time and in the place that it shall designate by resolution and/or by bylaw and such special meetings as the Task Force may require.

Part IV: Termination

This Cooperative Agreement may be terminated upon the written authorization of the City Council of the City of Chula Vista, the Otay Water District Governing Board, or the Sweetwater Authority Governing Board.

[End of Page. Next Page is Signature Page]

Signature Page to the
Amendment to the Cooperative Agreement Creating the
Chula Vista Interagency Water Task Force

Date: _____

CITY OF CHULA VISTA

Cheryl Cox,
Mayor

Attest:

Susan Bigelow,
City Clerk

Approved as to form:

Anne Moore,
City Attorney

Date: _____

OTAY WATER DISTRICT

Mark Watton,
General Manager

Approved as to form:

Yuri Calderon,
General Counsel

Date: _____

SWEETWATER AUTHORITY

Dennis Bostad,
General Manager

Approved as to form:

C. Michael Cowett,
General Counsel



AGENDA ITEM 7

STAFF REPORT

TYPE MEETING:	Regular Board Meeting	MEETING DATE:	March 7, 2007
SUBMITTED BY:	Armando Buelna <i>AB</i> Communications Officer	W.O./G.F. NO:	DIV. NO. All
APPROVED BY:			
SUBJECT:	2006 Residential Customer Opinion and Awareness, and 2006 Customer Services Satisfaction Surveys		

GENERAL MANAGER'S RECOMMENDATION:

That the Board of Directors receive the findings of the 2006 Residential Customer Opinion and Awareness, and 2006 Customer Services Satisfaction Surveys (Attachments B & C) conducted by Rea & Parker Research Inc.

COMMITTEE ACTION:

Please see Attachment A

PURPOSE:

To present to the Board of Directors with the findings of the 2006 Residential Customer Opinion and Awareness, and 2006 Customer Services Satisfaction Surveys.

BACKGROUND:

The Otay Water District's Strategic Plan calls for implementing a standardized Potable and Recycled Water Customer Survey. Customer surveys are essentially a snapshot of customer attitudes, perceptions and awareness of programs and services provided by the District. By conducting repeat surveys, one is able to track changes in those attitudes and perceptions.

Last year, the District retained Rea & Parker Research Inc. to conduct the 2006 Customer Satisfaction and Awareness survey project. This project differed from the 2005 survey project in that an entirely separated survey would take place of customers who had called the district within the past six months.

The first of the surveys called the 2006 Residential Customer Opinion and Awareness Survey (General Survey) (Attachment B) would measure overall customer satisfaction, perception, and awareness of District programs and activities from among the

general customer base. The General Survey also included a significant proportion of Otay sewer customers. The second survey, called the 2006 Customer Services Satisfaction Survey (Call Center survey) (Attachment C), was designed to measure some of these same topics, but also to delved into more specific attitudes and behaviors from those customers who had contacted the District within the last six months.

The General Survey sample consisted of the two separate groups selected at random from the customer base. The first sample of 75 respondents was randomly drawn from customers who are contracted with the district to receive sewer services. The second sample of 238 respondents was randomly drawn from the general customer base. For sewer customers, the sample size of 75 provides a margin of error of +/- 11.2%. For the general customer base, the sample size of 238 yields a margin of error of +/- 6.4%. Overall, these two samples result in a margin of error +/-5.5% at 95% confidence.

The General Survey contained 59 individual survey items, and was administered between November 16 and December 4, 2006. The mean survey administration time was 11.0 minutes per respondent. The survey was available to be administered in either English and Spanish, copies of which are included in the Appendices.

The Call Center survey also contained 59 individual survey items and was conducted shortly thereafter. That survey was also available to be administered in English or Spanish.

As with the 2005 survey, the General Survey found that customer satisfaction with the programs and services of the District was very high.

- Customers of the Otay Water District demonstrate a high level of satisfaction with the District as their provider of water service with two-thirds rating the District as excellent (27 percent) or very good (38 percent).
- Otay Water District customers have much faith (94 percent very or somewhat confident) in the District's ability to provide enough water.

The General Survey also notes that "There is a growing awareness among customers that water and sewer rates have increased in the past 12 months." Moreover, "because reliability is seen as very high by Otay Water District customers, more than two-thirds would not pay any additional sums for greater reliability."

More complete information on the findings of this survey are contained in the Executive Summary and the full report.

The Call Center survey also yielded very high results.

- Customer service respondents rate the overall quality of customer service of the Otay Water District as very high - 84 percent rate it as excellent (51 percent) or good (33 percent). The 51 percent indication of excellent represents a 10 percent increase over 2005.
- Customers are satisfied regarding customer service features including professionalism of service representatives, knowledge and expertise of the service representative, courtesy of the service representative, ability to reach a service representative, and satisfaction in getting their problem solved - 75 to 85 percent indicating very satisfied or somewhat satisfied.
- Customers make an average of 1.8 calls per issue to customer service, with 69 percent of all callers having their issue resolved in one call. Among the 31 percent who make more than one call, 60 percent of them had their problem ultimately resolved, leaving a total of 12 percent of callers with unresolved issues.
- Customers view the Otay Water District favorably compared to other utilities and authorities that bill monthly for service, with 26 percent saying that it is the best among monthly services and another 30 percent indicating high regard for the Otay Water District.

With regard to bill payment:

- Over one-half of customer service callers pay their bill by sending a check in the mail (53 percent) and 14 percent pay on line. Others pay by using a credit card over the telephone (14 percent) and through automatic bank deduction (8 percent). It is noteworthy that 47 percent would prefer to pay by sending a check in the mail (6 percent less than the 53 percent who actually do so) and 22 percent would prefer to pay on line (8 percent more than the 14 percent who actually do so). There is an emerging preference among customer callers to make payments on line.
- Those who pay in person (11 percent) do so because they enjoy the personal contact, it is convenient for them to do so, or they want an immediate receipt.
- The great majority of customer service callers are satisfied with the ease of understanding their water bill

(83 percent----54 percent very satisfied and 29 percent somewhat satisfied) and with the accuracy of their water bill (77 percent-43 percent very satisfied and 34 percent somewhat satisfied).

The consultant's conclusion notes "it is clear that customers of the Otay Water District who have made customer service calls to the District and who have had the need for field service at their property are largely satisfied with the customer service they received. It is clear, therefore, that there is considerable support for the efforts made by the Otay Water District to address customer issues in a timely fashion and to resolve problems to the customers' satisfaction."

FISCAL IMPACT:

RUB

This staff report is asking the Board of Directors to receive the findings of the 2006 Residential Customer Opinion and Awareness, and the 2006 Customer Services Satisfaction Surveys. As a result, this action has no fiscal impact.

STRATEGIC GOAL:

This project is consistent with the following Strategic Plan Objectives:

- 1.1.1.1 Implement a standardized Potable and Recycled Water Customer Survey
- 1.1.1.3 Expand a Quality Control/Audit program to ensure quality customer service

LEGAL IMPACT:

None.



General Manager

Attached

Committee Action - Attachment A

General Customer Satisfaction and Awareness Survey - B

Call Center Customer Satisfaction and Awareness Survey - C



ATTACHMENT A

SUBJECT/PROJECT:	
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COMMITTEE ACTION:

NOTE:

The "Committee Action" is written in anticipation of the Committee moving the item forward for board approval. This report will be sent to the Board as a committee approved item, or modified to reflect any discussion or changes as directed from the committee prior to presentation to the full board.

Attachment B

**Otay Water District
2006 Residential
Customer Opinion and
Awareness Survey**

Prepared for

**Otay Water District
2554 Sweetwater Springs Blvd.
Spring Valley, CA 91978**

Prepared by

**Rea & Parker Research
P.O. Box 421079
San Diego, California 92142
858-279-5070**

www.rea-parker.com

January, 2007

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Open Ended Responses	
Survey Instrument-English	
Survey Instrument-Spanish	

Otay Water District Residential Customer Opinion and Awareness Survey

Executive Summary

The Otay Water District has elected to conduct a statistically reliable customer opinion and customer awareness telephone survey among residential customers. The purpose of the survey is twofold – first, to provide information concerning customer satisfaction, customer awareness of and reaction to the communication efforts of the District, customer understanding and opinions about water and sewer rates, customer concern and activities with regard to water conservation, feelings about water quality and the reliability of the District to maintain reliable sources of water, and second, to compare the results of this 2006 study with the results of the 2005 study where the data are comparable.

Specifically, the primary areas of interest are:

- Overall customer satisfaction
- Quality of water supply
- Reliability of water supply
- Reliability of service
- Awareness of water and sewer rates
- Awareness of formal communication efforts including website
- Awareness of conservation activities/programs
- Attitudes toward conservation
- Recycling and attitudes about increasing the water supply
- Basic demographic statistics/sampling characteristics

Rea & Parker Research was selected to conduct the study in both 2005 and 2006.

The purpose of the research was to:

- Obtain scientifically reliable and sufficiently robust results to determine the level of knowledge among residents of the Otay Water District concerning critical water-related issues;
- Determine water use patterns among activities that are known to consume significant quantities of water, especially with regard to outdoor irrigation.
- Determine opinions and perceptions of various issues, including:
 - Perceptions of water reliability
 - Attitudes about water and sewer rates
 - Knowledge and awareness concerning sources of water
 - Level of support for the District's efforts to increase the supply of water, especially through recycling
 - Formal District communication efforts including the official website

- Obtain demographic data about the population for use in descriptive analysis and crosstabulations of data that can result in new, optimally targeted and tailored public awareness programs.
- Compare the results of this survey with the results of the 2005 survey of District customers.

Sample

The survey was conducted by a random telephone sample of 313 respondents, which equates to a margin of error of +/-5.5% at the 95% confidence level.

Respondents are predominantly White (59 percent) and Hispanic/Latino (27 percent) and earn an annual median household income of \$77,500 (36 percent earning \$100,000 or more and 6 percent earning under \$25,000). They have a median age of 49 years and have been a customer of the Otay Water District for a median of 10 years. Among these respondents, 50 percent possess a Bachelor's degree or more, with 22 percent having a high school education or less. Survey respondents are largely homeowners (90 percent) with a mean household size of 3.24.

Survey Findings

This survey report has been divided into six essential information components as follows:

- Demographic statistics/sampling Characteristics
- Customer satisfaction: water quality and reliability
- Water and sewer rates
- District publications and website
- Water conservation
- Water recycling

Customer Satisfaction: Water Quality and Reliability

- Customers of the Otay Water District demonstrate a high level of satisfaction with the District as their provider of water service with two-thirds rating the District as excellent (27 percent) or very good (38 percent). Similarly high ratings were found in the 2005 survey.
- Otay Water District customers have much faith (94 percent very or somewhat confident) in the District's ability to provide enough water.
- Customers do have some concern about deliberate and malicious contamination of the water by parties bent on inflicting harm to the population (65 percent great deal or some concern) but are quite confident in water agencies' ability to protect the water supply (72 percent very or somewhat confident).
- Drinking tap water directly without filtration is relatively uncommon (19 percent), with most customers using bottled water (44 percent) or filtered tap water (37 percent) for drinking purposes.
- These patterns of water quality and reliability are consistent with the findings of the 2005 survey.
- Nearly one half of the respondents are interested in pursuing international agreements with Mexico to increase the water supply.

Water and Sewer Rates

- Because reliability is seen as very high by Otay Water District customers, more than two-thirds would not pay any additional sums for greater reliability (71 percent desire to pay nothing or they are unsure). Those that would pay more, would pay \$20-\$31 more per month for enhanced reliability.
- There is a growing awareness among customers that water and sewer rates have increased in the past 12 months (46 percent thought water rates had gone up and 41 percent thought sewer rates had increased). This awareness has grown from the uncertainty expressed in the 2005 survey.

District Publications and Website

- The monthly newsletter that accompanies the bills is well read by customers (47 percent most times or every time and 32 percent at least sometimes).
- The annual Consumer Confidence Report is less well read (62 percent do not read it).
- Only 19 percent of District customers have ever accessed the website, but 75 percent of those that accessed it rated it as excellent or good. This level of access and high ratings follow the pattern of the 2005 survey.

Water Conservation

- There does not seem to be a great inclination to practice water conservation, with about one-half of customers indicating that their interest in water conservation is only moderate (47 percent) and that their awareness of it has essentially stayed the same for the past year (61 percent). In the 2005 survey, there was less awareness and more uncertainty regarding water conservation.
- Among those with landscaped area to maintain, 75 percent have automatically controlled sprinkler systems, and these customers have adjusted their automatic controller an average of 3.44 times during the past year.
- Those customers who have lawns can be motivated to reduce their lawn size by some combination of lower bills (26 percent), easier maintenance (18 percent), and financial incentives (21 percent).
- Almost one-half (47 percent) of the District's customers have seen or heard of the Water Conservation Garden at Cuyamaca College and 20 percent of all customers have visited it.
- One half of these visitors have changed their landscaping to some extent as a result of their visit(s). The most noteworthy and predominant change has been the replacement of existing plants with drought-tolerant ones and secondarily, changes in watering practices.
- More than one-third (40 percent) have heard about weather-based controllers, but only 6 percent have installed one.
- There is not much interest in obtaining weather-based controllers in the next 12 months, with 63 percent indicating that such a purchase is somewhat unlikely or very unlikely.
- 44 percent of Otay Water District customers recall having seen or heard messages to conserve water outdoors and these messages were heard or seen through the following media: television (22 percent), radio (6 percent), and monthly bill (5 percent).

- Among those who remember seeing or hearing conservation messages, 46 percent have already taken steps toward conservation as a response to these messages including adjusting their sprinklers, reducing indoor water use and installing weather-based controller/drip irrigation.

Recycled Water

- About one third of Otay Water District customers know that sewer water is wastewater used for recycling.
- Over 40 percent think that storm drain run off is wastewater to be used for recycling.
- Recycled water is strongly supported as a source of alternative water supply under most circumstances.
- Out of five potential uses of recycled water, three were very strongly supported, as follows:
 - Watering landscape along freeways and golf courses (93 percent favor, of whom 66 percent strongly favor such use)
 - Watering residential yards (88 percent—56 percent strongly)
 - Industrial processing and manufacturing (81 percent—47 percent strongly)
- Using recycled water in recreational lakes received less than this strong support (69 percent favor—30 percent strongly favor and 39 percent somewhat favor with 25 percent in opposition).
- Customers do not support the use of recycled water for drinking purposes (46 percent strongly oppose and 14 percent somewhat oppose).
- One third to one half of those who oppose the use of recycled water for drinking purposes would reverse their opposition if recycled water underwent an advanced, secondary treatment and, at the same time, the following information was available to them:
 - Recycled water remained one year in reservoir and then was retreated (34 percent)
 - Recycled water is used as drinking water in other U.S. communities (31 percent)
 - Recycled water could supply as much as 10 percent of drinking water (33 percent)
 - California standards are among the most strict in the nation (46 percent)

Conclusions

There are strong indications of support for the work of the Otay Water District from its customer base. Residents understand certain of the risks to the future reliability of their water supply and are willing to consider alternative sources (in particular increased use of recycled water) to a very significant degree in order to protect and ensure that reliability into the future.

The results of this survey should be viewed as ratification by the public of the importance and quality of the work done by the District and as an expression of the confidence in the value and quality of the work in which the Otay Water District is engaged.

Introduction and Methodology

In 1956, the Otay Water District was authorized by the State Legislature and gained its entitlement to imported water. Today, the District serves the needs of over 186,000 people by purchasing water from the Metropolitan Water District of Southern California. The Otay Water District takes delivery of the water through several connections to large pipelines owned and operated by the San Diego County Water Authority. Since its inception, the Otay Water District also has collected and reclaimed wastewater generated within the Jamacha drainage basin and pumped the reclaimed water south to the Salt Creek basin where it is used for irrigation and other non-potable uses.

The Otay Water District has elected to conduct a statistically reliable customer opinion and customer awareness telephone survey among residential customers. The purpose of the survey is twofold – first, to provide information concerning customer satisfaction, customer awareness of and reaction to the communication efforts of the District, customer understanding and opinions about water and sewer rates, customer concern and activities with regard to water conservation, feelings about water quality and the reliability of the District to maintain reliable sources of water, and second, to compare the results of this 2006 study with the results of a similar 2005 study where the data are comparable.

Specifically, the primary areas of interest are:

- Overall customer satisfaction
- Quality of water supply
- Reliability of water supply
- Reliability of service
- Awareness of water and sewer rates
- Awareness of formal communication efforts including website
- Awareness of conservation activities/programs
- Attitudes toward conservation
- Water recycling and attitudes about increasing the water supply
- Basic demographic statistics/sampling characteristics

Rea & Parker Research was selected to conduct the study, as it was for the 2005 study. The purpose of the research is to:

- Obtain scientifically reliable and sufficiently robust results to determine the level of knowledge among residents of the District concerning critical water-related issues;

- Determine water use patterns among activities that are known to consume significant quantities of water, especially with regard to outdoor irrigation.
- Determine opinions and perceptions of various issues, including:
 - Perceptions of water reliability
 - Attitudes about water and sewer rates
 - Level of support for the District's efforts to increase the supply of water, especially through water recycling
 - Formal District communication efforts including the official website
- Obtain demographic data about the population for use in descriptive analysis and crosstabulations of data that can result in new, optimally targeted and tailored public awareness programs.
- Compare the results of this survey with the results of the 2005 survey of District customers.

Sample

The survey was conducted by a random telephone sample of 313 respondents in order to secure a margin of error not to exceed +/-5.5 percent @ 95 percent confidence. This figure represents the widest interval that occurs when the survey question represents an approximate 50 percent-50 percent proportion of the sample. When it is not 50 percent-50 percent, the interval is somewhat smaller. For example, in the survey findings that follow, 50.0 percent of respondent households recall having seen or heard messages about water conservation. This means that there is a 95 percent chance that the true proportion of the total population of the District's service area that has seen or heard these messages is between 44.5 percent and 55.5 percent (50.0 percent +/- 5.5 percent).

The overall survey sample consists of two separate random samples. The first sample of 75 respondents was randomly drawn from customers who are contracted with the Otay Water District to receive water and sewer services and the second sample of 238 respondents was randomly drawn from the District's general customer base of water only customers. For the sewer customers, the sample size of 75 provides a margin of error of +/- 11.2 percent and the water only sample size of 238 provides a margin of error of +/- 6.4 percent – both at the 95 percent level of confidence. This is in addition to the +/- 5.5 percent margin of error for the entire survey.

The two samples were weighted in accordance with the customer base of the water and sewer customers as well as the water only customer base. This process ensured that the samples would remain proportionate to the entire customer base of the Otay Water District.

Survey respondents were screened to exclude those who have not lived in San Diego County for at least one year. When respondents asked about who was sponsoring the survey, they were told “this project is sponsored by the Otay Water District, and it’s about issues related to your household water supply.” This information was provided to 38 percent of the respondents.

The survey was conducted in both English and Spanish. Spanish language respondents comprised 6 percent of the survey population. The distribution of respondents according to gender was 41 percent male and 59 percent female.

The survey was conducted from November 16, 2006 to December 4, 2006. The mean survey time was 11.0 minutes per respondent. The total survey response rate was 30.5 percent based upon completed interviews in comparison to all eligible (and estimated to be eligible) phone numbers, including busy signals, answering machines, call backs, and no answers. Cooperation among those eligible respondents who were actually contacted was 89.4 percent (**Table 1**). Both English and Spanish versions of the survey are provided in the Appendix.

This report is divided into six essential information components as follows:

- Demographic statistics/sampling characteristics
- Customer satisfaction: water quality and reliability
- Water and sewer rates
- District publications and website
- Water conservation
- Water recycling

Each section of the report will begin with a very brief abstract, or summary of highlights within the ensuing section, in order to orient the reader to what is to follow.

Charts have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, various levels of education, gender, home ownership/rental status, household size, residential tenure in the community, different income categories, and ethnicity of residents of the service area will be presented in succinct bulleted

format when statistical significance and relevance warrants such treatment. Lists of open-ended responses to survey questions are contained in the Appendices.

Table 1 Otay Water District 2006 Customer Opinion and Awareness Survey Telephone Call Disposition Report	
Unknown Eligibility	
No Answer	515
Busy	90
Answering Machine	636
Call Back	268
Language Barrier	71
Total Unknown	1580
Ineligible	
NQ Not Customer	27
Disconnect	195
Business/Fax	78
Refusal	169
Total Ineligible	469
Eligible	
Complete	313
Mid-term	37
Total Eligible	350
Cooperation Rate: Complete/Eligible	89.4%
Response Rate: Complete/(Eligible + ((Eligible/Eligible + Ineligible)(Unknown)))	30.5%
Percent in Spanish	5.8%

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 2 presents selected demographic and sampling characteristics of the of the survey respondents. Respondents are predominantly White (59 percent) and Hispanic/Latino (27 percent) and earn an annual median household income of \$77,500 (36 percent earning \$100,000 or more and 6 percent earning under \$25,000). They have a median age of 49 years and have

been a customer of the Otay Water District for a median of 10 years. Among these respondents, 50 percent possess a Bachelor's degree or more, with 22 percent having a high school education or less. Survey respondents are largely homeowners (90 percent) with a mean household size of 3.24.

Respondent characteristics for the sample survey conducted in 2005 were similar to those in 2006 with three exceptions: First, the median income in 2005 was \$85,000 -- \$7,500 more than the median income in 2006. Second, the percentage of households earning an annual income under \$25,000 was 6 percent in 2006 compared to 2 percent in 2005. Third, nearly one-fourth (22 percent) of residents in 2006 had a high school diploma or less while in 2005, 14 percent had this level of education. These differences between 2005 and 2006 point to the fact that the respondents in 2006 are somewhat less educated and have a lower income level than respondents in 2005.

Customer Satisfaction: Water Quality and Reliability

SUMMARY: *Otay Water District customers demonstrate a high level of satisfaction with the District and have a great deal of faith in the District's ability to provide enough water. They do have some concern about deliberate and malicious contamination of the water by parties bent on inflicting harm to the population but are confident in water agencies' ability to protect the water supply. Drinking tap water directly without filtration is relatively uncommon, with most customers using bottled water or filtered tap water for drinking purposes. These patterns are consistent with the findings of the 2005 survey.*

Chart 1 shows that customers of the Otay Water District demonstrate a high level of satisfaction with the District as their provider of water service. In fact, 63 percent rate the Otay Water District as either excellent (27 percent) or very good (38 percent).

Chart 2 shows that District service area residents tend not to use tap water directly for drinking purposes (44 percent bottled, 37 percent filtered tap water, and 19 percent tap water). This is consistent with the pattern exhibited by District service area customers in 2005.

**Table 2
Respondent Characteristics**

Characteristic	2006	2005
Ethnicity		
White	55%	54%
Hispanic/Latino	29%	24%
Asian/Pacific Islander	9%	15%
Black/African-American	6%	5%
Native American/Other	1%	2%
Annual Household Income		
Median	\$77,500	\$85,000
% over \$100,000	33%	34%
% under \$25,000	6%	2%
Age		
Median	49 years	47 years
Years Customer of Otay Water District		
Median	10 years	---
Education		
High School or Less	22%	14%
At Least One Year College, Trade, Vocational School	24%	33%
Bachelor's Degree	35%	25%
At Least One Year of Graduate Work	19%	28%
Own/Rent		
Home Owner	90%	92%
Renter	10%	8%
Persons per Household		
Mean	3.27	3.43

Preferences for drinking water are as follows:

- Tap water is most commonly used by smaller households of 1 or 2 persons (25 percent).
- Smaller households of 1 or 2 persons also prefer filtered water (44 percent).
- Whites have the greatest preference for filtered water (47 percent) and they also use tap water more so than all the other ethnic groups (20 percent).
- Latinos indicate the greatest preference for bottled water (63 percent)
- Larger households (3 or more persons) prefer bottled water (53 percent).

Chart 1
Overall Satisfaction with Otay Water District

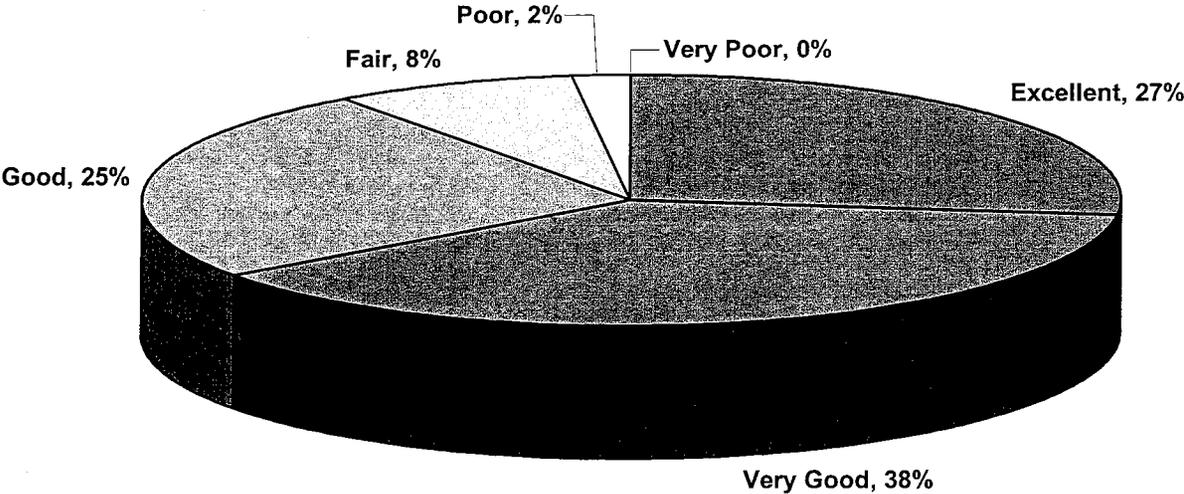


Chart 2
Main Source of Drinking Water in Household

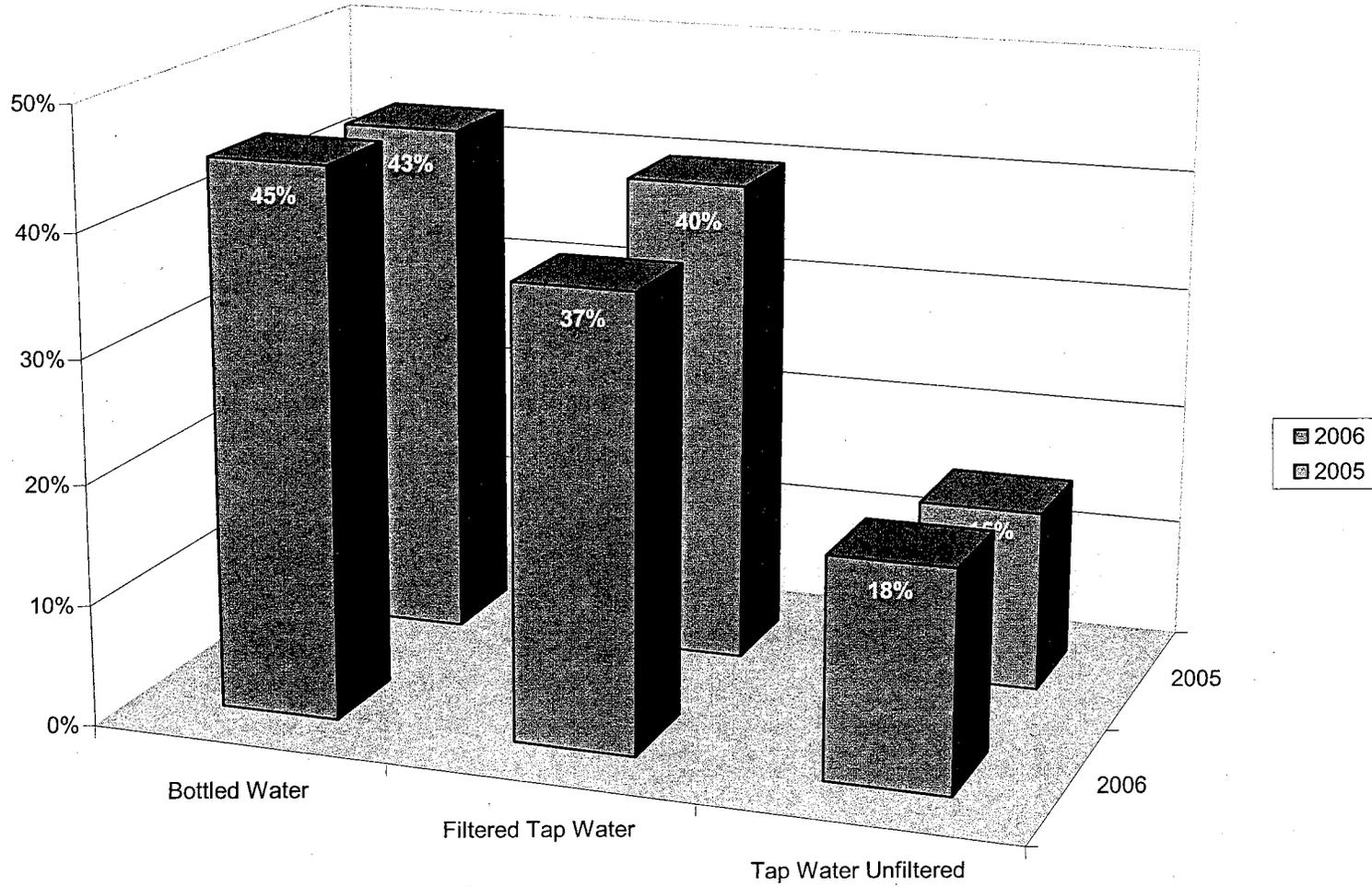


Chart 3 indicates that there is a substantial level of confidence in the District's ability to provide enough water for its customers (94 percent very confident or somewhat confident and only 6 percent not confident). A similar level of confidence was portrayed by District customers in the 2005 survey.

The following relationships are significant with regard to customer confidence in the ability of the District to provide water:

- The highest level of confidence occurs among the largest households of 5 or more persons (97 percent very confident and somewhat confident).
- Lower income customers indicate the least confidence in the ability of the District to provide water (80 percent very confident and somewhat confident for customers earning under \$25,000 vs. 94 percent for customers earning \$25,000 and over).
- The water only customers of the Otay Water District are more confident in the District's ability to provide sufficient water than those who are sewer and water customers (water only: 48 percent very confident; sewer and water: 36 percent very confident).

While customers of the Otay Water District are confident in the reliability of the water supply, they are also interested in supporting programs that will bolster that confidence. For example, **Chart 4** shows that in an effort to develop and maintain additional supplies of water, nearly one-half (46 percent) of the respondents are in favor of pursuing international agreements with Mexico.

Chart 5 shows that there is simultaneously a fair amount of concern (65 percent – 32 percent great deal of concern and 33 percent some concern) that the water supply can be contaminated by individuals who might intend to inflict harm upon the general population, with a corresponding 72 percent having either a great deal (30 percent) or some confidence (42 percent) in local authorities' ability to prevent such an occurrence (**Chart 6**). In 2005, customers of the Otay Water District demonstrated similar sentiments in terms of their concern about the potential contamination of the water supply and the ability of government to prevent such a disaster.

Concern for contamination of the water supply varies by customer subgroup as follows:

- Larger households of 3 or more persons have the most concern about contamination (69 percent with either a great deal or some concern).
- Among ethnic groups, Latinos have the greatest concern about contamination (84 percent with a great deal or some concern).

Chart 3
Confidence in Ability of Water Agency to Provide Enough Water

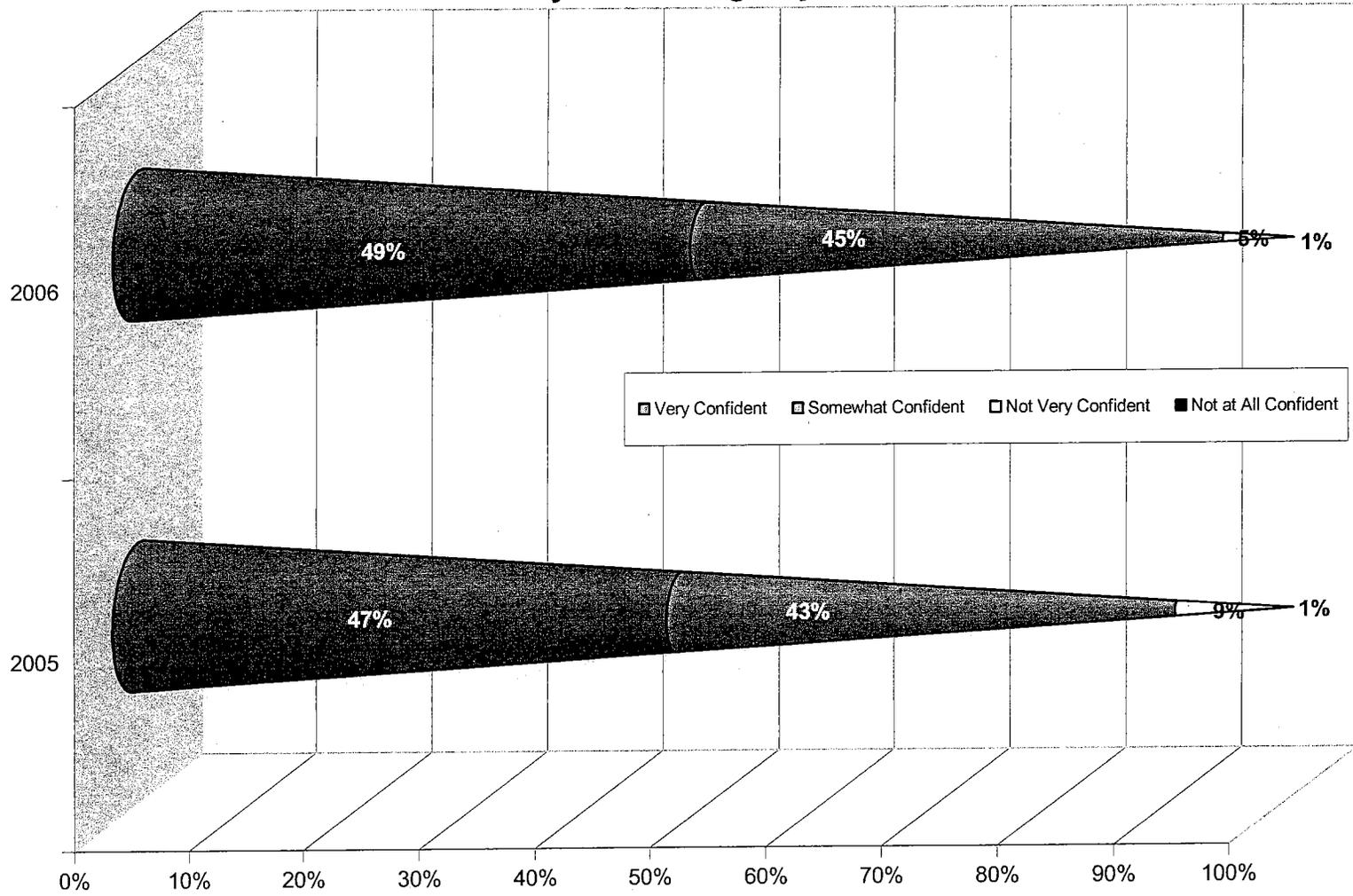


Chart 4
Favor Pursuing Water Supply Agreements with Mexico

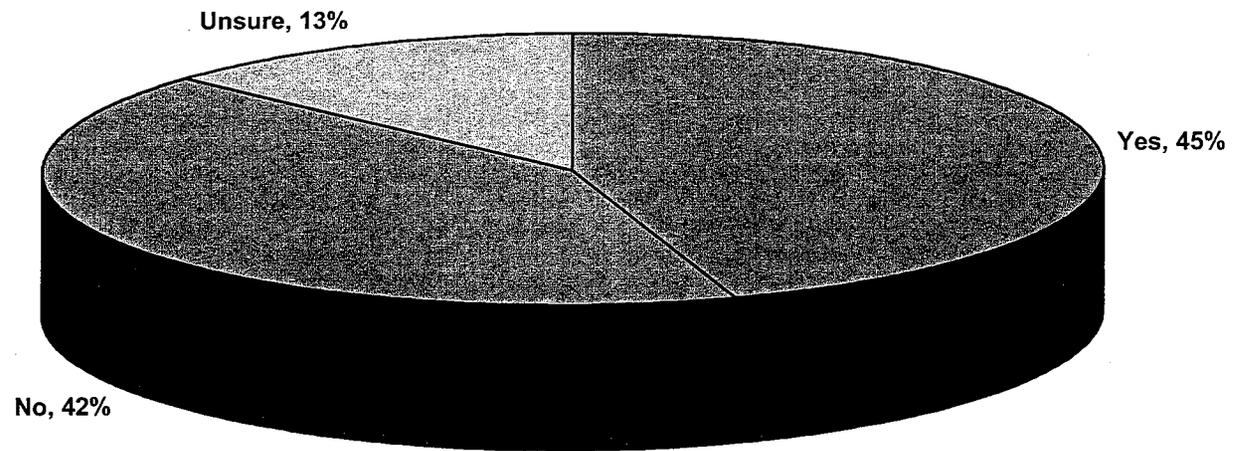


Chart 5
Concern About Intentional Contamination of Local Water Supply

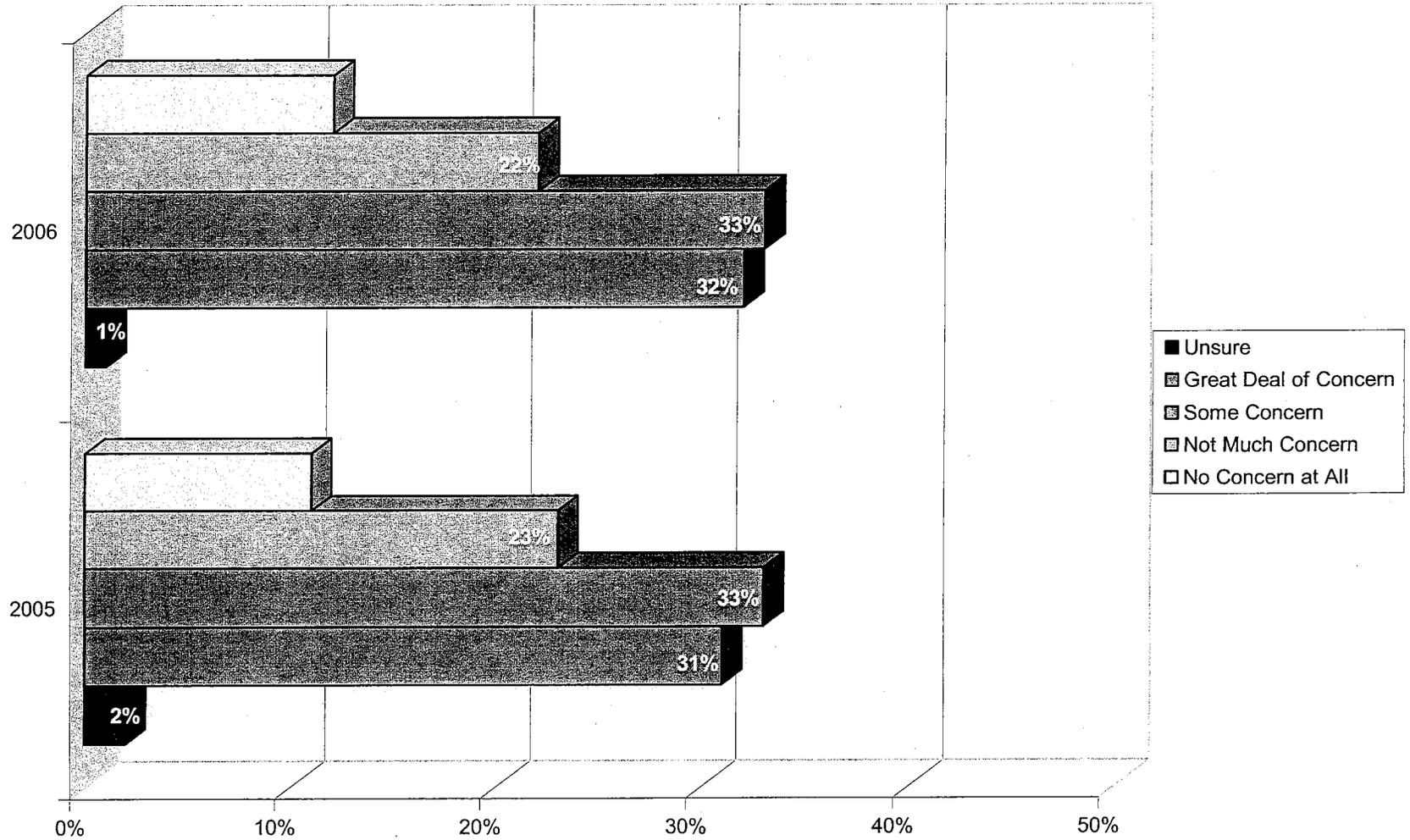
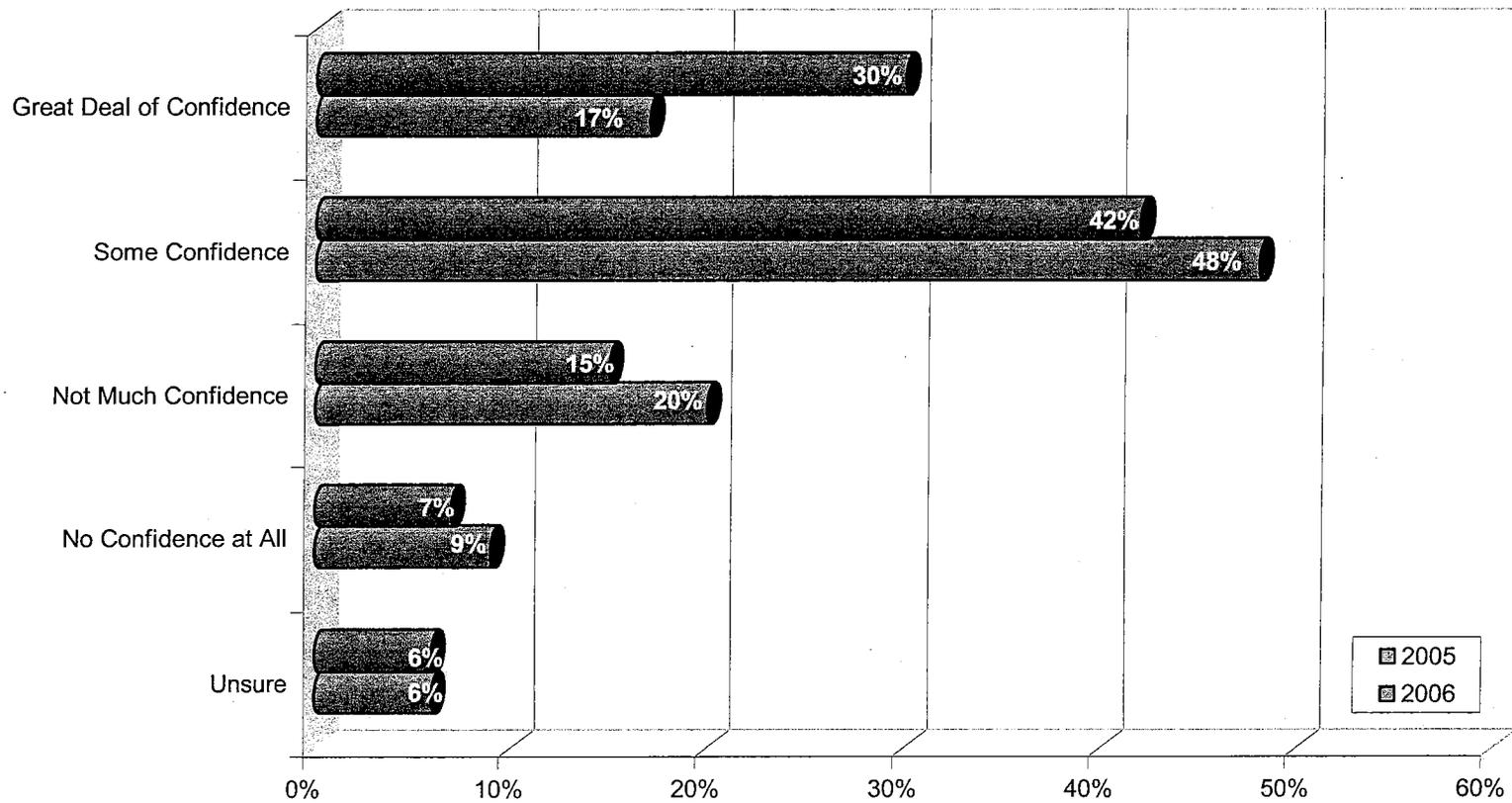


Chart 6
Confidence in Ability of Local Water Authorities to Prevent Contamination



The following relationships are significant with regard to customer confidence in the ability of authorities to prevent contamination:

- Confidence declines with age (44 percent great deal of confidence among customers 18 – 24 vs. 27 percent for customers 45 and older).
- Confidence also declines with education (high school or less -- 80 percent registered a great deal of confidence; bachelor's degree or more -- 65 percent indicated a great deal of confidence).
- Larger households of 5 or more persons demonstrate the highest level of confidence (46 percent expressing a great deal of confidence versus 25 percent for households of 4 or fewer).

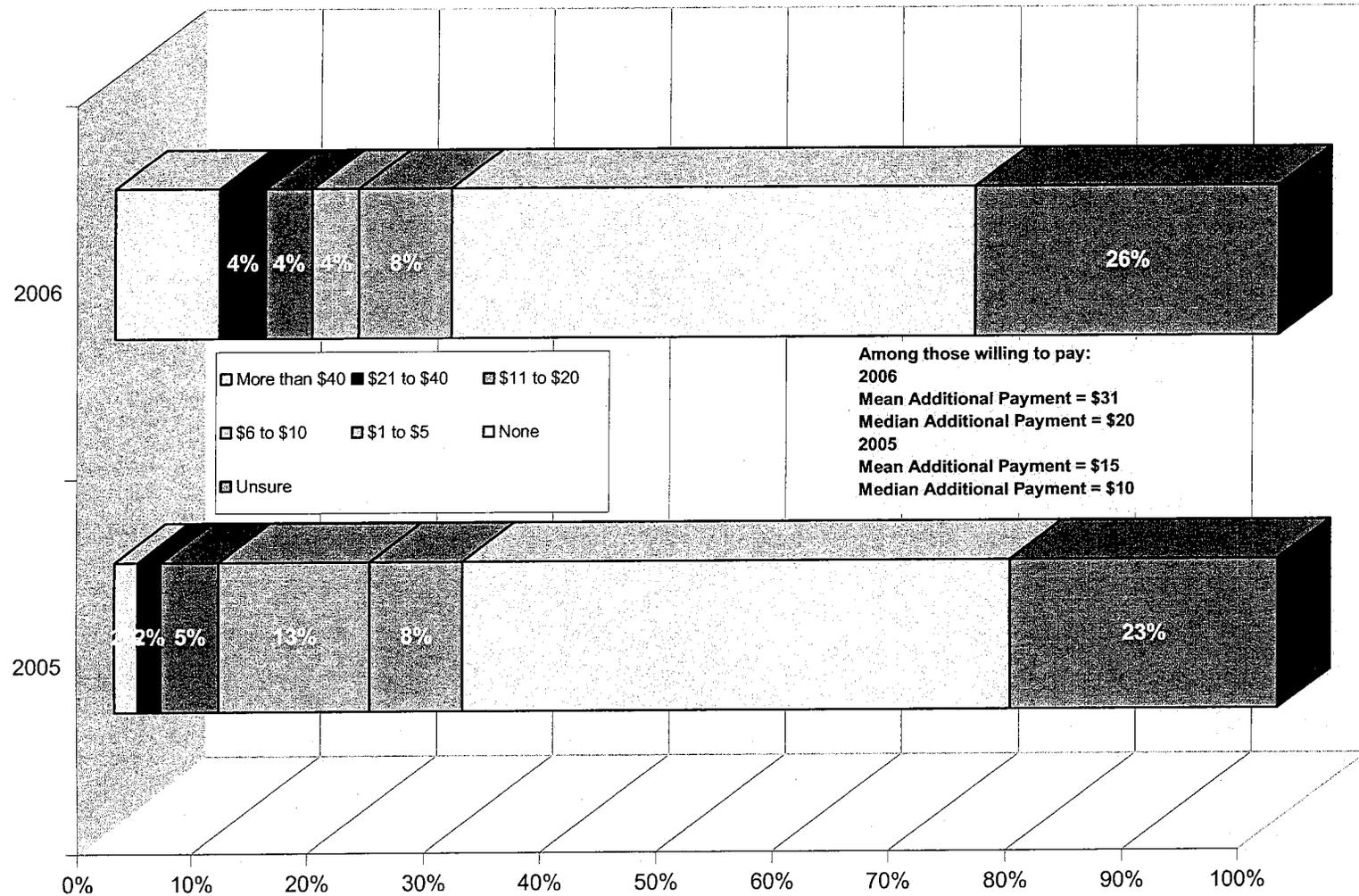
Water and Sewer Rates

SUMMARY: *With reliability of the water supply considered to be high, nearly three-fourths of Otay Water District customers would not pay any additional sums for greater reliability. Those that would pay more, would pay \$20-\$31 more per month for enhanced reliability. There is a growing awareness that water rates have gone up during the past 12 months with nearly one-half of the respondents expressing this observation. Customers appear to be more attuned to the actual upward trend in water rates than customers in the 2005 survey and current customers are much less uncertain about their feelings than customers who participated in the 2005 survey. Like water only customers, sewer customers are also aware of the upward trend in sewer rates. They are more aware of such trends and much less uncertain than the Chula Vista sewer customers were in the 2005 survey.*

Water Rates: Almost all respondents (95 percent) pay their own water bill instead of having it paid by a landlord or homeowners association, for example. Among these water bill payers, 45 percent would not pay any additional amount per month in order to secure a more reliable water supply, with reliability defined as a water supply “that can be depended upon to consistently provide enough to meet the region’s needs.” Another 26 percent were not sure whether or not they would pay any additional sums, leaving 29 percent willing to pay more (**Chart 7**). Among the 29 percent willing to pay more, they indicated that they would pay an additional \$20 (median) or \$31 (mean) per month for increased assurance of reliability.

The pattern concerning willingness to pay higher water rates was similar for the 2005 survey respondents except with regard to the additional amounts that respondents were willing to pay to ensure water reliability. Specifically, in 2005, respondents were willing to pay approximately one-half of what they indicated in 2006--an additional monthly amount of \$10 (median) to \$15 (mean). This finding implies that customers are becoming increasingly serious about water reliability and are exhibiting this concern in the manner in which they are willing to allocate their monthly expenditures.

Chart 7
Added Amount per Month Would Pay for More Reliable Water Supply
 (Among those who pay own water bill--95%)



The following relationships are significant with regard to the willingness of customers to pay additional sums to ensure a reliable water supply:

- The desire to pay no additional sum increases with age (for customers 18 -24, only 11 percent were not willing to pay anything additional; for those 65 and older, 65 percent were not interested in making additional payments).
- Males are less willing to pay any additional sum (males: 50 percent willing to pay nothing additional versus 40 percent for females).
- The desire to pay no additional sums decreases as household size increases (for household sizes of 1 or 2, 53 percent were not willing to pay anything additional; for household sizes of 3 or more, 39 percent were not interested in making additional payments).

Chart 8 indicates that 46 percent of respondents believe that water rates have increased over the past year, 30 percent think that rates have stayed the same, and 23 percent are not sure.

A smaller percentage of respondents in the 2005 survey thought that water rates increased than did respondents in the 2006 survey (33 percent in 2005 or 13 percent less than the 46 percent in 2006). It appears that 2006 respondents are more attuned to the actual trend in water rates and actually expect that rates will increase in order to maintain or enhance the quality of their water service delivery.

- The belief that water rates have gone up over the past year increases with level of education (52 percent for Bachelor's or more education versus 33 percent for high school or less).
- Customers of the Otay Water District who contract for both water and sewer service feel that water rates have gone up more so than did water only customers (58 percent for water and sewer customers versus 44 percent for the water only customer base).

Sewer Rates: Among sewer customers of the Otay Water District, 78 percent are aware that their invoice from the Otay Water District includes sewer service charges (**Chart 9**). In 2005, residents of Chula Vista were asked if they were aware that their monthly bill included sewer fees (The Otay Water District, in fact, collects these fees for the City of Chula Vista) and it was found that 87 percent of the Chula Vista customers were so aware – 9 percent more of them were aware than are sewer customers of the Otay Water District in 2006.

Chart 8
Trend in Water Rates Over Past Year

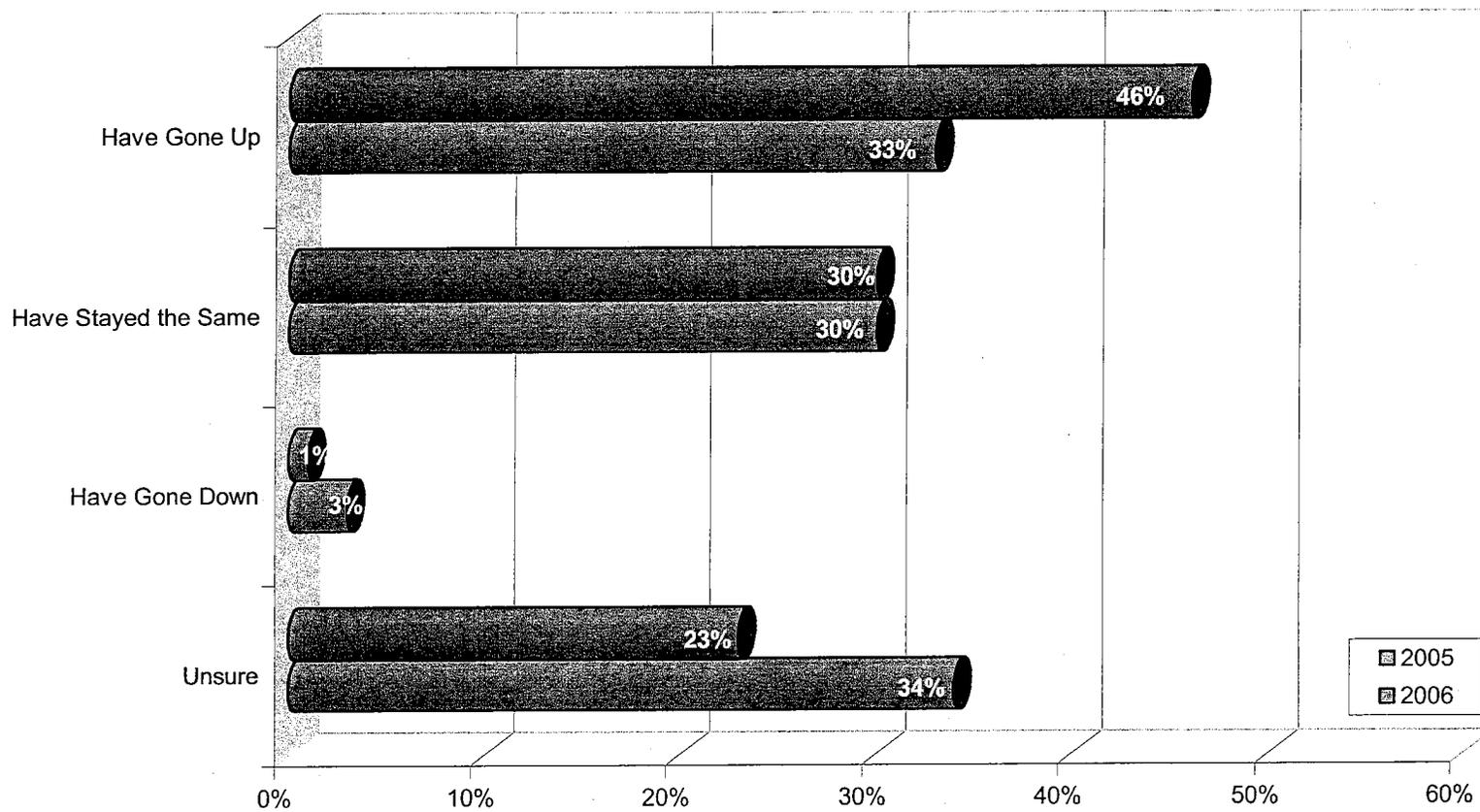
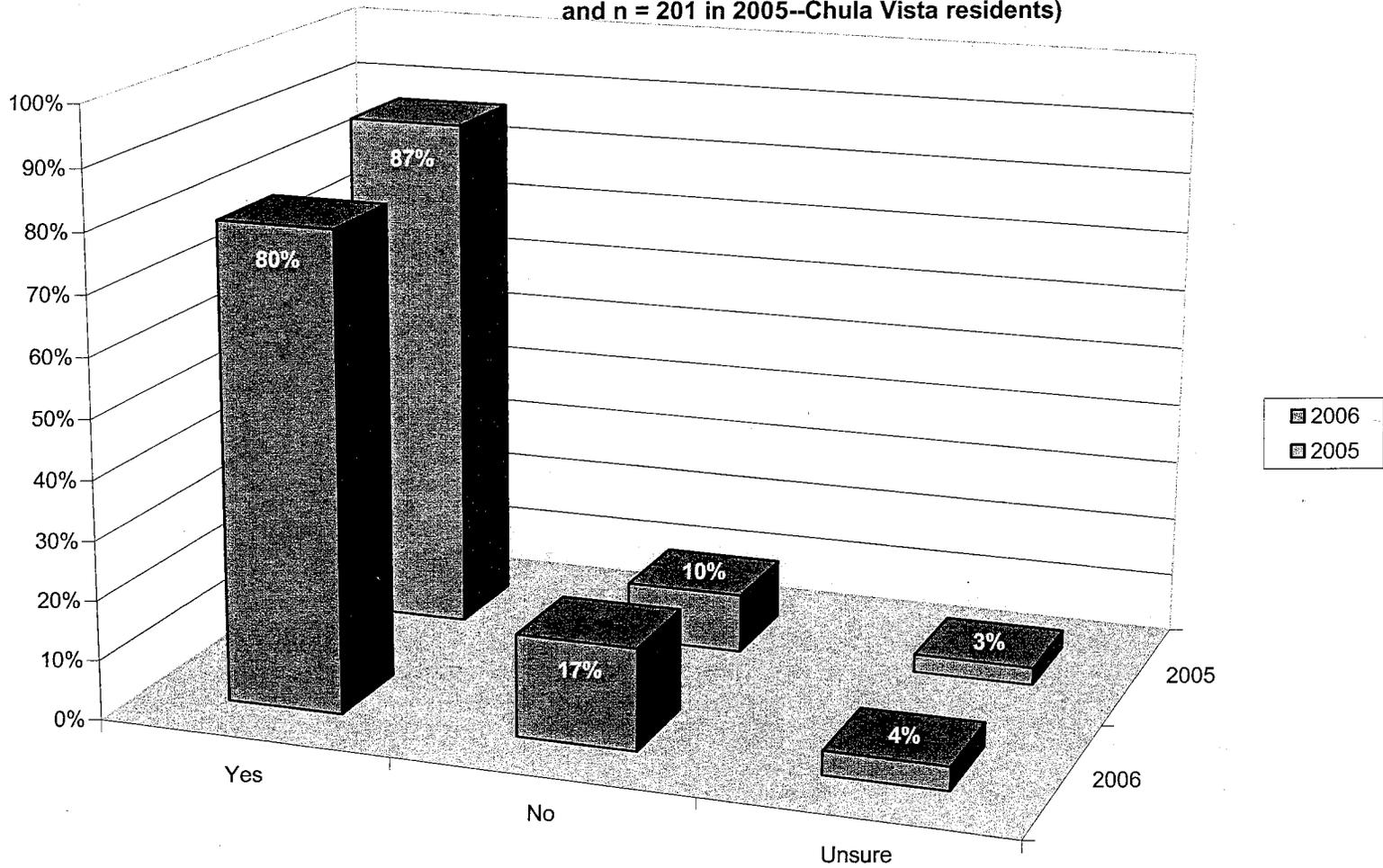


Chart 9
Aware that Monthly Invoice Includes Sewer Service Charges
 (among sewer customers -- n = 75 in 2006 --Otay WD sewer customers
 and n = 201 in 2005--Chula Vista residents)



According to **Chart 10**, 41 percent think that sewer rates have gone up, 22 percent think that they have remained the same, and 36 percent are unsure. This contrasts with the 2005 Chula Vista sewer customers who were considerably more uncertain about the direction of sewer rates (51 percent unsure or 15 percent more than the Otay customers in 2006). Also, Chula Vista customers were less likely to think sewer rates had gone up (32 percent) or stayed the same (16 percent) than do Otay Water District customers in 2006.

Finally, among those sewer customers who think that both water and sewer rates have increased, 42 percent believe that sewer rates have increased more than water rates, 15 percent think that water rates have increased more, 12 percent think that these increases have been equal, and 31 percent are unsure (**Chart 11**).

District Publications and Website

SUMMARY: *The monthly newsletter that accompanies the water bills is well read by customers and represents an increase in readership over the 2005 survey customers. The annual Consumer Confidence Report is less well read. One-fifth of the District customers have accessed the website and rate it very highly. This level of visitation and rating is consistent with the findings of the 2005 survey.*

Chart 12 shows that 22 percent of water bill payers always read the newsletter that accompanies the bill each month, 25 percent read it most months, and another 32 percent read it sometimes, leaving only 21 percent who never read it. The readership of the newsletter has increased since 2005 when it was found that 12 percent read it every month – 10 percent less than in 2006. Further, in 2005, 28 percent of bill payers never read their newsletter -- 7 percent more than in the 2006 survey. The increase in readership from 2005 to 2006 implies that issues associated with water and their billing rates are becoming increasingly important to water customers.

The annual Consumer Confidence Report is read by 38 percent Otay Water District customers (**Chart 13**). This is the same pattern of readership found in 2005.

Chart 14 shows that the percentage of customers who visited the Otay Water District Website in 2005 (19 percent) and in 2006 (21 percent) are about the same. **Chart 15** shows that Website visitors give the Otay Water District Website high ratings (excellent – 20 percent; good – 55 percent; fair – 14 percent, with 8 percent unsure and only 3 percent giving a rating of poor.

Chart 10
Trend In Sewer Rates Over Past Year
 (among sewer customers -- n = 75 in 2006 --Otay WD sewer customers
 and n = 201 in 2005--Chula Vista residents)

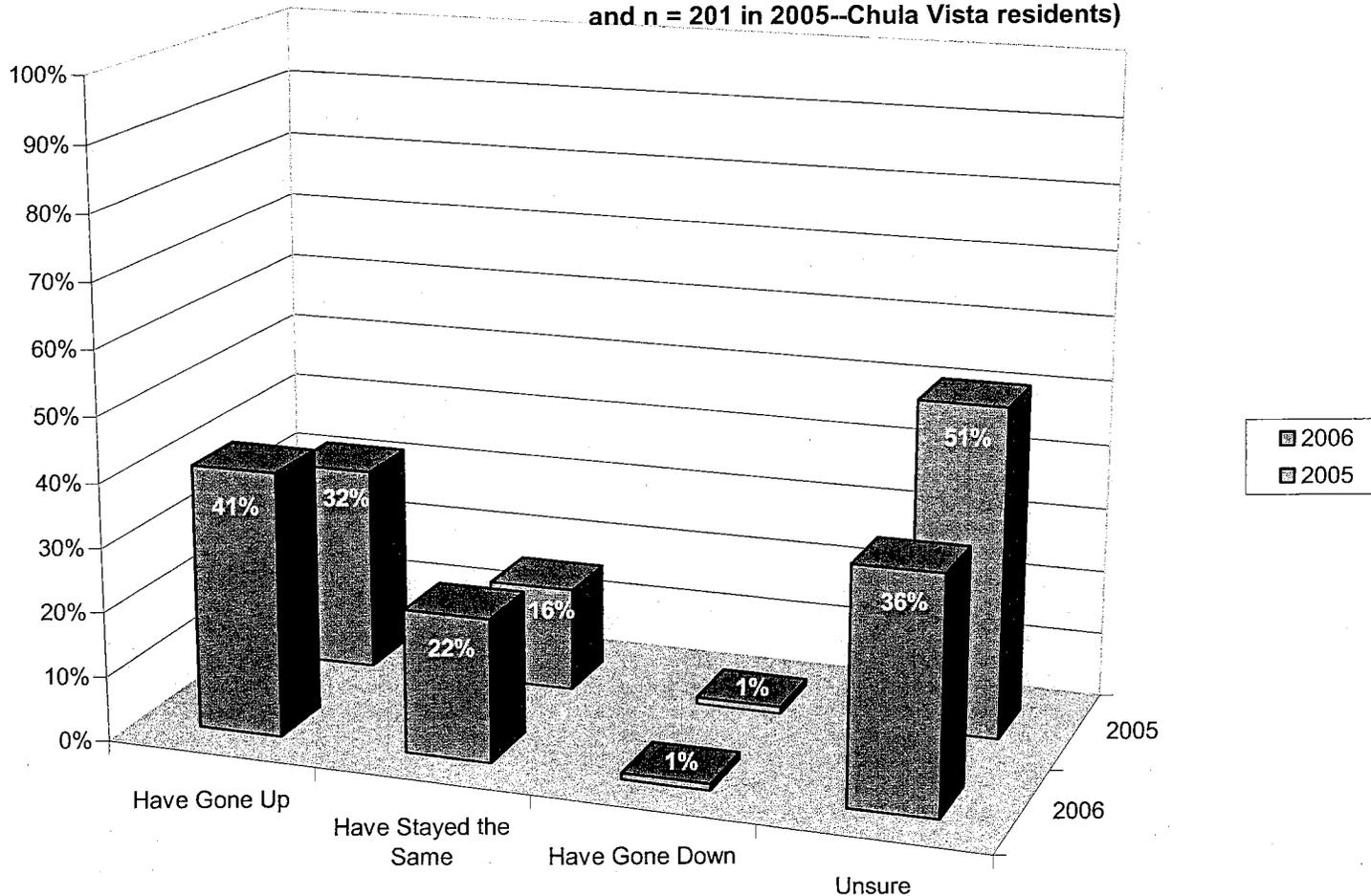


Chart 11
Which Increase Larger: Water or Sewer
(among sewer customers -- n = 75 in 2006 --Otay WD sewer customers
and n = 201 in 2005--Chula Vista residents)

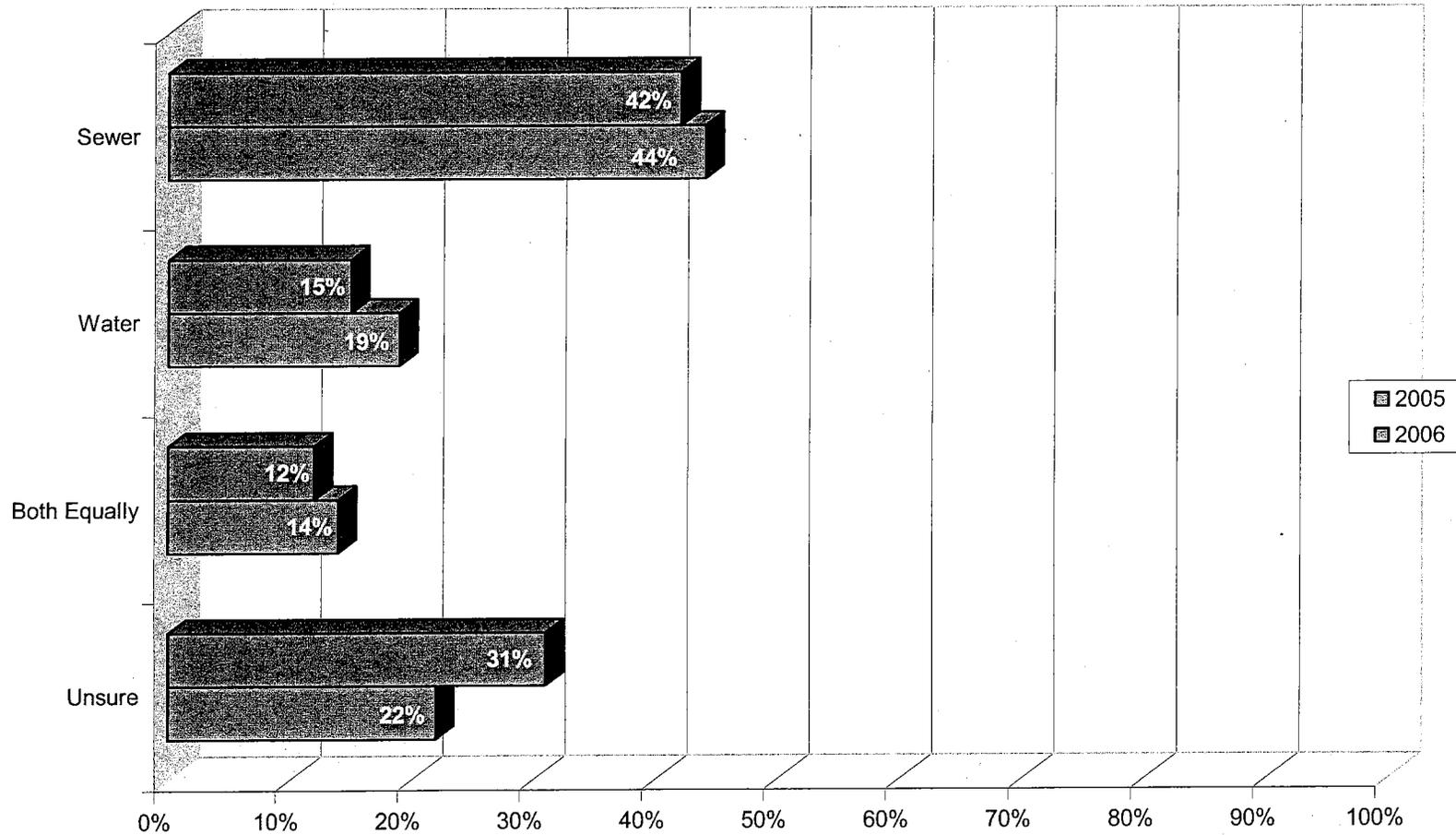


Chart 12
Read Newsletter That Comes with Monthly Bill

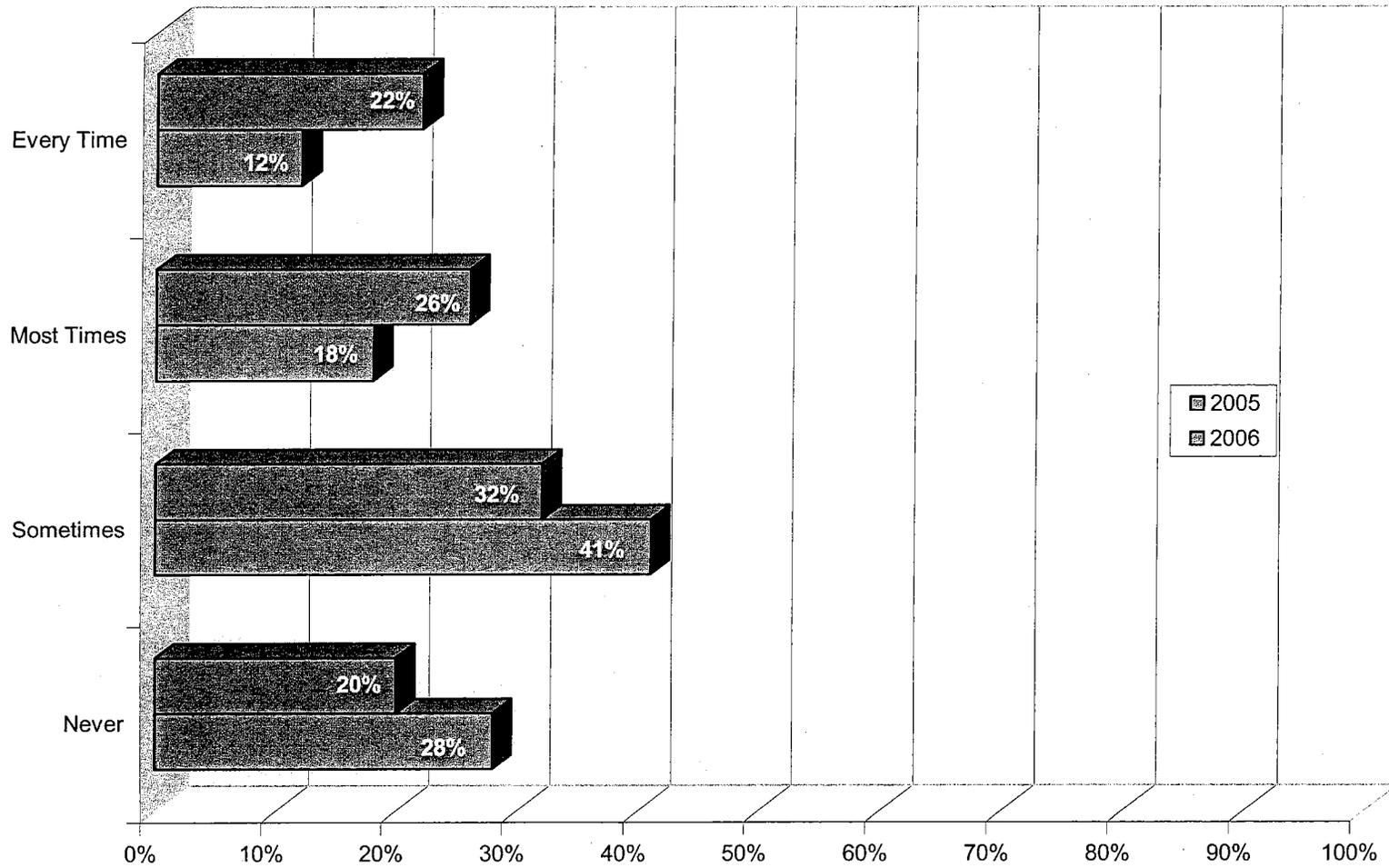


Chart 13
Read Annual Consumer Confidence Report

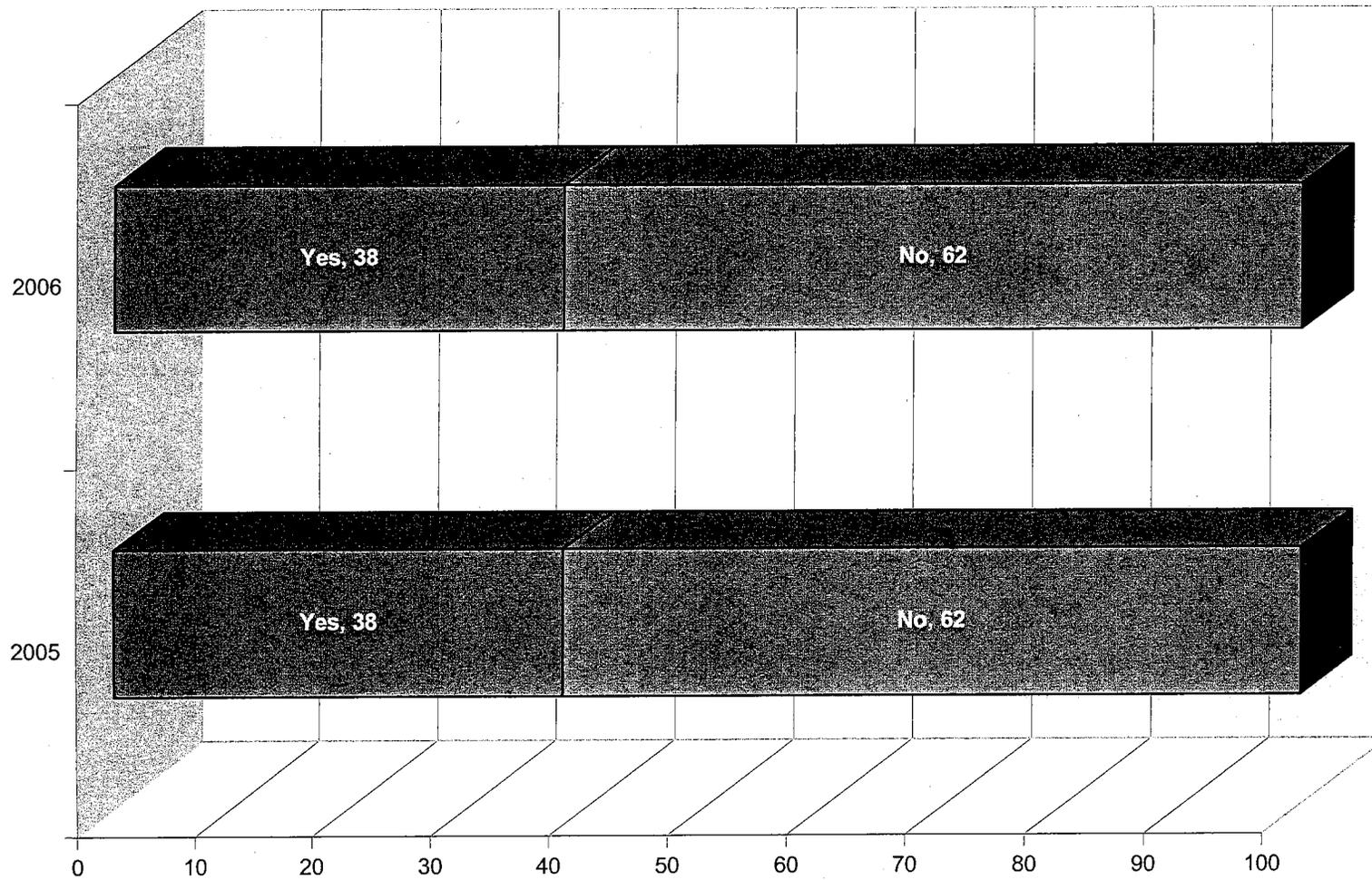


Chart 14
Visited Otoy Water District Website

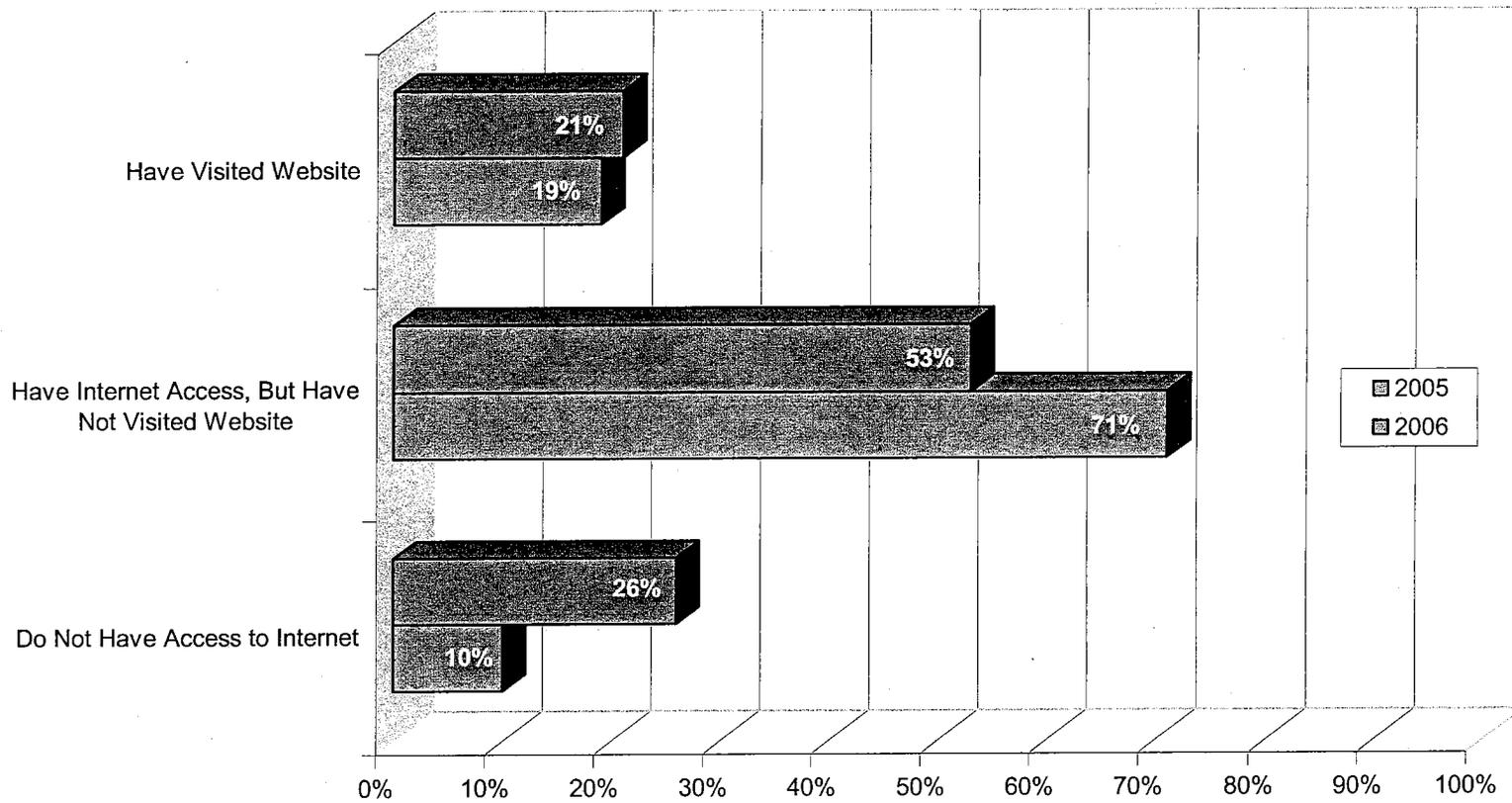
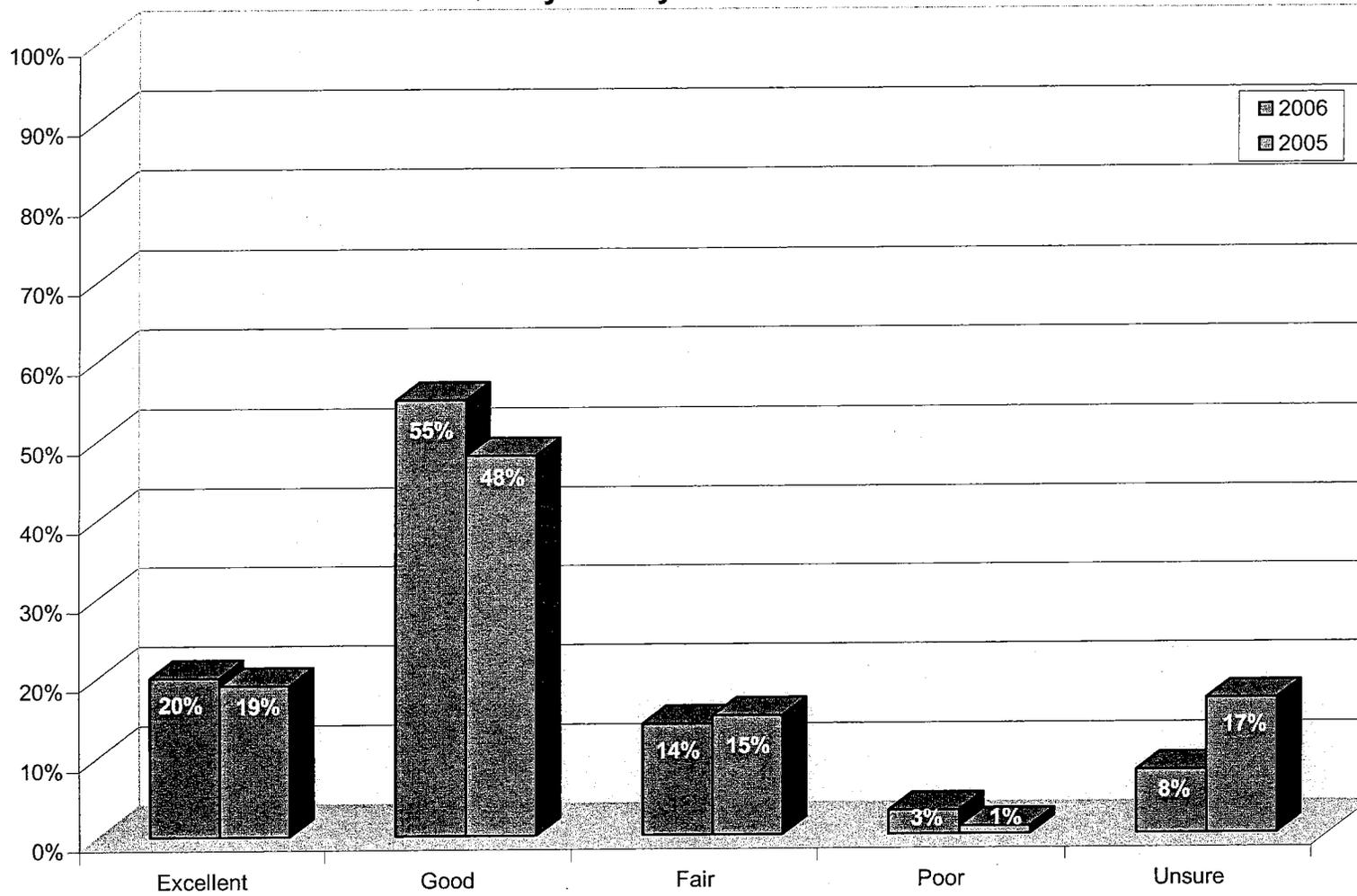


Chart 15
Quality of Otay Water District Website



Similar ratings were obtained in the 2005 survey where 67 percent rated the Website as either excellent or good.

Website visitors exhibited the following significant patterns:

- Website visitation declines with age (56 percent for 18-24 versus 22 percent for 45 and older).
- Asians (39 percent) are proportionately the most frequent visitors to the website, while Latinos are the least frequent visitors (10 percent).
- Males (28 percent) visit the Website more than do females (19 percent).

Water Conservation

SUMMARY: *There does not seem to be a great inclination toward water conservation, with about one-half of customers indicating that their interest in water conservation is only moderate (47 percent) and that their awareness of it has essentially stayed the same for the past year (61 percent). There has been some growth in awareness, however, since the 2005 survey.*

Among those with landscaping, 75 percent have automatically controlled sprinkler systems, and these customers have adjusted their automatic controller an average of 3.44 times during the past year. More than one-third (40 percent) have heard about weather-based controllers, but only 6 percent have installed one. There is not much interest in obtaining weather-based controllers in the next 12 months, with over three-fifths indicating that such a purchase would be somewhat unlikely or very unlikely. Almost two-thirds can be motivated to reduce their lawn size by some combination of lower bills, easier maintenance, and financial incentives.

Almost one-half (47 percent) of the District's customers have seen or heard of the Water Conservation Garden at Cuyamaca College and 20 percent of all customers have actually visited it. Another half of these visitors have changed their landscaping to some extent as a result of their visit(s). The most noteworthy and predominant change was the replacement of existing plants with drought-tolerant ones and secondarily, changes in watering practices.

Lastly, 44 percent of Otay Water District customers recall having seen or heard messages to conserve water used outdoors, and these messages were seen to a great extent on television. Of those who recall seeing or hearing these messages, 50 percent also recall their content (the need to conserve water and the use of drought resistant plants in landscaping were typical among the messages heard and seen). Further, 46 percent of those who have seen or heard these messages have already taken steps toward conservation as a response to these messages including adjusting sprinklers and installing weather-based controllers and/or drip irrigation.

A series of questions was posed to residents of the Otay Water District service area concerning water usage and conservation. Initially, they were asked about their level of interest in conserving water with no indication about whether this question pertained to indoor or outdoor usage – 45 percent of households characterized their level of interest as high, 47 percent as

moderate, 6 percent as low, and 1 percent as none. The same pattern of interest prevailed among customers in the 2005 survey (**Chart 16**).

- The youngest age group of 18-24 did not express as much interest in water conservation as the other age groups (18-24: 33 percent expressed a high level of interest; all other age groups: 91 percent expressed a high level of interest).

When asked how their awareness of water conservation had changed during the past year, the vast majority (61 percent) indicated that it had remained the same, and 34 percent said that it had increased (**Chart 17**). In 2005, there was less awareness of water conservation and more uncertainty. That is, 26 percent thought that household awareness of water conservation was increasing (8 percent less than in 2006) and 9 percent were unsure – a substantial difference relative to the fact that no one was unsure in 2006.

- Larger households feel that their household's awareness of water conservation was increasing (39 percent for households of 3 or more persons versus 26 percent for households of 1 or 2 persons).

Considerable attention was devoted in this survey to outdoor water usage and conservation. **Chart 18** shows that 71 percent of customers have some landscaping area for which their household is responsible. This represents a decline from 2005 where 84 percent of the customers were responsible for maintaining some landscaping. This decline may be partially explained by the fact that the 2006 survey respondents have lower income and lower educational levels than the 2005 survey respondents and, as a result, a larger proportion of the 2006 respondents may live in housing units where it is not necessary to maintain landscaping (e.g. condominium ownership).

The following relationships indicate the subgroups that have the greatest responsibility for landscaping:

- Bachelor's degree or more education (78 percent)
- Income level over \$50,000 (81 percent)
- Homeowners (73 percent)
- Sewer customers (84 percent)

Chart 19 demonstrates that among those with landscaping, 90 percent have a lawn and 26 percent of those with lawns could be motivated to reduce the size of their lawn by having reduced

water bills, 18 percent by a more easily maintained yard, and 21 percent by some financial incentive. Nothing at all could be offered that would motivate 19 percent of the customers to reduce their lawn area. In 2005, the prospect of a reduced water bill did not motivate customers to reduce the size of their lawn area to the extent that it motivates 2006 customers. That is, only 19 percent (or 7 percent less than in 2006) were so motivated in 2005 to reduce the size of their lawn. The 2005 customers were also less motivated than 2006 customers to reduce their lawn size by the prospect of receiving a financial incentive. In 2005, 16 percent (or 5 percent less than in 2006) were motivated by a financial incentive. A much greater percentage -- 35 percent (or 16 percent more than in 2006) indicated that nothing could motivate them to reduce the size of their lawn. The implication of **Chart 19** is that a greater percentage of Otay Water District customers in 2006 are willing to consider incentives to reduce the size of their lawn than were customers in 2005.

Chart 20 shows that of the 71 percent who have some landscaped area that they are responsible to maintain, 75 percent have automatically controlled sprinkler systems that they have adjusted an average of 3.44 times during the past 12 months. This is consistent with the findings of the 2005 survey.

Automatically controlled sprinklers are most prevalent among the following groups:

- Bachelor's degree or more education (81 percent)
- Whites (78 percent)
- Income level over \$50,000 (87 percent)

The following groups tended not to make any adjustments in their automatic sprinkler systems:

- Respondents under 34 years old (42 percent).
- Latinos (26 percent)

Chart 21 indicates that 34 percent have heard about weather-based controllers but have not installed one, 60 percent have not heard about weather-based controllers, and 6 percent have heard about them and have already installed them. It is shown in **Chart 22** that among those who do not have weather-based controllers, 29 percent feel that it is very likely or somewhat likely that they will purchase one in the next 12 months, while 63 percent feel that such a purchase is somewhat unlikely or very unlikely.

Chart 16
Household's Level of Interest in Conserving Water

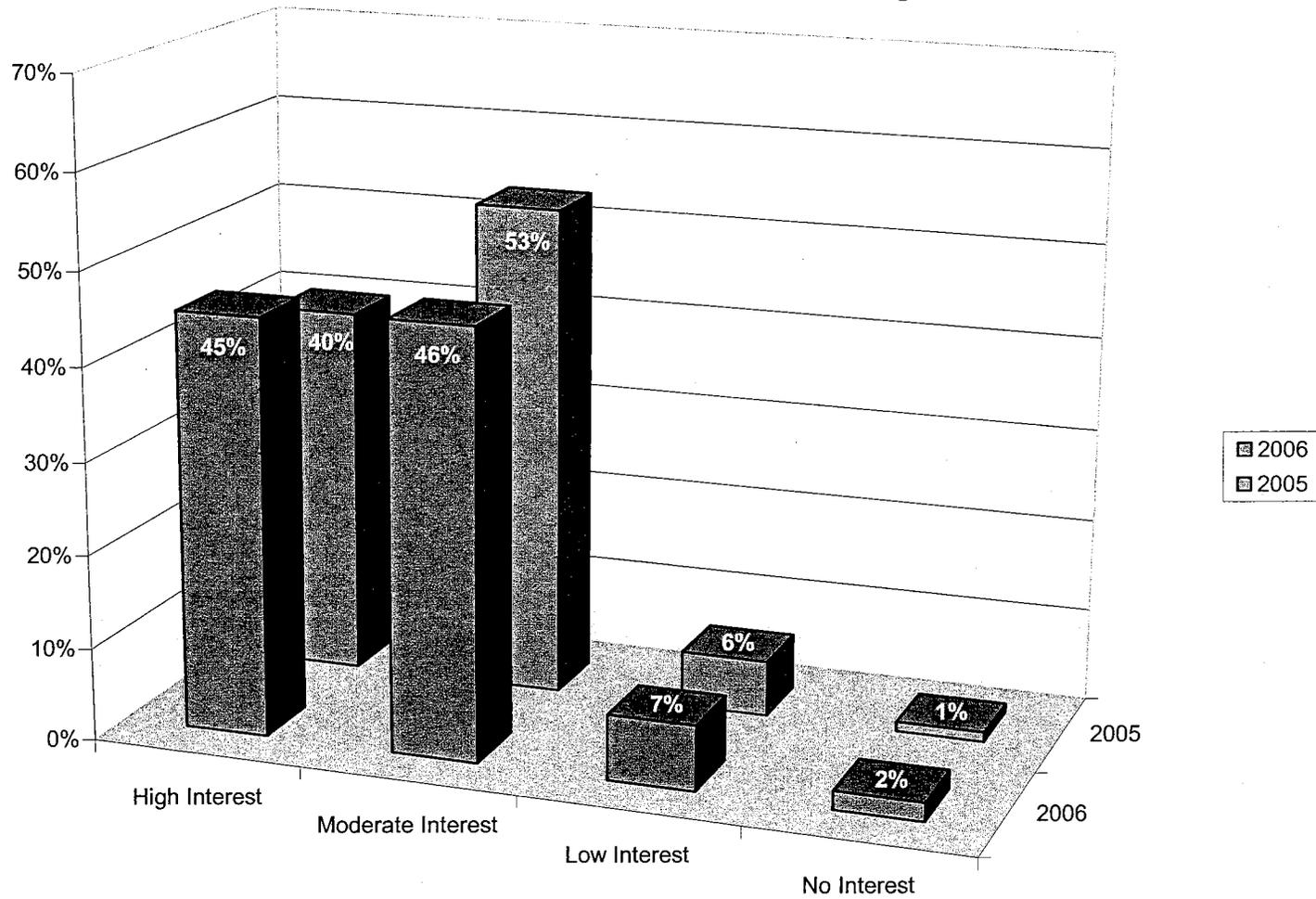


Chart 17
Household's Awareness of Water Conservation During the Past Year

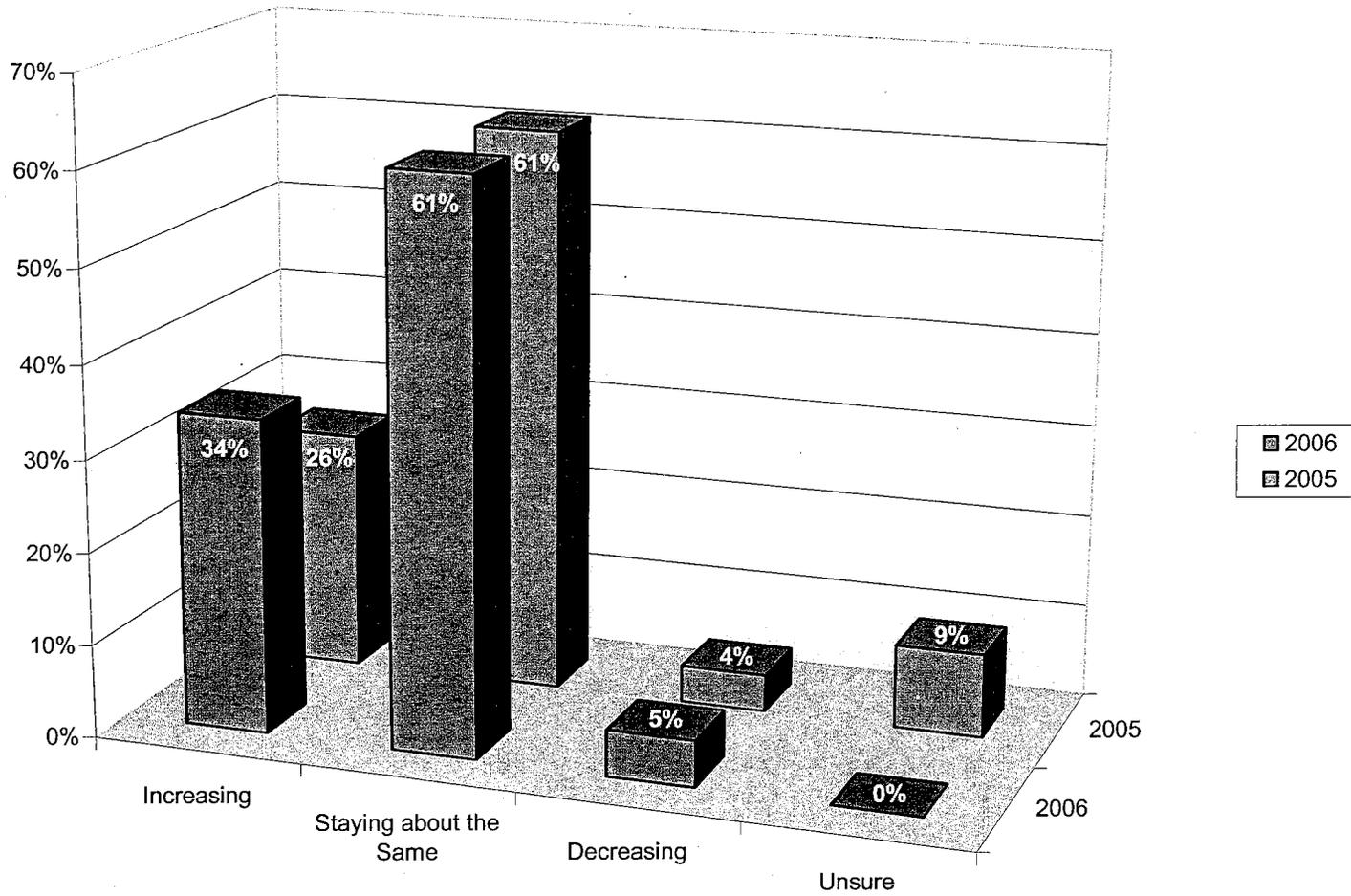


Chart 18
Household Is Responsible for Maintaining Landscaping

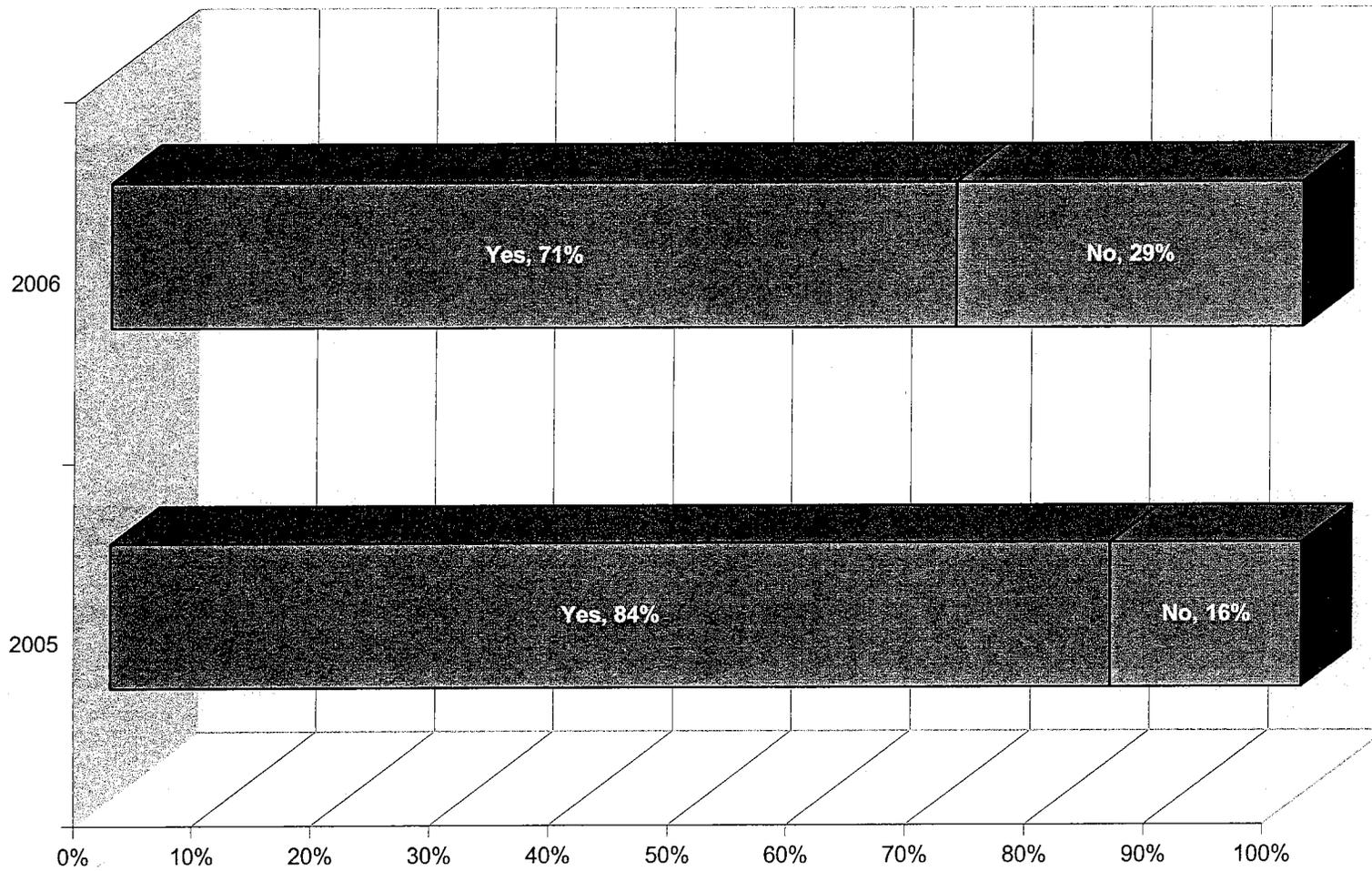


Chart 19
Incentives to Reduce Size of Lawn
 (Among the 64 percent with a lawn)

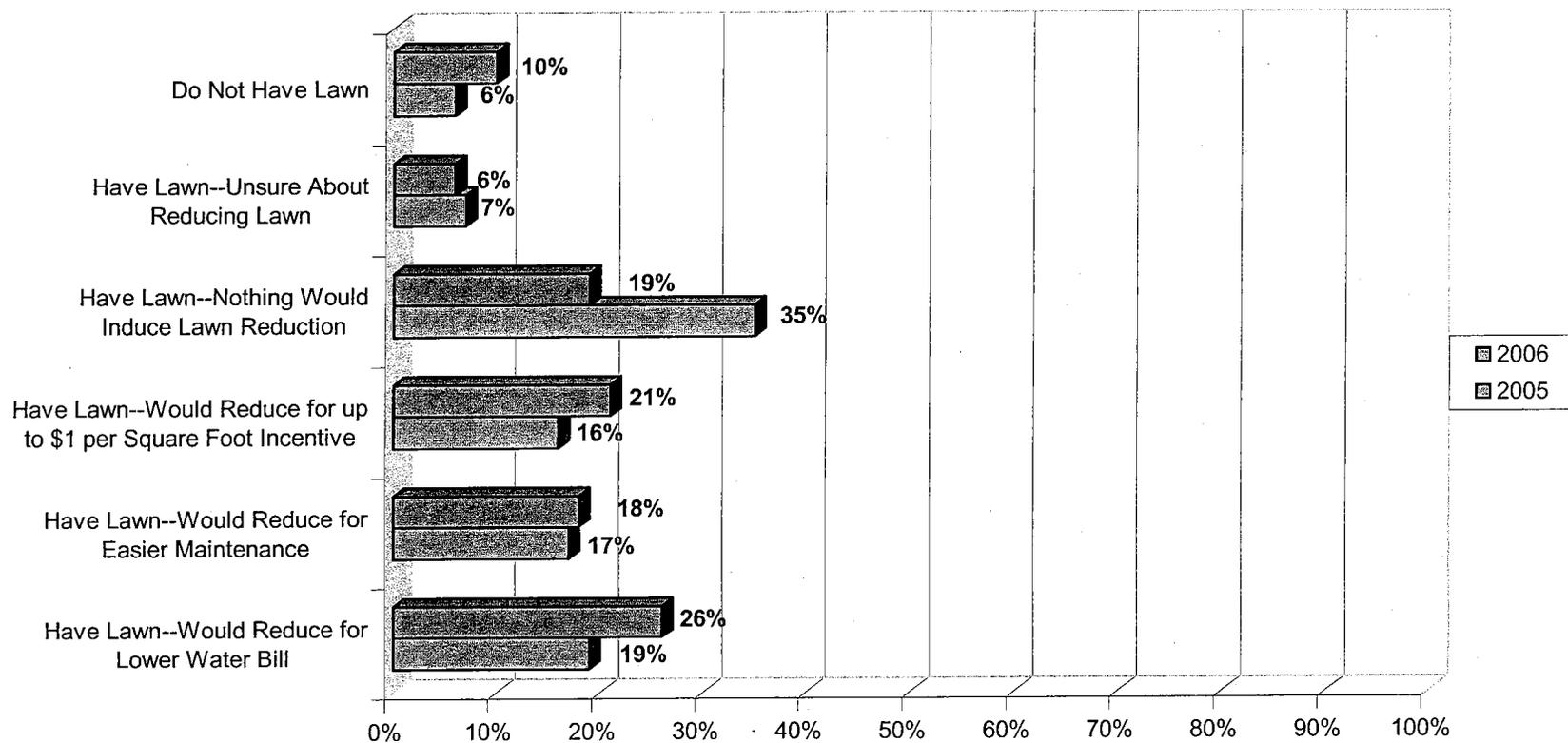


Chart 20
Automatic Sprinkler System Adjustments
 (Among 71% with landscaping responsibility)

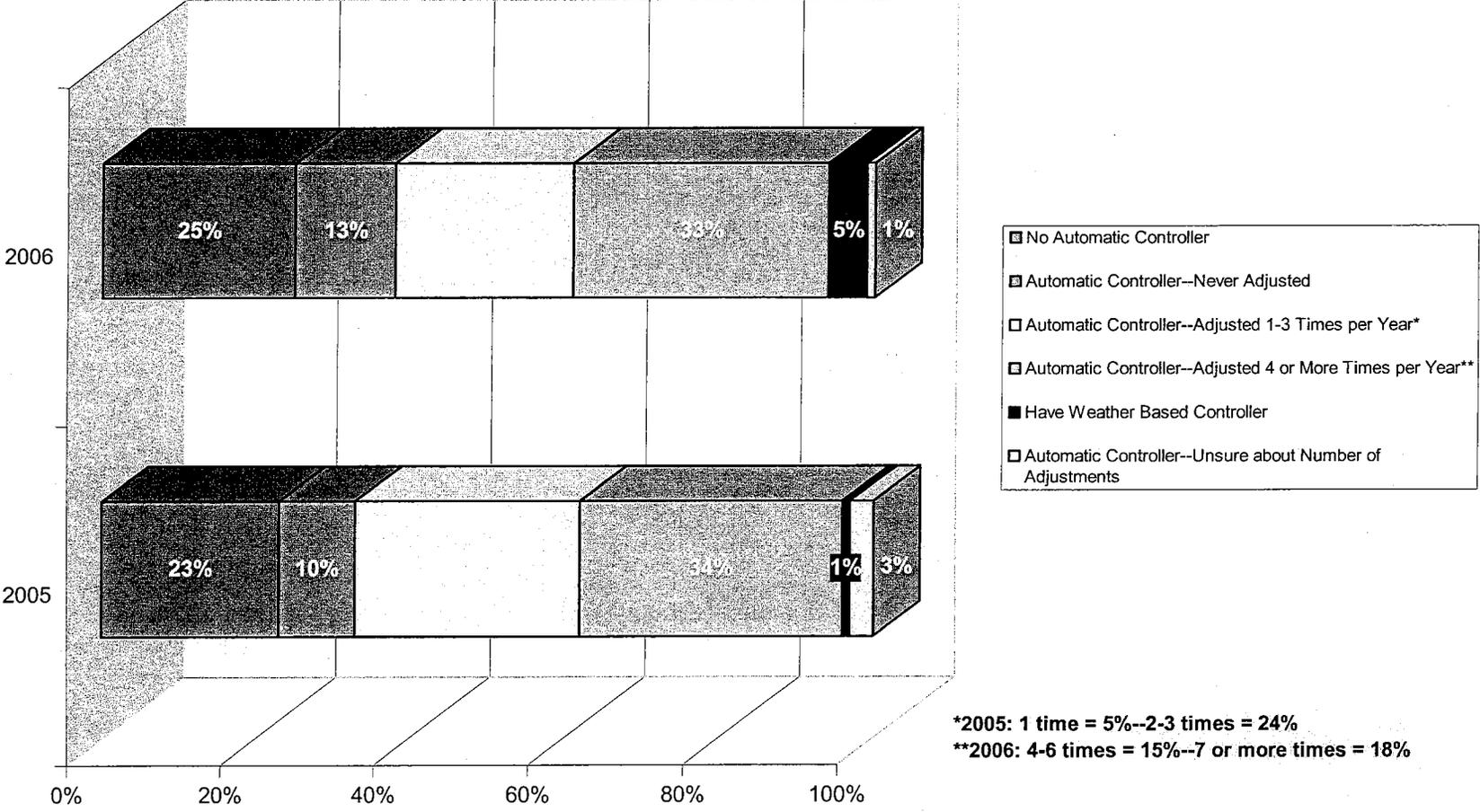


Chart 21
Heard About Weather Based Controllers
(Among 71% with landscaping)

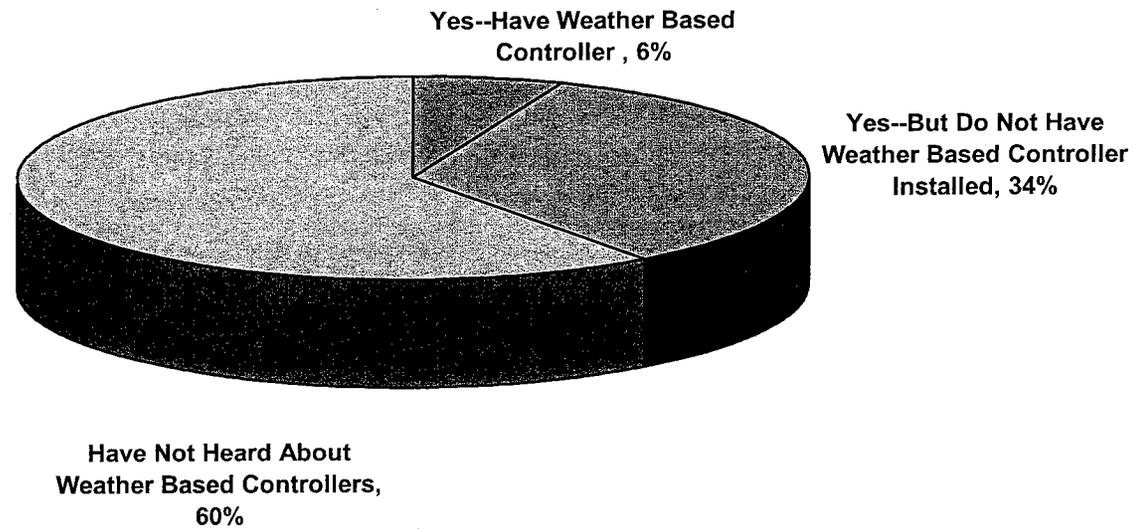
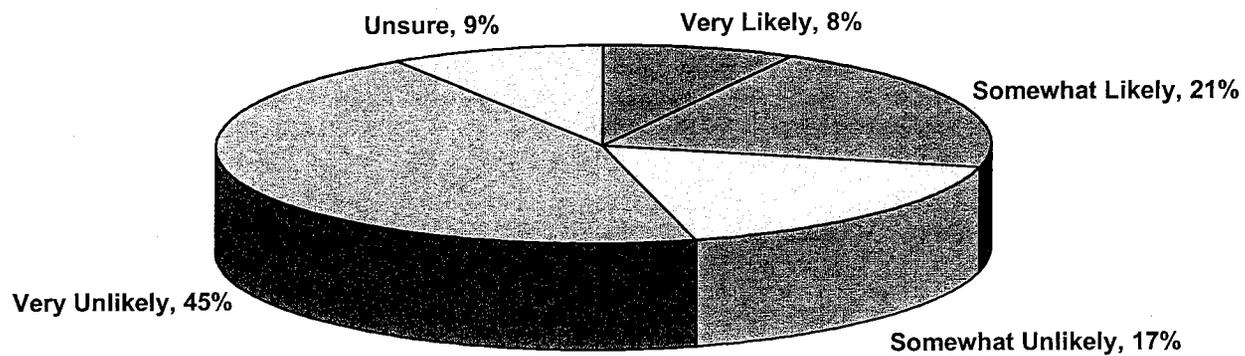


Chart 22
Likelihood of Purchasing Weather Based Controller
in Next 12 Months
(Among 93% of those with landscaping who do not have weather based controller
--66% of all respondents)



The following groups indicated that they were very likely or somewhat likely to purchase a weather-based controller in the next 12 months:

- 18-24 age group (80 percent) compared to all other age groups (26 percent)
- Homeowners (30 percent) compared to renters (8 percent).

Of those who did not indicate that they were very likely or somewhat likely to purchase a weather-based controller in the next 12 months, 33 percent responded that they would be more inclined to purchase the weather-based controller for a \$65 rebate to partially offset the full price of approximately \$300 (**Chart 23**). **Chart 24** shows that of those who did not indicate that they would purchase a weather-based controller for a rebate of \$65, 19 percent said they were more likely to do so with a \$125 voucher toward the full price of \$300. Thus, over 50 percent were likely to purchase a weather-based controller with the application of a rebate or voucher up to \$125. **Chart 25** indicates that 17 percent of those who do not have a weather-based controller were more inclined to purchase one if they heard that they could save \$30 per year on their water bill; however, 59 percent indicated that \$30 of annual savings makes no difference to them.

The following relationships are significant relative to the use of vouchers for purchasing weather-based controllers:

- \$65 vouchers (rebates) made little difference among males (62 percent) compared to females (49 percent).
- The prospect of a \$65 voucher rendered homeowners likely to purchase a weather-based controller (35 percent) compared to renters 14 percent).
- Home owner are more indifferent toward the use of \$125 vouchers (rebates) (68 percent) for purchasing weather based controllers than are renters (18 percent).

Cuyamaca College in El Cajon maintains a Water Conservation Garden that demonstrates various drought resistant and water efficient plants in an attractive and educational environment. Respondents were asked if they had ever seen or heard about the garden and 47 percent responded in a positive fashion; 20 percent of all respondents have, in fact, visited the garden (**Chart 26**). Three-fourths of those who have visited the Garden have done so 3 or fewer times, but 10 percent were very frequent visitors with 10 or more visits. The mean number of visits is 3.66.

Chart 23
Likelihood of Purchasing Weather Based Controller in Next 12 Months if \$65 Rebate

(Among remaining 85% with landscaping who did not indicate very likely purchase without rebate-- 60% of all respondents)

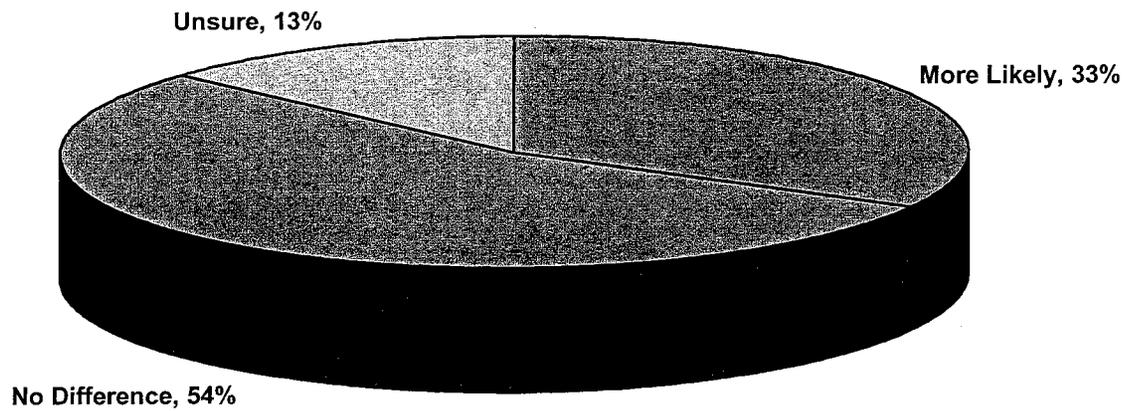


Chart 24

Likelihood of Purchasing Weather Based Controller if \$125 Rebate
(Among remaining 52% with landscaping who did not indicate more likely purchase with \$65 rebate--
37% of all repondents)

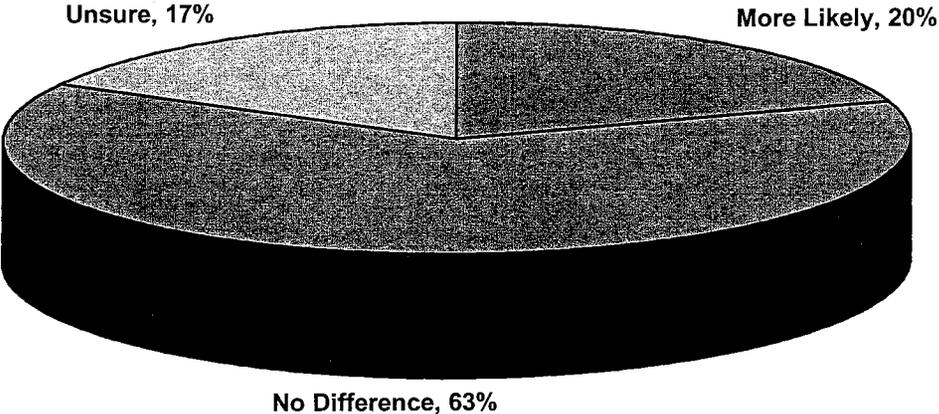


Chart 25
Likelihood of Purchasing Weather Based Controller After Finding Out
Approximate Annual Savings = \$30

(among 93% of those with landscaping who do not have weather based controller--66% of all respondents)

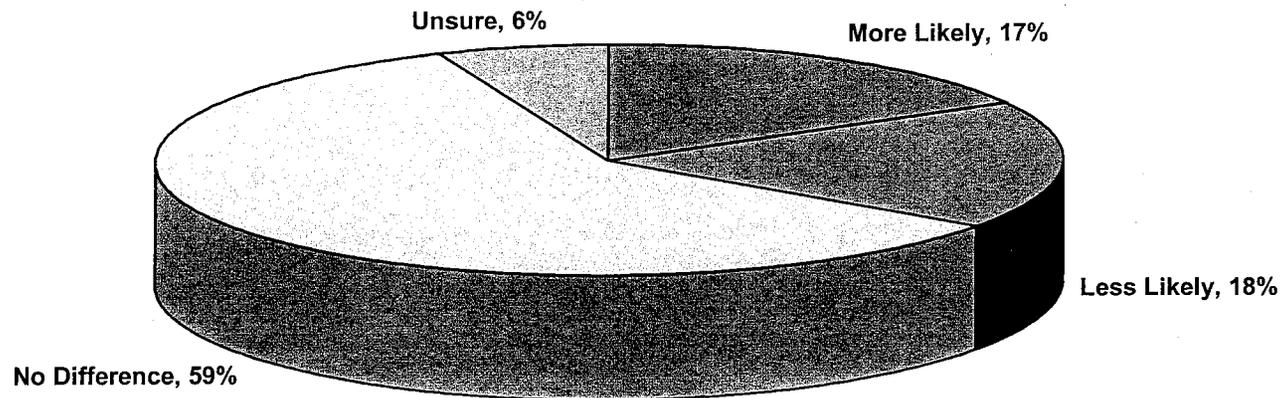
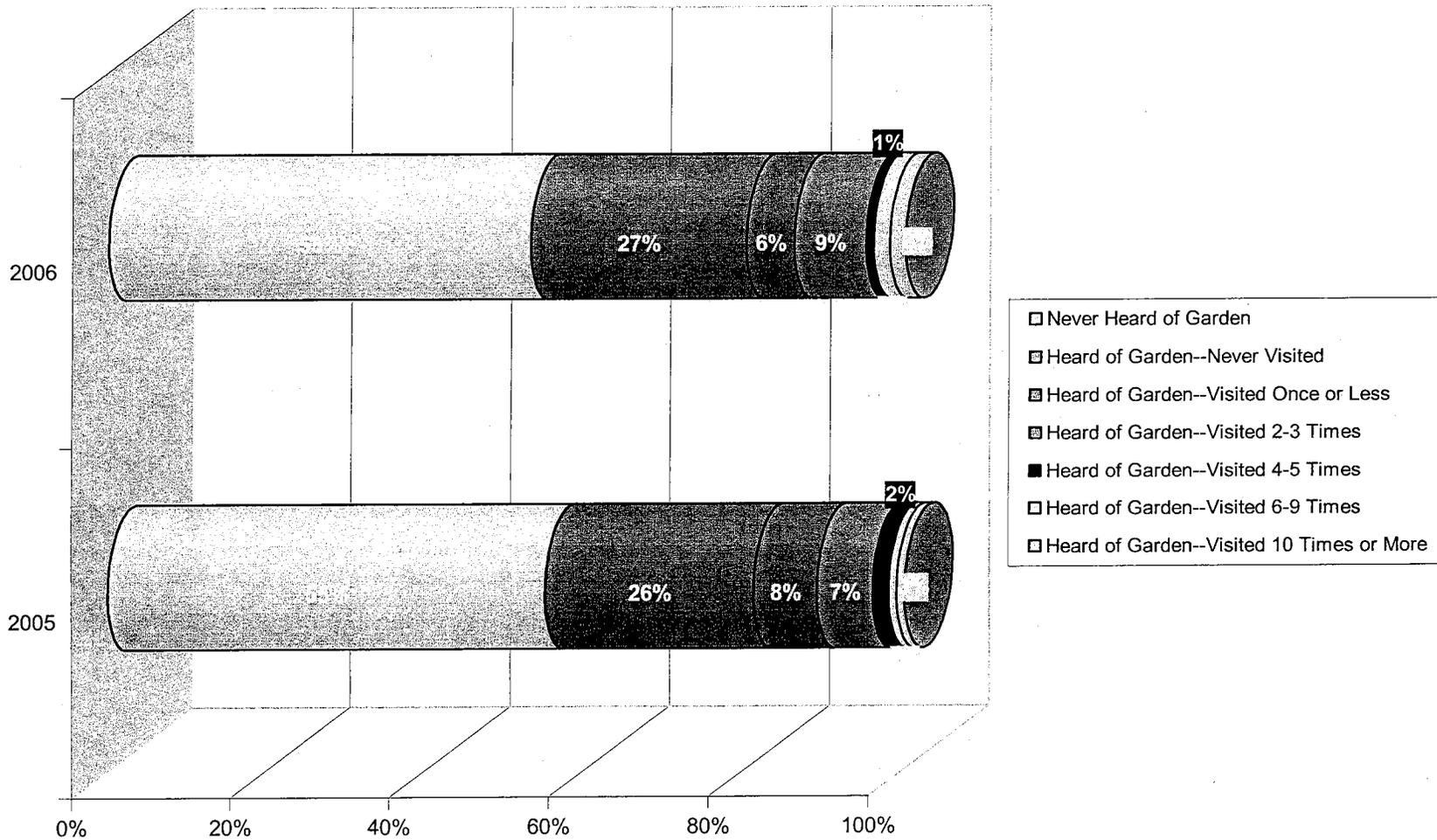


Chart 26
Heard of and Visited Cuyamaca College Water Conservation Garden in Past 6 Years



The percentage of those who visited most frequently (10 visits or more) doubled from 5 percent in 2005 and the mean visits increased from 2.90 to 3.66. These findings represent a clear indication that the Water Conservation Garden is receiving more attention by Otay Water District customers who are seeking information about drought resistant plants and water efficiency.

The following groups were most likely to have seen or heard about the Cuyamaca Garden:

- Respondents over the age of 45 (41 percent) compared to those 45 and under (33 percent)
- Bachelor's degree or more education (53 percent) compared to High School or less (39 percent)
- Whites (55 percent) and Asians (50 percent)
- Respondents who elected to complete the survey in English (49 percent) compared to those who elected to complete the Spanish version (16 percent)
- Homeowners (50 percent) compared to renters (19 percent).
- Sewer customers of the Otay Water District (69 percent) compared to water only customers (44 percent).

The following groups tend to visit the Garden more than other groups:

- Bachelor's degree or more education (51 percent)
- Whites (51 percent)
- Sewer customers (57 percent)

One-half of the visitors to the Cuyamaca College Garden have made changes to their landscaping as a result of what they learned at the Water Conservation Garden (**Chart 27**). The most noteworthy and predominant change was the use of drought tolerant plants, and secondarily, changes in watering practices.

In recent years, water agencies have asked local media to request that residents and businesses take steps to conserve water used outdoors. **Chart 28** shows that 44 percent of the Otay Water District customers recall having seen or heard such messages, allocated as follows: 22 percent recall seeing these messages on television; 6 percent recall messages on the radio; and another 5 percent recall messages sent with their monthly bill. **Chart 29** indicates that 50 percent of those who recall seeing or hearing these messages do not remember the content of these messages, 19 percent remember the message that they "must save water", and 8 percent remember that they should "use drought resistant plants in landscaping."

Chart 27
Made Changes to Watering/Landscaping Practices As Result of Visiting Conservation Garden
(among 20% (2006) and 19% (2005) who have visited garden)

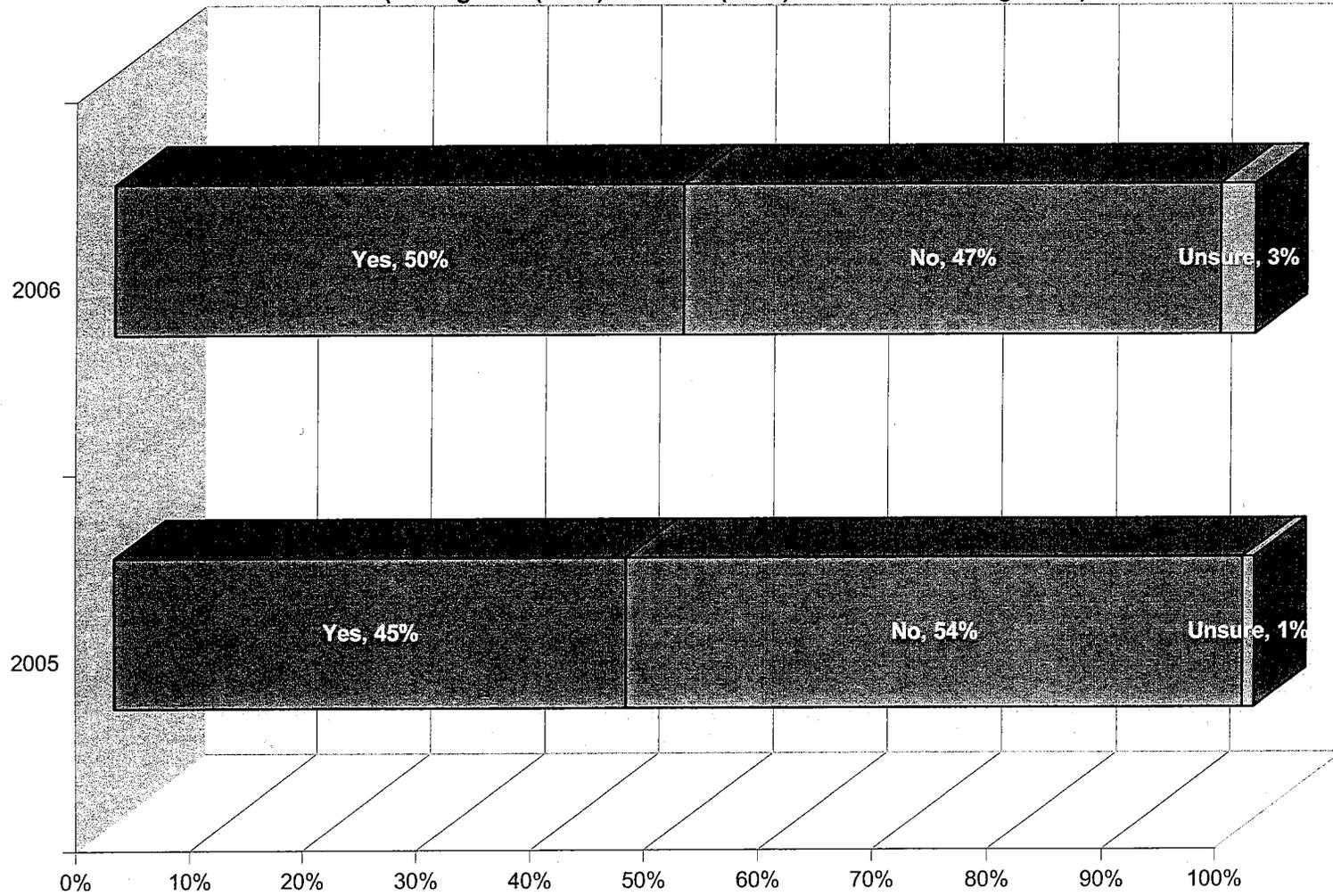


Chart 28
Recall Seeing or Hearing Messages
About Outdoor Water Conservation

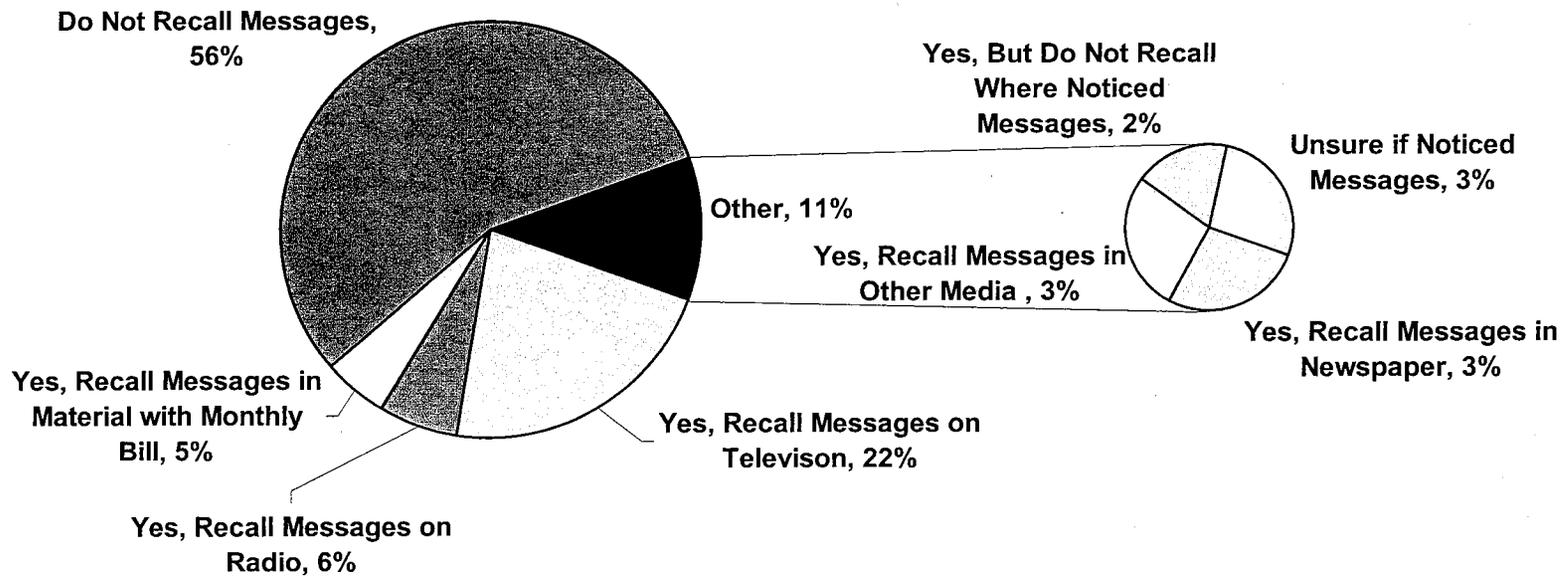
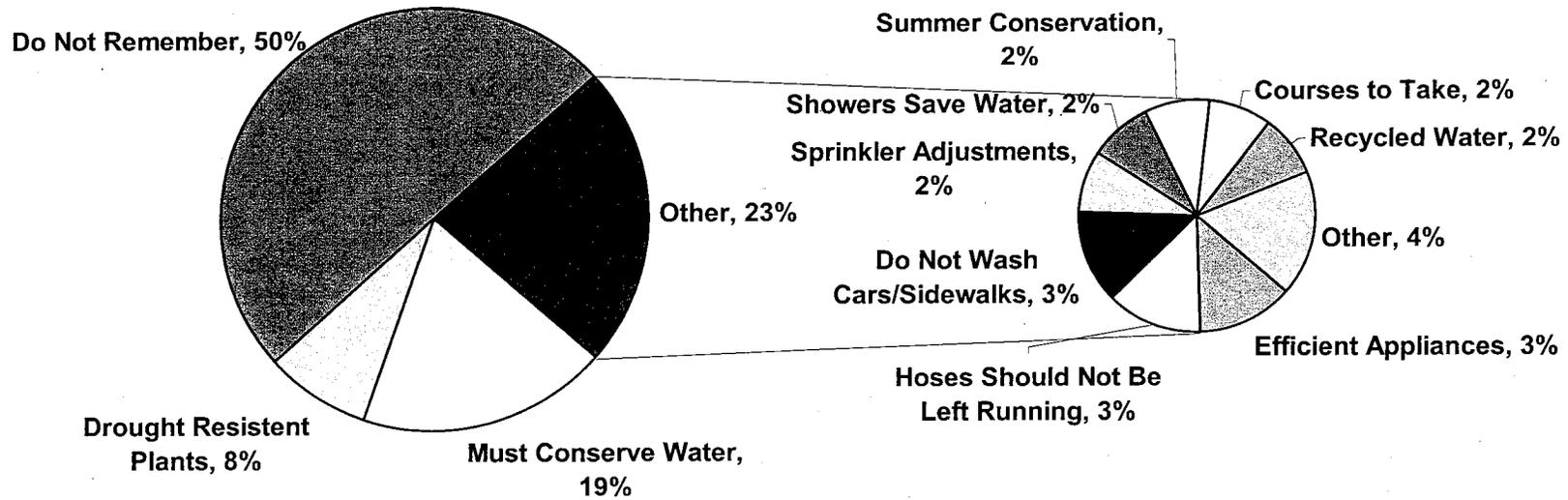


Chart 29
What Is Remembered From Outdoor Water Messages
 (Among those 41% with landscaping who recall seeing or hearing messages
 = 29% of all respondents)



- Hispanics (50 percent) and Whites (48 percent) tend to recall outdoor water conservation messages more so than other ethnic groups.

The following groups were particularly attuned to where they saw or heard the messages about outdoor water conservation:

- Customers who contract only for water (56 percent) tend to see these conservation messages on television more so than customers who contract for both sewer and water services (28 percent)
- Customers who contract for sewer and water (32 percent) are more likely to hear these conservation messages on the radio than are customers who contract only for water. (12 percent)
- Sewer and water customers (20 percent) are more inclined to see the conservation messages in their monthly bill than are water customers (10 percent)

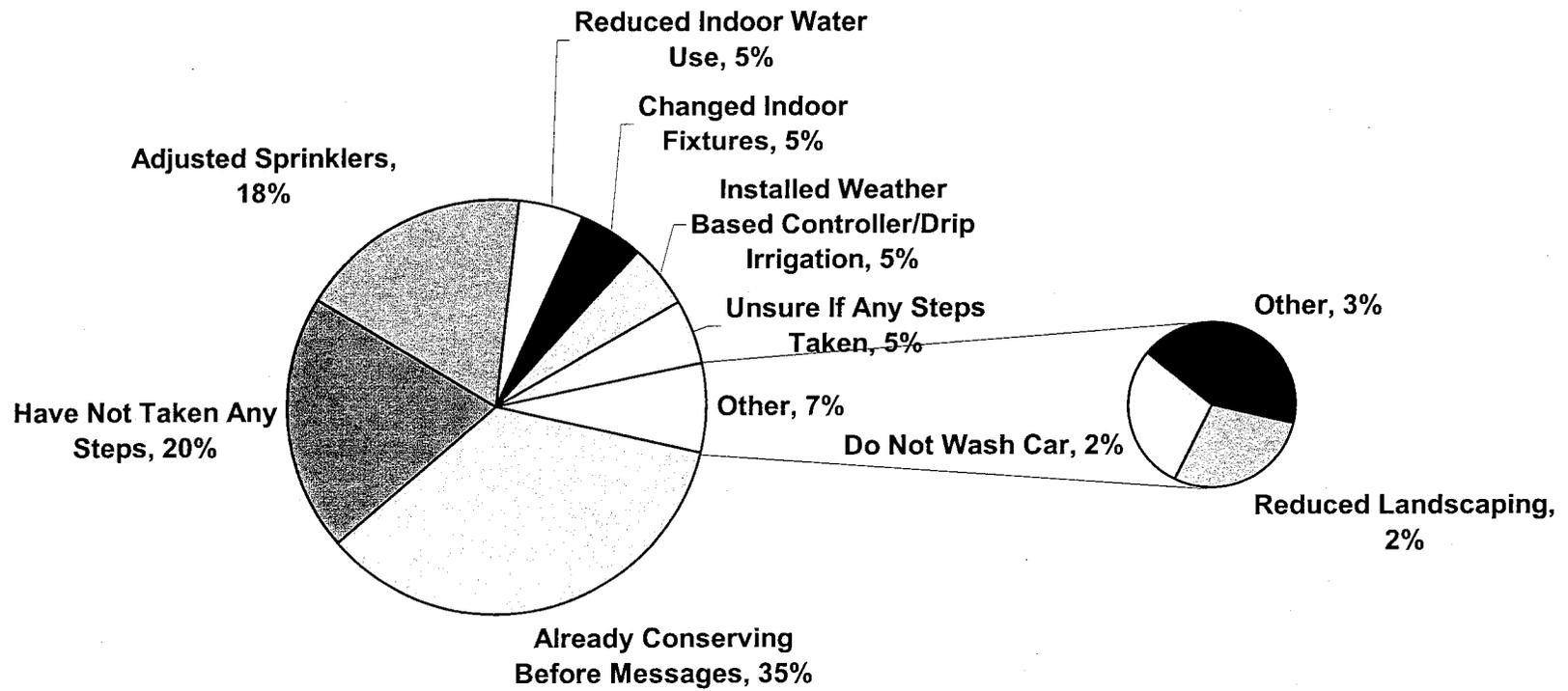
Chart 30 demonstrates that among those who recall hearing or seeing conservation messages, 45 percent have taken steps to conserve water in response to these messages. Further, an additional 35 percent had already taken conservation steps prior to hearing or seeing these messages. Steps taken in response to the messages include: adjusted sprinklers (18 percent) and installed weather-based controller/drip irrigation (5 percent), along with indoor measures such as reduced indoor water use (5 percent) and changed indoor fixtures (5 percent). Verbatim responses for the steps taken to conserve water are listed in the Appendix.

- Larger households of 3 or persons tended to recall the specific steps they took toward improving outdoor water conservation (51 percent) more so than smaller households (23 percent).
- Smaller households of 1 or 2 persons indicated they were already conserving water before the messages were heard or seen (57 percent) more so than larger households (22 percent).

Recycled Water

SUMMARY *Recycled water is strongly supported as a source of alternative water supply under most circumstances. The strongest support for using recycled water comes when it is used for watering landscape along freeways and golf courses, watering residential yards, and for use in industrial processing and manufacturing. There is somewhat less support for the use of recycled water in replenishing recreational lakes. These patterns are similar to those in the 2005 survey.*

Chart 30
Steps Taken in Response to Outdoor Water Usage Messages
 (Among those 41% with landscaping who recall seeing or hearing messages
 = 29% of all respondents)



Only one-third of customers know that sewer water makes up the wastewater that is used for recycled water. Customers do not support recycled water as an addition to the supply of drinking water. This opposition is modified when recycled water undergoes advanced, secondary treatment.

Chart 31 indicates that approximately one-third of the Otay Water District customers know that sewer water is wastewater that is used for recycling. On other hand, 42 percent think that storm drain run-off constitutes the wastewater used in the recycling process.

- Males (39 percent) tend to know that sewer water is wastewater used in recycling.
- Females (44 percent) and renters (61 percent) are the two groups that are inclined to think that storm drain runoff is wastewater used in recycling.

Recycled water is strongly supported as a source of alternative water supply under most circumstances. **Chart 32** shows that the strongest support for recycled water occurs when it is used for watering landscape along freeways and golf courses (93 percent, of which 66 percent strongly favor such use), watering residential yards (88 percent – 56 percent strongly), and industrial processing and manufacturing (81 percent – 47 percent strongly). Use of recycled water for replenishing recreational lakes is less supported (69 percent—30 percent strongly). Customers do not support recycled water as an addition to the supply of drinking water (46 percent strongly oppose and 14 percent somewhat oppose).

In 2005 (**Charts 33-36**), the pattern of support for the use of recycled water was similar to 2006, with the exception that all comparable uses in 2005 showed greater percentages of strong support in contrast to the more lukewarm “somewhat” characterization in 2006. In 2006, however, there was more support for the use of recycled water in replenishing recreational lakes (17 percent more in favor than in 2005).

The following groups are significantly in favor or opposed to using recycled water for:

Watering landscaping along freeways and golf courses:

- Customers over 35 years old strongly favor (72 percent)
- Asians strongly favor or somewhat favor (96 percent)

Replenishing recreational lakes:

- Renters strongly favor or somewhat favor using recycled water to replenish recreational lakes (97 percent).

- Customers who think that storm drain runoff is wastewater are less in favor of its being recycled for use in replenishing recreational lakes (67 percent strongly favor or somewhat favor in contrast to 81 percent of those who do not think that storm runoff is wastewater).

Industrial processing and manufacturing:

- Customers who think that storm drain runoff is wastewater support its recycled use in industrial processing and manufacturing (60 percent strongly).

Drinking water:

- Whites strongly favor or somewhat favor the use of recycled water for drinking purposes (41 percent)
- Customers who do not know that sewer water is wastewater support its recycled use as an addition to the supply of drinking water more than those who know that sewer water is the wastewater which is used in recycling (45 percent of those who are not aware that wastewater is sewer water strongly favor or somewhat favor in contrast to 28 percent of those who know).

Respondents, who oppose the use of recycled water for drinking purposes (60 percent), were informed that recycled water can receive advanced treatment in the form of additional filtration, reverse osmosis, and chlorination. These respondents were asked if they would accept recycled water for drinking purposes if it were subject to such advanced treatment and if they learned the following facts about recycled water (**Chart 37**). The percentages in parentheses reflect the customers who were formerly opposed to using recycled water for drinking purposes but who changed their minds upon learning that:

- Recycled water remained one year in a reservoir and then was retreated (34 percent)
- Recycled water is used as drinking water in other U.S. communities (31 percent)
- Recycled water could supply as much as 10 percent of drinking water (33 percent)
- California standards are among most strict in nation (46 percent).

It is noteworthy that one-third to one-half of those who were originally opposed to the use of recycled water for drinking purposes would find it acceptable if it received advanced treatment and if certain critical information about recycling were made available to them.

The following groups would find recycled water acceptable for use as drinking water if it were treated by using advanced technology and certain critical facts, as noted, were known to them:

Recycled water is used to supplement drinking water in other U.S. communities.

- Income level over \$75,000 (44 percent)

Recycled water could supply as much as 10 percent of local drinking water.

- Income level over \$75,000 (40 percent)
- Renters (44 percent)

Recycled water would be treated to meet California standards – among the most strict in the nation.

- Lived in San Diego County for 21 years or more (48 percent)
- Females (50 percent)

Chart 31
Recycled Water Consists of....

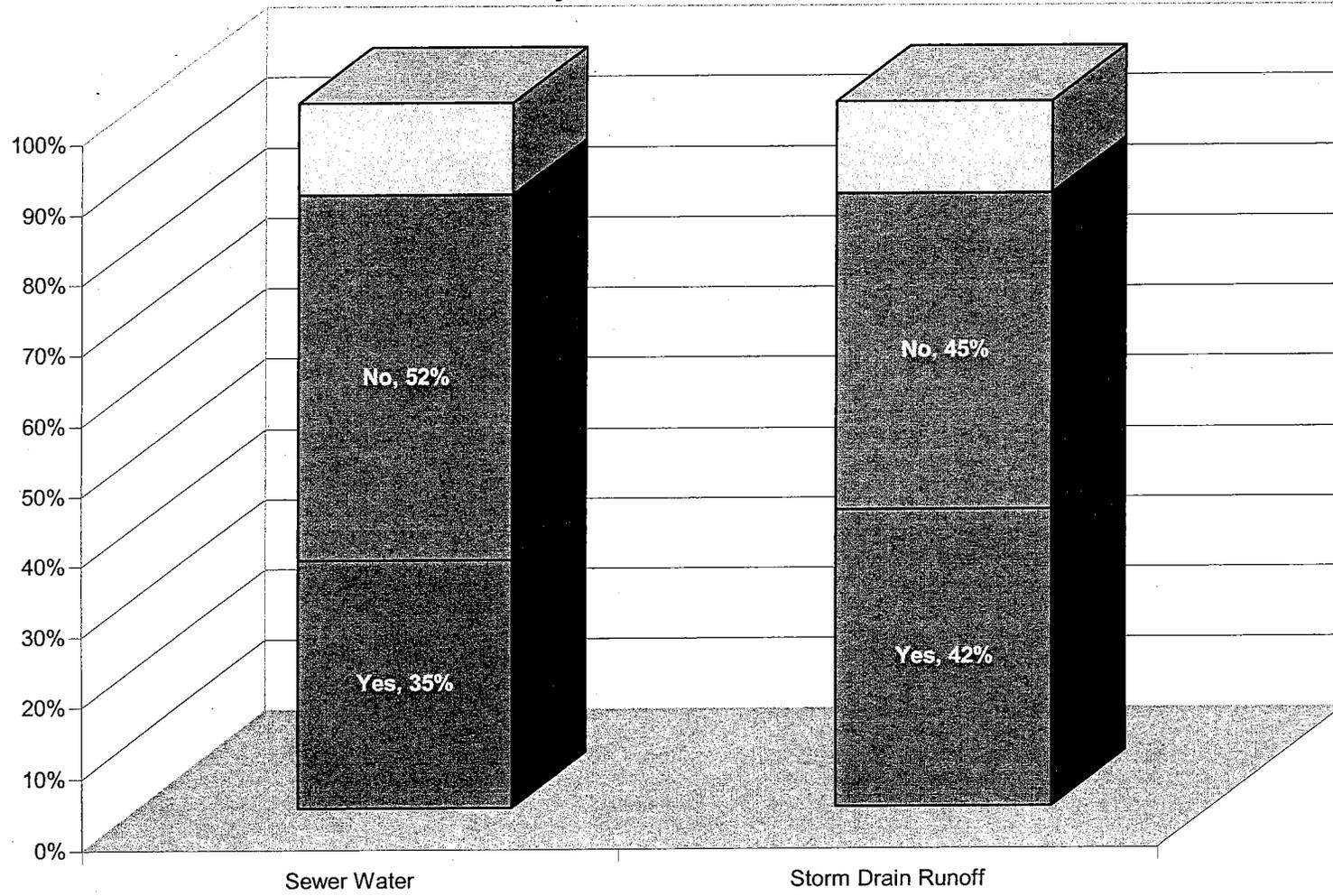


Chart 32
Favor or Oppose Recycled Water for....

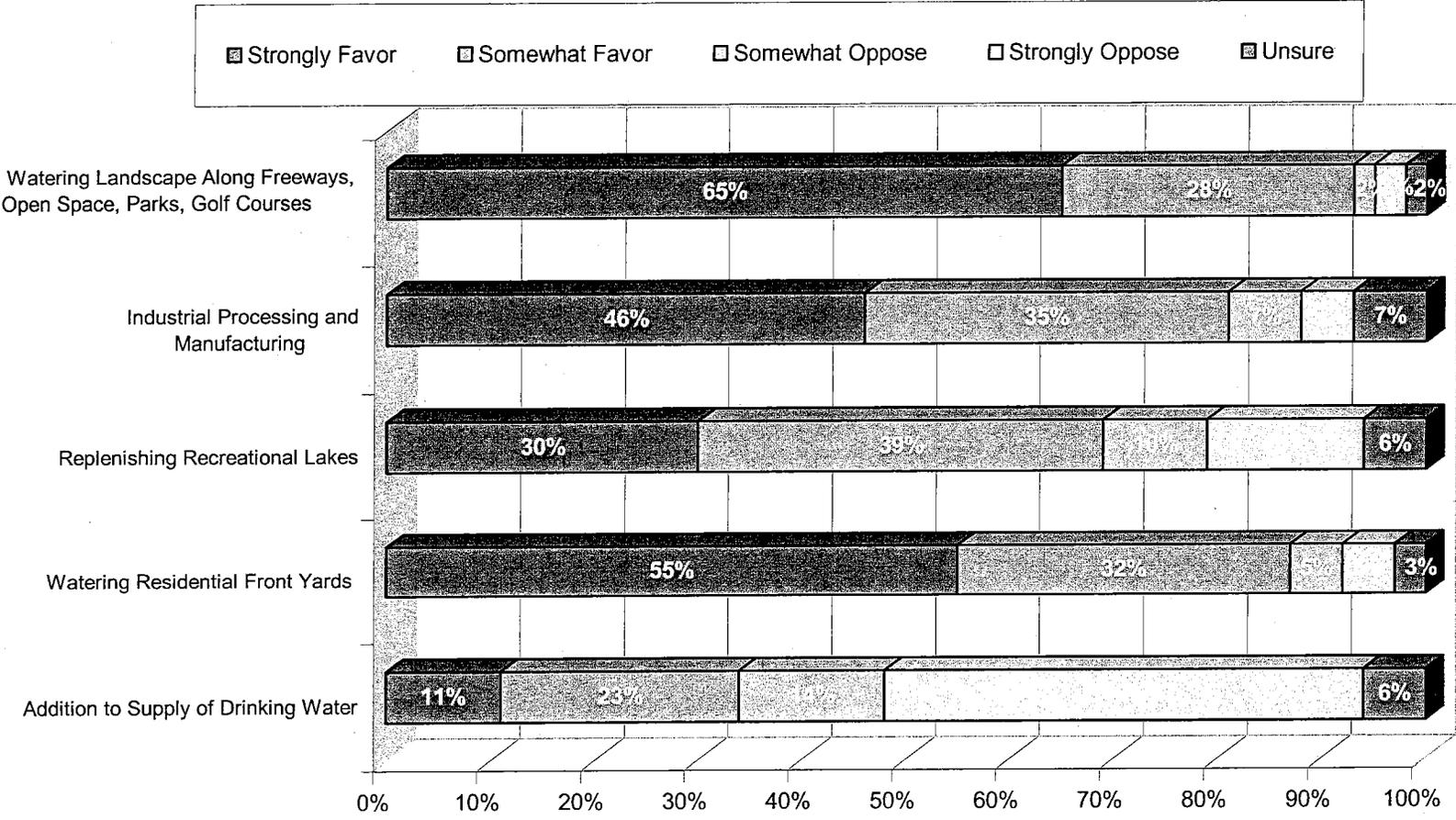


Chart 33
Favor or Oppose Recycled Water for Watering Freeways, Parks, Open Space, Golf Courses

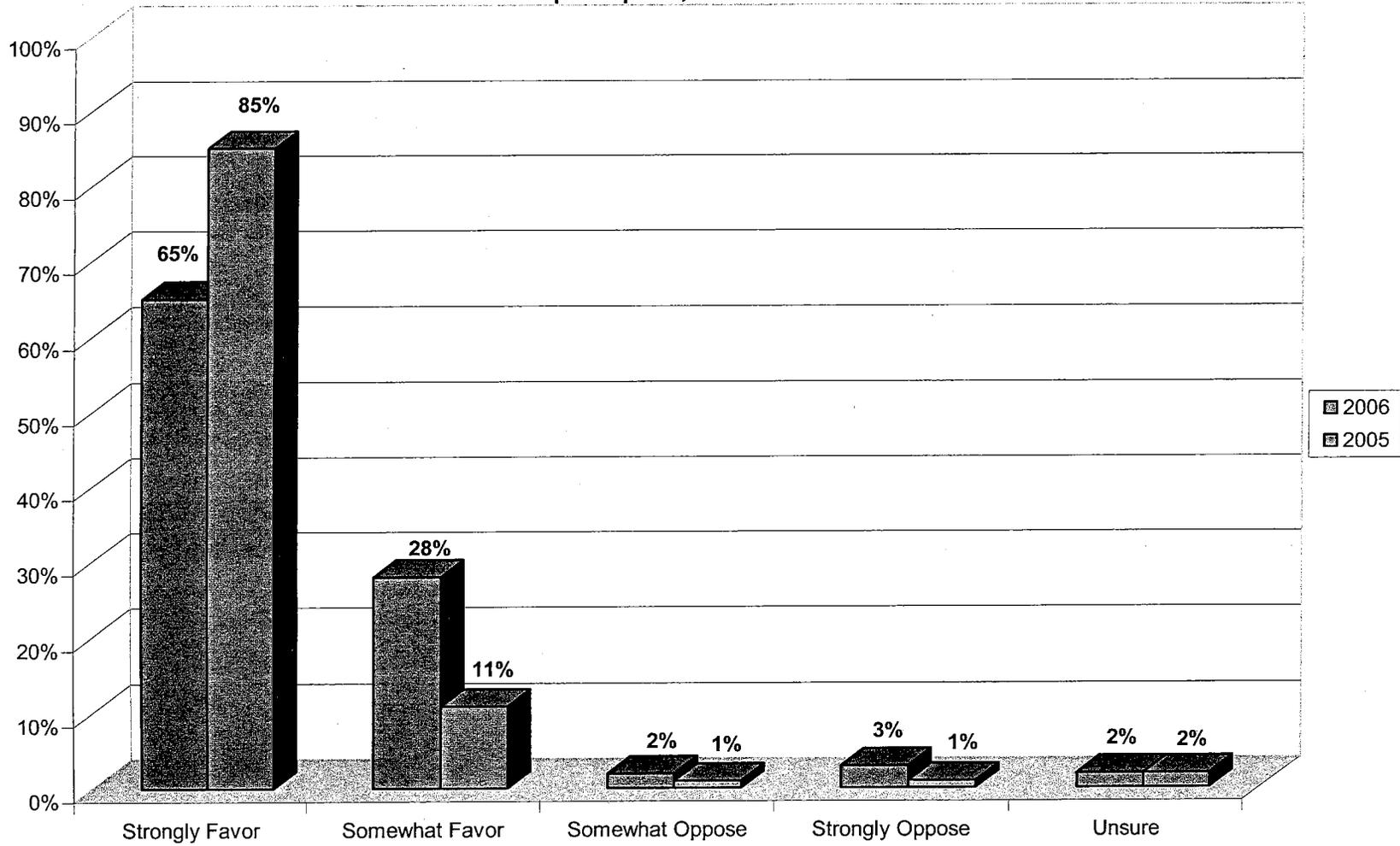


Chart 34
Favor or Oppose Recycled Water for Industrial Processing and Manufacturing

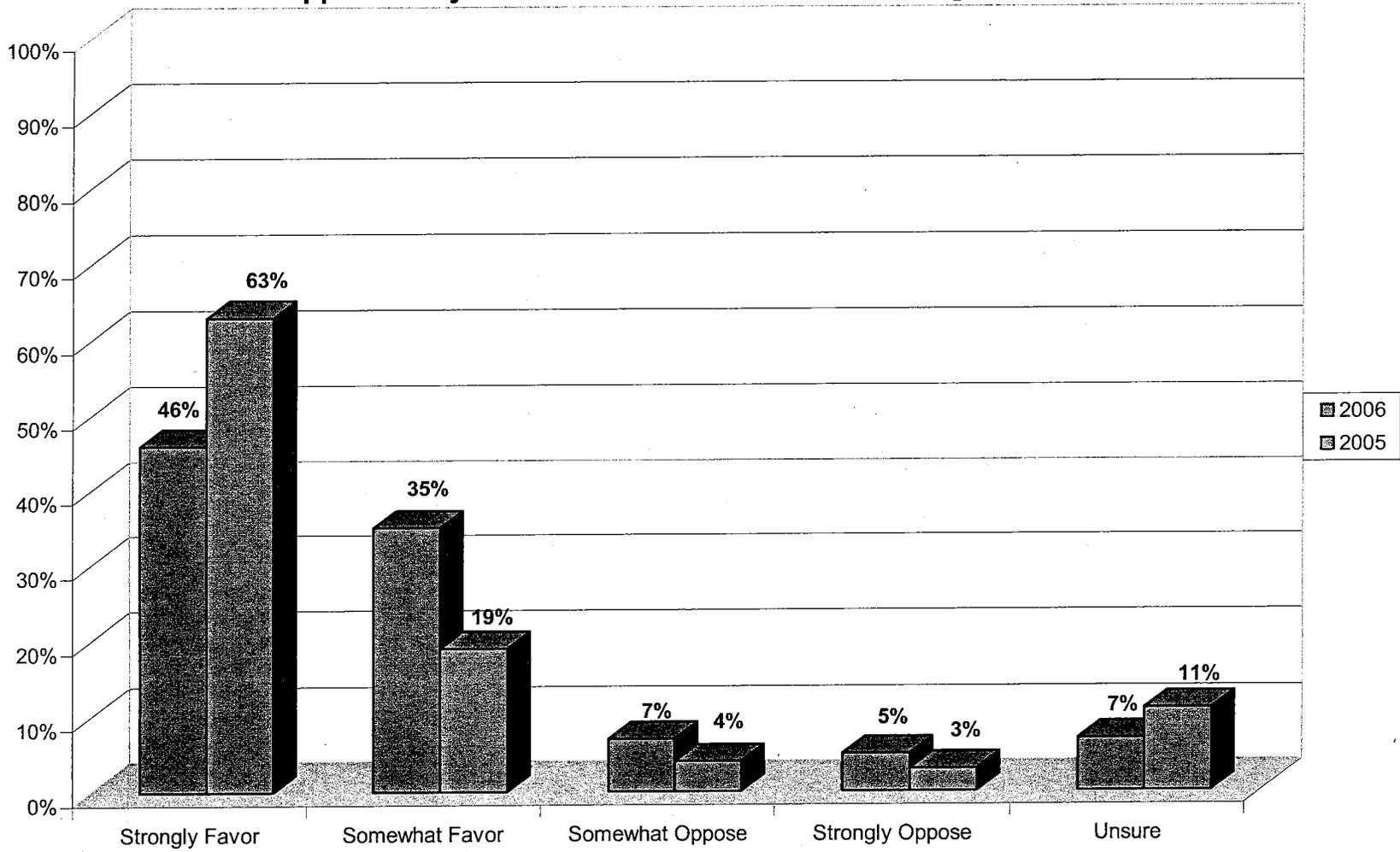


Chart 35
Favor or Oppose Recycled Water for Replenishing Recreational Lakes

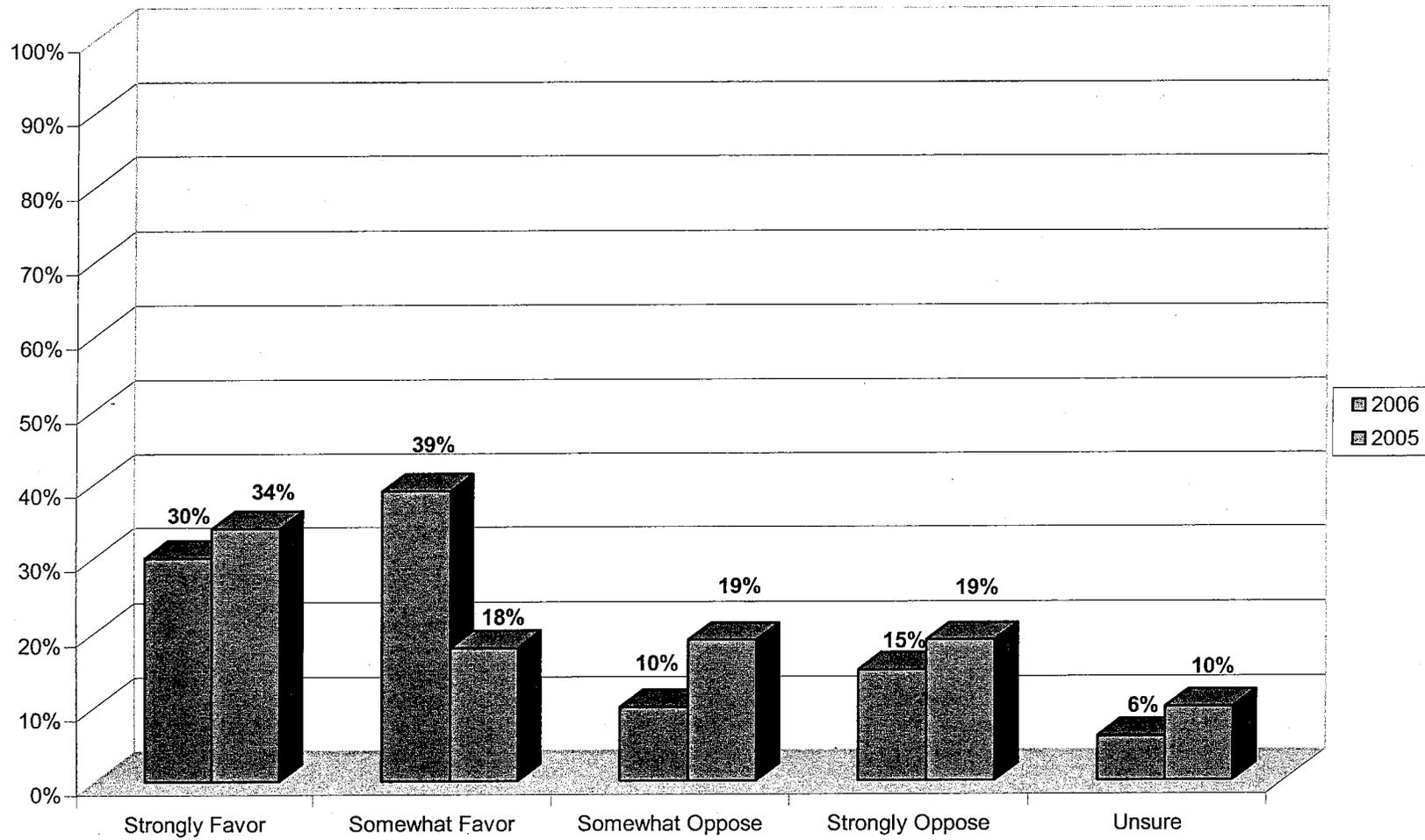


Chart 36
Favor or Oppose Recycled Water for Watering Residential Yards

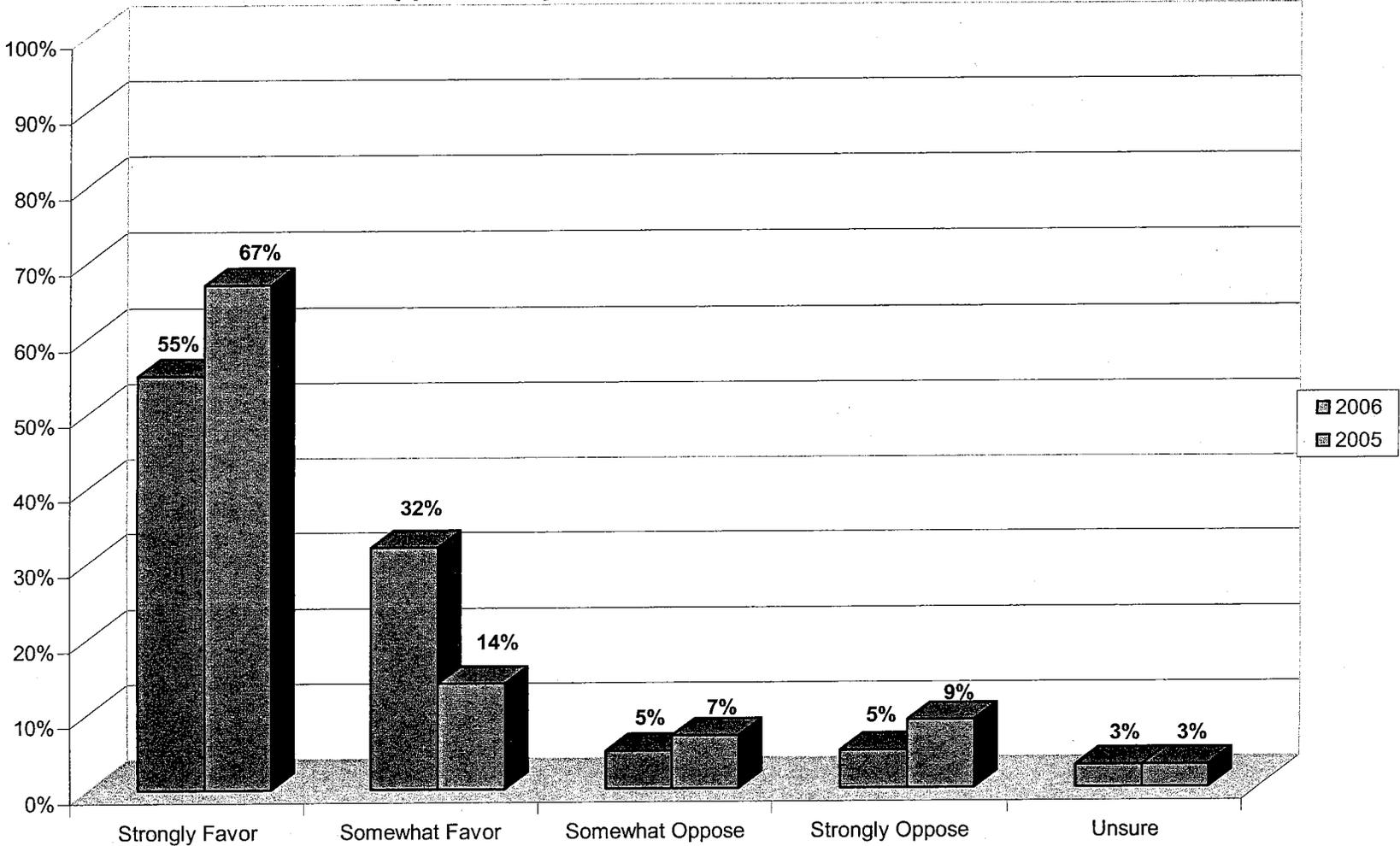
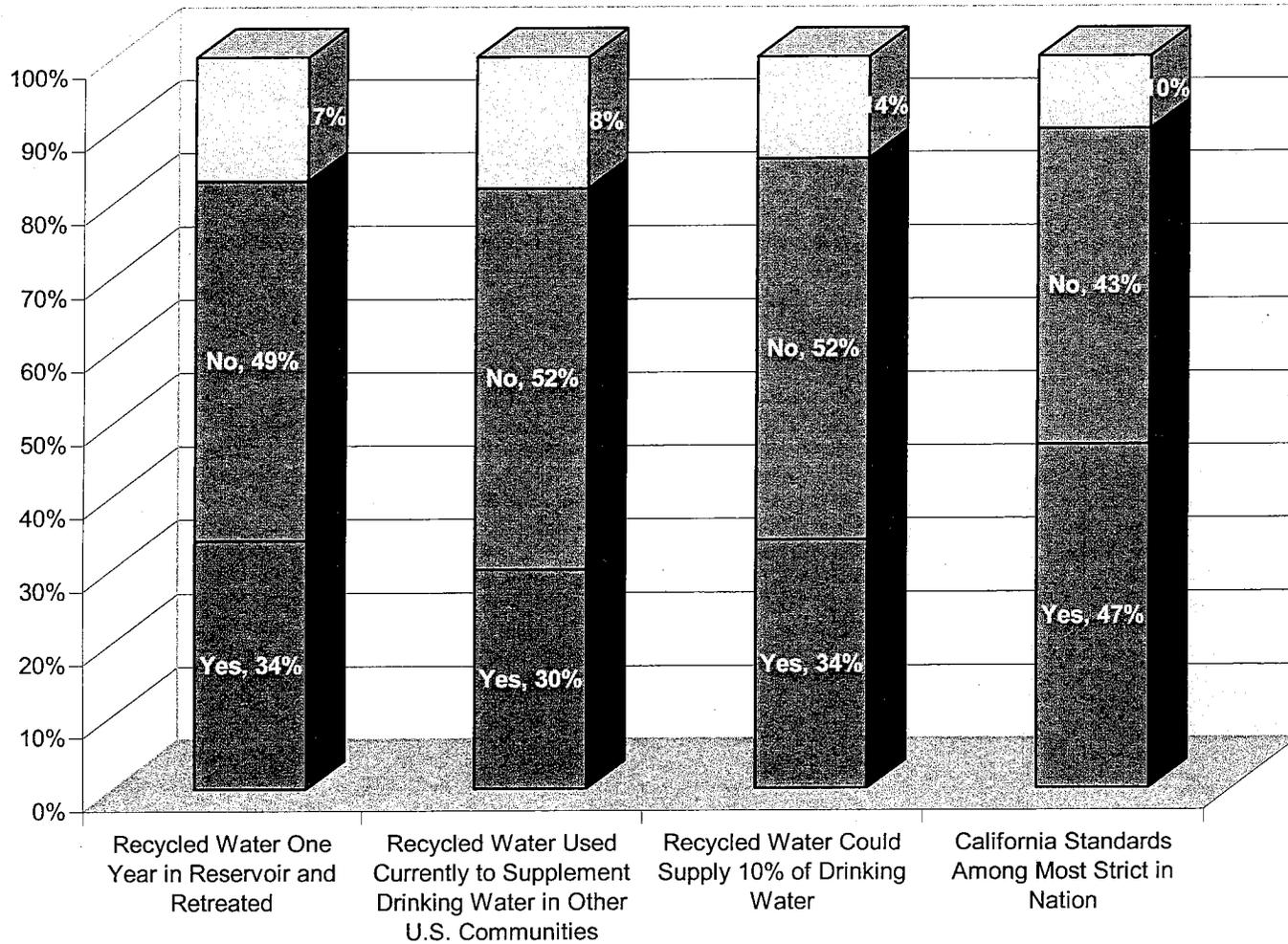


Chart 37

Accept Recycled Water for Drinking if Respondent Learned that...
(Among the 64% opposed to using recycled water to supplement drinking water supplies)



Otay Water District
General Survey 2006

INT. Hello, my name is _____. I'm calling on behalf of the Otay Water District. We're conducting a study about some issues having to do with your household water supply and we're interested in your opinions. **[IF NEEDED:]** Are you at least 18 years of age or older? **[IF 18+ HOUSEHOLDER NOT AVAILABLE NOW, ASK FOR FIRST NAME AND MAKE CB ARRANGEMENTS]**

VER. **[VERSION OF INTERVIEW:]** 1 - VERSION A 2 - VERSION B*

* = RESPONSE OPTIONS REVERSED ON VERSION B FOR ALL QUESTIONS INDICATED

IC. Let me assure you that no names or addresses are associated with the telephone numbers, and all of your responses are completely anonymous. The questions take about ten minutes. To ensure that my work is done honestly and correctly, this call may be monitored. Do you have a few minutes right now?

[IF ASKED ABOUT MONITORING:] My supervisor randomly listens to interviews to make sure we're reading the questions exactly as written and not influencing answers in any way.

TOP. **[ONLY IF ASKED FOR MORE INFORMATION ABOUT TOPIC OR WHO'S SPONSORING IT?:]** This project is sponsored by the Otay Water District, and it's about some issues related to your household water supply. **[IF SPONSOR INFORMATION GIVEN TO RESPONDENT, "TOPIC"=1]**

CUST. How long have you been a customer of the Otay Water District? **[IF LESS THAN ONE YEAR, THANK AND CODE NQR-RES]**

_____ YEARS
0 -----> "NQR-RES"
99 - DK/REF, BUT AT LEAST ONE YEAR

SEX. **[RECORD GENDER OF RESPONDENT:]**

1 - MALE
2 - FEMALE

----- **QUALIFIED RESPONDENT: QUOTAS CHECKED; DATA SAVED** -----

LP. **[IF INDICATED BY ACCENT:]** Would you prefer that we speak in...

1 - English or
2 - Spanish?

- Q1. These first few questions deal with the use of water in your household. Which of the following is currently the main source of drinking water in your home...
- 1 - tap water, -----> **GO TO Q2**
 - 2 - tap water that you filter at home, or
 - 3 - bottled water?
 - 4 - OTHER VOLUNTEERED, SPECIFY: _____ -----> **GO TO Q2**
 - 9 - DK/REF -----> **GO TO Q2**
- Q2. How would you describe your household's level of interest in conserving water at home? Would you say...*
- 1 - a high level of interest,
 - 2 - a moderate level,
 - 3 - a low level, or
 - 4 - no interest at all?
 - 9 - DK/REF
- Q3. During the past year, would you say your household's awareness of water conservation has been...* **[REVERSE 1 - 3 ONLY]**
- 1 - increasing,
 - 2 - staying about the same,
 - 3 - decreasing,
 - 4 - or are you not sure? **[INCLUDES DK/REF]**
- Q4. These next questions are related to the water supply in San Diego County. How confident are you in the ability of your water agency to provide enough water to the district? Would you say...* **[REVERSE]**
- 1 - very confident,
 - 2 - somewhat confident,
 - 3 - not very confident,
 - 4 - not at all confident,
 - 5 - or are you not sure? **[INCLUDES DK/REF]**
- Q5. How much concern do you have, if any, about someone contaminating the local water supply in an attempt to harm the general population? Would you say...
- 1 - a great deal,
 - 2 - some,
 - 3 - not much, or
 - 4 - no concern at all?
 - 9 - DK/REF

Q6. How much confidence do you have, if any, in the local water authorities when it comes to preventing someone from contaminating the local water supply in an attempt to harm the general population? Would you say...

- 1 - a great deal,
- 2 - some,
- 3 - not much, or
- 4 - no confidence at all?
- 9 - DK/REF

Q7. Does your household pay its own water bill, or does someone else, like a landlord or homeowners' association, pay the water bill for you?

- 1 - RESPONDENT/OTHER MEMBER OF HOUSEHOLD PAYS
- 2 - LANDLORD/HOMEOWNERS' ASSOC./OTHER -----> GO TO Q8
- 9 - DK/REF -----> GO TO Q8

[ASK Q7a TO Q7h IF Q7 = 1 - HH PAYS WATER BILL:]

Q7a. A reliable water supply is one that can be depended upon to consistently provide enough water to meet the region's needs. How much more per month, if any, would you be willing to pay for your water service, if it ensured a more reliable water supply for you?

\$ _____ ADDITIONAL \$ PER MONTH [CONFIRM]
0 - NONE
999 - DK/REF

Q7b. In the past year, do you believe that your water rates have...

- 1 - gone up,
- 2 - gone down,
- 3 - stayed about the same,
- 4 - or are you not sure?
- 9 - REF

Q7c. **[IF RESIDENT WITH OTAY SEWER—OTHERWISE, GO TO Q7f]**

Are you aware that your monthly invoice from the Otay Water District includes charges for your sewer service?

- 1 - YES
- 2 - NO
- 9 - DK/REF

Q7d. In the past year, have your sewer rates...

- 1 - gone up,
- 2 - gone down, -----> GO TO Q7f
- 3 - stayed the same, -----> GO TO Q7f
- 4 - or are you not sure? -----> GO TO Q7f
- 9 - REF -----> GO TO Q7f

Q7e. **[IF Q7b = 1 and Q7d = 1 - GONE UP:]** Which increase do you believe has been larger...* **[REVERSE 1-2 ONLY]**

- 1 - sewer,
- 2 - water,
- 3 - both equally,
- 4 - or are you not sure?
- 9 - REF

Q7f. Do you read the newsletter or bill inserts that come in the mail with your monthly water bill...

- 1 - every time,
- 2 - most times,
- 3 - sometimes, or
- 4 - never?
- 9 - DK/REF

Q7g The Otay Water District provides each customer household with an annual Consumer Confidence Report before July 1st of each year. Have you ever read this report?

- 1 - YES
- 2 - NO
- 9 - DK/REF

Q8. These next few questions deal with saving water outside. Does your residence have any outdoor landscaping that someone in your household is directly responsible for maintaining?

- 1 - YES
- 2 - NO/APT/CONDO/NO YARD RESPONSIBILITIES -----> **GO TO Q9**
- 9 - DK/REF -----> **GO TO Q9**

Q8a. **[IF Q8 = 1:]** Does your landscaping include a lawn?

- 1 - YES
- 2 - NO -----> **GO TO Q8c**
- 9 - DK/REF -----> **GO TO Q8c**

Q8b. **[IF YES:]** Reducing the size of your lawn helps save water. Which of the following would be most likely to motivate you to reduce the size of your lawn:...*

- 1 - having a reduced water bill due to using less water,
- 2 - having a more easily maintained yard,
- 3 - a financial incentive of up to one dollar per square foot,
- 4 - or nothing?
- 9 - DK/REF

Q8c. **[IF Q8=1]** Do you have an automatically-controlled sprinkler system for your landscaping?

1 - YES

2 - NO -----> **GO TO Q8e**

9 - DK/REF -----> **GO TO Q8e**

Q8d. **[IF YES:]** During the past 12 months, how often has anyone made adjustments to the automatic controller for your sprinkler system?

1 - NOT AT ALL

2 - 1 TO 3 TIMES

3 - 4 to 6 TIMES

4 - 7 OR MORE TIMES

5 - USE WEATHER-BASED CONTROLLER --**GO TO Q9**

9 - DK/REF

Q8e. Have you heard about weather-based irrigation controllers that automatically adjust your landscape watering based on changing weather conditions?

1 - YES

2 - NO -----> **GO TO Q8g**

9 - DK/REF -----> **GO TO Q8g**

Q8f. **[IF Q8c=1 and Q8e=1:]** Have you had a weather-based controller installed at your residence?

1 - YES -----> **GO TO Q9**

2 - NO

9 - DK/REF

Q8g. **[IF Q8e > 1 or Q8f > 1:]** With a weather-based system, you do not have to make adjustments yourself for daily changes in the weather. The controller senses rain, temperature, and humidity and automatically adjusts irrigation. Typically, you can purchase a weather-based control system for about \$300. How likely, if at all, are you to purchase a weather-based controller during the next 12 months? Would you say...*

1 - very likely, -----**GO TO Q8i**

2 - somewhat likely,

3 - somewhat unlikely, or

4 - very unlikely?

9 - DK/REF

Q8h. **[IF Q8g > 1:]** If \$65 vouchers were offered toward the purchase of a weather-based controller, would this...***[REVERSE 1-2 ONLY]**

1 - make you more likely to purchase a weather-based controller, **[GO TO Q8j]**

2 - not make any difference to you?

9 - DK/REF

Q8i **[IF Q8h > 1:]**; If \$125 vouchers were offered toward the purchase of a weather-based controller, would this...***[REVERSE 1-2 ONLY]**

- 1 – make you more likely to purchase a weather-based controller, **[GO TO Q8i]**
- 2 – not make any difference to you?
- 9 - DK/REF

Q8j. A weather-based controller could save you approximately \$30 per year on your water bill. Does hearing this make you...*

[REVERSE 1-2 ONLY]

- 1 - more likely to purchase a weather-based controller,
- 2 - less likely, or
- 3 - does not make any difference?
- 9 - DK/REF

ASK EVERYONE:

Q9. Have you ever seen or heard anything about the Water Conservation Garden at Cuyamaca College?

- 1 - YES
- 2 - NO-----> **GO TO Q10**
- 9 - DK/REF -----> **GO TO Q10**

Q9a. **[IF YES:]** Have you ever visited the garden?

- 1 - YES
- 2 - NO -----> **GO TO Q10**
- 9 - DK/REF -----> **GO TO Q10**

Q9b. **[IF YES:]** About how many times have you visited the Garden during the past six years?

_____ TIMES
999 - DK/REF

Q9c. Have you made any changes to your watering or landscaping practices as a result of visiting the Garden?

- 1 - YES
- 2 - NO -----> **GO TO Q10**
- 9 - DK/REF -----> **GO TO Q10**

Q9d. **[IF YES:]** What was the one major change you made?
[PROBE FOR AND RECORD ONE CHANGE]

99 - DK/REF

Q10. Do you recall having seen or heard any OUTDOOR water usage conservation messages during the past year?

- 1 - YES
- 2 - NO -----> **GO TO Q12**

9 - DK/REF -----> GO TO Q12

Q10a. **[IF Q10=1:]** Where do you recall seeing or hearing these messages most often? **[DO NOT READ; PROBE FOR AND RECORD ONLY ONE]**

- 1 - TELEVISION
- 2 - RADIO
- 3 - NEWSPAPERS
- 4 - FRIENDS/FAMILY
- 5 - WEBSITE OF MY WATER AGENCY
- 6 - MATERIAL WITH MONTHLY BILL
- 7 - SDCWA WEBSITE
- 8 - DO NOT REMEMBER
- 9 - OTHER, SPECIFY: _____

Q10b **[IF Q10a > 0]**. Do you remember anything about what these messages said?

- 1. Yes (please tell us what you remember about the messages)

Q10bx _____

- 2. No. I do not remember what the messages said.

[ASK Q11 ONLY IF Q8 = 1 (HH responsible for landscaping) AND IF Q10 = YES; IF NOT, GO TO Q12]

Q11. Do you recall the specific steps, if any, that your household has taken during the past year as a direct response to these messages about reducing your outdoor water usage?

- 1 - YES
- 2 - Have not taken any specific steps as a response to these messages -----> GO TO Q12
- 3 - ALREADY CONSERVING BEFORE MESSAGES -----> GO TO Q12
- 9 - DK/REF -----> GO TO Q12

Q11a. **[IF YES:]** What is the major step your household has taken to reduce outdoor water usage as a response to these messages?
[PROBE FOR AND RECORD ONLY ONE STEP]

99 - DK/REF

Q12: How would you rate your overall satisfaction with the Otay Water District as your water service provider?

- 1---Excellent
- 2---Very Good
- 3---Good
- 4---Fair
- 5---Poor
- 6---Very Poor
- 9---DK/REF

Q13. Have you ever visited the Otay Water District website?

- 1 - YES
- 2 - HAVE ACCESS TO INTERNET, BUT HAVE NOT VISITED WEBSITE -----
-----> **GO TO Q14**
- 3---DO NOT HAVE ACCESS TO THE INTERNET-----**GO TO Q14**
- 9 - DK/REF -----> **GO TO Q14**

Q13a. **[IF YES:]** How would you rate the website? Would you say...

- 1 - excellent,
- 2 - good,
- 3 - fair, or
- 4 - poor?
- 9 - DK/REF

Q14a-c. These next questions are about recycled water, which is wastewater that has been highly treated and is used for a variety of purposes other than drinking water. Which of the following would you think makes up the wastewater that is used for recycling?

1=Yes 2=No 3=DK/REF

- a. sewer water
- b. storm drain runoff

Q15. The use of recycled water is another way to increase our water supply. Would you favor or oppose the use of recycled water for the following types of uses...

[CLARIFY:] Do you strongly or somewhat {favor/oppose} that?

Do you favor or oppose using recycled water...	<u>strgly</u> <u>favor</u>	<u>smwt</u> <u>favor</u>	<u>smwt</u> <u>oppose</u>	<u>strgly</u> <u>oppose</u>	<u>DK/</u> <u>REF</u>
a) for watering landscaping along freeways open space, parks and golf courses?	1	2	3	4	9
b) for industrial processing and manufacturing?	1	2	3	4	9
c) for replenishing recreational lakes?	1	2	3	4	9
d) for watering residential front yards?	1	2	3	4	9
e) as an addition to the supply of drinking water	1	2	3	4	9

If Q15e = 1 or 2, GO TO Q16—Otherwise continue with 15f-1 through 4

Q15f. Recycled water can receive advanced treatment in the form of additional filtration, reverse osmosis, and chlorination. Would you accept the addition of advanced treated recycled water to supplement the sources of our drinking water if you learned that.....

	Yes	No	DK/REF
1. the recycled water would reside for over one year, mixed with other water, in an open reservoir and then be treated again at a water filtration plant?	1	2	9
2. recycled water is currently used to supplement drinking water in other U.S. communities?	1	2	9
3. recycled water could supply as much as 10% of our local drinking water supplies?	1	2	9
4. California's drinking water standards are among the most strict in the nation, and recycled water would be treated to meet those standards?	1	2	9

ASK ALL:

Q16. Would you be in favor of pursuing international agreements with Mexico whereby the United States and Mexico would cooperate to develop and maintain additional supplies of water?

- 1 - Yes
- 2 - No
- 3 - DK/REF

Q17. Have you called the Otay Water District for service or other help during the past 6 months?

- 1 - YES
- 2 - NO
- 9 - DK/REF

In closing, these questions are for comparison purposes only.

PPH. How many persons, including yourself, live in your household?

99 - DK/REF

TEN. Is your residence owned by someone in your household, or is it rented?

- 1 - OWN
- 2 - RENT/OTHER STATUS
- 9 - DK/REF

EDU. What is the highest grade or year of school that you have completed and received credit for...

- 1 - high school or less,
- 2 - at least one year of college, trade or vocational school,
- 3 - graduated college with a bachelor's degree, or
- 4 - at least one year of graduate work beyond a bachelor's degree?
- 9 - DK/REF

AGE. Please tell me when I mention the category that contains your age...

- 1 - 18 to 24,
- 2 - 25 to 34,
- 3 - 35 to 44,
- 4 - 45 to 54,
- 5 - 55 to 64, or
- 6 - 65 or over?
- 9 - DK/REF

ETH. Which of the following best describes your ethnic or racial background...

- 1 - white, not of Hispanic origin;
- 2 - black, not of Hispanic origin;
- 3 - Hispanic or Latino;
- 4 - Asian or Pacific Islander;
- 5 - Native American; or
- 6 - another ethnic group? [SPECIFY:] _____
- 9 - DK/REF

INC. Now, we don't want to know your exact income, but just roughly, could you tell me if your annual household income before taxes is...

- 1 - under \$25,000,
- 2 - \$25,000 up to but not including \$50,000,
- 3 - \$50,000 up to (but not including) \$75,000,
- 4 - \$75,000 up to (but not including) \$100,000, or
- 5 - \$100,000 or more?
- 9 - DK/REF

LAN. **[LANGUAGE OF INTERVIEW:]** 1 - ENGLISH 2 - SPANISH

- P1. Estas primeras preguntas tratan sobre el uso de agua en su hogar. ¿Cuál de las siguientes es actualmente la principal fuente de agua para beber (agua potable) en su hogar...
- 1 - agua de la llave (agua corriente; agua de grifo), -----> **CONTINÚE EN LA P2**
 - 2 - agua de la llave que usted filtra en casa o
 - 3 - agua embotellada?
 - 4 - OTRO DE MODO VOLUNTARIO, ESPECIFICAR: _____ -----> **CONTINÚE EN LA P2**
 - 9 - NS/REF -----> **CONTINÚE EN LA P2**
- P2. ¿Cómo describiría el nivel de interés en su hogar por conservar el agua en casa? Diría usted que...*
- 1 - un alto nivel de interés,
 - 2 - un nivel moderado,
 - 3 - un nivel bajo o
 - 4 - ningún interés?
 - 9 - NS/REF
- P3. Durante el año pasado, ¿diría usted que la conciencia sobre la conservación del agua en su hogar ha...* **[INVIERTA 1 - 3 SOLAMENTE]**
- 1 - estado aumentando,
 - 2 - permanecido casi igual,
 - 3 - estado disminuyendo
 - 4 - o no está usted seguro(a)? **[INCLUYE NS/REF]**
- P4. Las siguientes preguntas se relacionan con el suministro de agua en el Condado de San Diego. ¿Qué tan confiado(a) está usted en la habilidad de su agencia de agua de proveer suficiente agua al distrito? Diría usted que...* **[INVIERTA]**
- 1 - muy confiado(a),
 - 2 - algo confiado(a),
 - 3 - no muy confiado(a),
 - 4 - nada confiado(a)
 - 5 - o no está usted seguro(a)? **[INCLUYE NS/REF]**
- P5. ¿Qué tanta preocupación tiene usted, si es así, de que alguien contamine el suministro de agua local en un intento por dañar a la población en general? Diría usted que...
- 1 - mucha,
 - 2 - alguna,
 - 3 - no mucha o
 - 4 - ninguna preocupación?
 - 9 - NS/REF

- P6. ¿Qué tanta confianza tiene, si es así, en las autoridades locales del agua en cuanto a impedir que alguien contamine el suministro de agua local en un intento por dañar a la población en general? Diría usted que...
- 1 - mucha,
 - 2 - alguna,
 - 3 - no mucha o
 - 4 - ninguna confianza?
 - 9 - NS/REF
- P7. ¿Paga su hogar su propia cuenta de agua o lo paga otra persona por usted, como un propietario o una asociación de propietarios?
- 1 - PAGA EL ENTREVISTADO/OTRO MIEMBRO DEL HOGAR
 - 2 - PROPIETARIO/ASOC. DE PROPIETARIOS/OTRO -----> **CONTINÚE EN LA P8**
 - 9 - NS/REF -----> **CONTINÚE EN LA P8**

[PREGUNTE DE LA P7a A LA P7h SI P7 = 1 - HOGAR PAGA CUENTA DE AGUA:]

- P7a. Un suministro fiabile de agua es aquel del cual se puede depender para que proporcione de manera consistente el agua suficiente para cumplir con las necesidades de la región. ¿Cuánto más por mes, si es así, estaría dispuesto(a) a pagar por su servicio de agua si esto aseguraría un suministro de agua más fiabile para usted?

\$ _____ ADICIONAL \$ POR MES [CONFIRMAR]

- 0 - NADA
- 999 - NS/REF

- P7b. En el año pasado, ¿cree usted que sus tarifas de agua han...

- 1 - aumentado,
- 2 - disminuido,
- 3 - permanecido casi igual
- 4 - no está usted seguro(a)?
- 9 - REF

- P7c. **[SI ES RESIDENTE CON ALCANTARILLADO DE OTAY—DE LO CONTRARIO, CONTINÚE EN LA P7f]**

¿Está usted consciente de que su factura mensual del Distrito de Agua de Otay incluye cargos por su servicio de alcantarillado?

- 1 - SÍ
- 2 - NO
- 9 - NS/REF

- P7d. En el año pasado, ¿sus tarifas de alcantarillado han...

- 1 - aumentado,
- 2 - disminuido, -----> **CONTINÚE EN LA Q7f**
- 3 - permanecido igual, -----> **CONTINÚE EN LA Q7f**
- 4 - o no está usted seguro(a) -----> **CONTINÚE EN LA Q7f**
- 9 - REF -----> **CONTINÚE EN LA Q7f**

P7e. **[SI P7b = 1 y P7d = 1 - AUMENTADO:]** ¿Cuál aumento cree usted que ha sido mayor...* **[INVIERTA 1-2 SOLAMENTE]**

- 1 - alcantarillado,
- 2 - agua,
- 3 - ambos de manera igual
- 4 - o no está usted seguro(a)?
- 9 - REF

P7f. ¿Lee usted el boletín o los folletos que llegan por correo con su cuenta mensual de agua...

- 1 - cada vez,
- 2 - la mayoría de las veces,
- 3 - algunas veces o
- 4 - nunca?
- 9 - NS/REF

P7g El Distrito de Agua de Otay proporciona a cada hogar cliente un informe anual de Confianza del Consumidor antes del primero de julio de cada año. ¿Ha leído usted este informe?

- 1 - Sí
- 2 - NO
- 9 - NS/REF

P8. Las siguientes preguntas tratan sobre el ahorro de agua en el exterior. ¿Tiene su residencia algún paisaje/jardín al aire libre cuyo mantenimiento es responsabilidad directa de alguien en su hogar?

- 1 - Sí
- 2 - NO/DEPTO/CONDO/NINGUNA RESPONSABILIDAD DE JARDINERÍA ----->
CONTINÚE EN LA Q9
- 9 - NS/REF -----> **CONTINÚE EN LA Q9**

P8a. **[IF P8 = 1:]** ¿Su jardín incluye un césped?

- 1 - Sí
- 2 - NO -----> **CONTINÚE EN LA P8c**
- 9 - NS/REF -----> **CONTINÚE EN LA P8c**

P8b. **[SI RESPONDE QUE SÍ:]** Reducir el tamaño de su césped ayuda a ahorrar el agua. ¿Cuál de las siguientes opciones sería la más probable que le motivaría a reducir el tamaño de su césped:...*

- 1 - tener una cuenta de agua reducida debido a que se usa menos agua,
- 2 - tener un jardín con un mantenimiento más fácil,
- 3 - un incentivo financiero de hasta un dólar por pie cuadrado
- 4 - o nada?
- 9 - NS/REF

P8c. **[SI P8=1]** ¿Cuenta usted con un sistema de rocío de control automático para su paisaje/jardín?

1 - Sí

2 - NO -----> **CONTINÚE EN LA P8e**

9 - NS/REF -----> **CONTINÚE EN LA P8e**

P8d. **[SI RESPONDE QUE SÍ:]** Durante los últimos 12 meses, ¿con qué frecuencia ha hecho alguien ajustes al control automático de su sistema de rocío?

1 - NADA EN ABSOLUTO

2 - 1 A 3 VECES

3 - 4 a 6 VECES

4 - 7 Ó MÁS VECES

5 - UTILIZA CONTROL BASADO EN EL TIEMPO -**CONTINÚE EN LA P9**

9 - NS/REF

P8e. ¿Ha escuchado acerca de los controles de riego basados en el tiempo que ajustan automáticamente el riego de su jardín basados en el estado cambiante del tiempo?

1 - Sí

2 - NO -----> **CONTINÚE EN LA P8g**

9 - NS/REF -----> **CONTINÚE EN LA P8g**

P8f. **[SI P8c=1 y P8e=1:]** ¿Usted ha instalado en su residencia un control basado en el tiempo?

1 - Sí -----> **CONTINÚE EN LA P9**

2 - NO

9 - NS/REF

P8g. **[SI P8e > 1 ó P8f > 1:]** Con un sistema basado en el tiempo, no tiene usted mismo que hacer ajustes debido a los cambios diarios en el tiempo. El control detecta la lluvia, la temperatura y la humedad y automáticamente ajusta el riego. Típicamente, se puede comprar un sistema de control basado en el tiempo por unos 300 dólares. ¿Qué tan probable, si este es el caso, es que usted compre un control basado en el tiempo en los próximos 12 meses? Diría usted que...*

1 - muy probable, -----**CONTINÚE EN LA P8i**

2 - algo probable,

3 - algo improbable o

4 - muy improbable?

9 - NS/REF

P8h. **[SI P8g > 1:]** Si se ofrecieran cupones por 65 dólares para la compra de un control basado en el tiempo, esto...***[INVERTIR 1-2 SOLAMENTE]**

1 - haría más probable que usted comprara un control basado en el tiempo

[CONTINÚE EN LA P8j]

2 - no significaría nada para usted?

9 - NS/REF

P8i **[SI P8h > 1:]**; Si se ofrecieran cupones por 125 dólares para la compra de un control basado en el tiempo, esto...***[INVERTIR 1-2 SOLAMENTE]**

- 1 - haría más probable que usted comprara un control basado en el tiempo, **[CONTINÚE EN LA P8i]**
- 2 - no significaría nada para usted
- 9 - NS/REF

P8j. Un control basado en el tiempo le ahorraría aproximadamente 30 dólares por año en su cuenta de agua. ¿Al saber esto, hace ...*
[INVERTIR 1-2 SOLAMENTE]

- 1 - más probable que usted compre un control basado en el tiempo,
- 2 - menos probable o
- 3 - no significa nada?
- 9 - NS/REF

PREGUNTE A TODOS:

P9. ¿Ha visto alguna vez o escuchado algo acerca del Jardín de Conservación del Agua (Water Conservation Garden) en el Colegio Cuyamaca?

- 1 - Sí
- 2 - NO-----> **CONTINÚE EN LA P10**
- 9 - NS/REF -----> **CONTINÚE EN LA P10**

P9a. **[SI RESPONDE QUE SÍ:]** ¿Ha visitado alguna vez el jardín?

- 1 - Sí
- 2 - NO -----> **CONTINÚE EN LA P10**
- 9 - NS/REF -----> **CONTINÚE EN LA P10**

P9b. **[SI RESPONDE QUE SÍ:]** ¿Aproximadamente cuántas veces ha visitado el Jardín en los últimos seis años?

_____ VECES
999 - NS/REF

P9c. ¿Ha hecho algunos cambios a sus prácticas de riego o de jardinería como resultado de su visita al Jardín?

- 1 - Sí
- 2 - NO -----> **CONTINÚE EN LA P10**
- 9 - NS/REF -----> **CONTINÚE EN LA P10**

P9d. **[SI RESPONDE QUE SÍ:]** ¿Cuál fue el cambio principal que usted hizo?

[AVERIGUE SOBRE UN CAMBIO Y ANÓTELO]

99 - NS/REF

P10. ¿Recuerda haber visto o escuchado algún mensaje sobre la conservación del uso de agua en el EXTERIOR durante el año pasado?

1 - Sí

2 - NO -----> CONTINÚE EN LA P12

9 - NS/REF -----> CONTINÚE EN LA P12

P10a. **[SI P10=1:]** ¿Dónde recuerda haber visto o escuchado estos mensajes con mayor frecuencia? **[NO LEA; AVERIGUE Y ANOTE SOLAMENTE UNO]**

1 - TELEVISIÓN

2 - RADIO

3 - PERIODICOS

4 - AMISTADES/FAMILIARES

5 - SITIO WEB DE MI AGENCIA DE AGUA

6 - MATERIAL CON CUENTA MENSUAL

7 - SITIO WEB DE SDCWA (Autoridad del Agua del Condado de San Diego)

8 - NO RECUERDA

9 - OTRO, ESPECIFIQUE: _____

P10b **[SI P10a > 0]**. ¿Recuerda algo acerca de lo que dicen estos mensajes?

1. Sí (por favor díganos lo que recuerda acerca de estos mensajes)

Q10bx _____

2. No. No recuerdo lo que dicen los mensajes.

[PREGUNTE LA P11 SOLAMENTE SI LA P8 = 1 (HOGAR responsable del paisaje/jardín) Y SI LA P10 = SÍ; SI NO, CONTINÚE EN LA P12]

P11. ¿Recuerda los pasos específicos, de haberlos, que su hogar ha tomado durante el año pasado como una respuesta directa a estos mensajes en cuanto a reducir su uso de agua en el exterior?

1 - Sí

2 - No se han tomado ningunos pasos específicos como respuesta a estos mensajes --
-----> CONTINÚE EN LA P12

3 - YA CONSERVABA ANTES DE LOS MENSAJES-----> CONTINÚE EN LA P12

9 - NS/REF -----> CONTINÚE EN LA P12

P11a. **[SI RESPONDE QUE SÍ:]** ¿Cuál es el paso principal que ha tomado su hogar para reducir el uso de agua en el exterior como respuesta a estos mensajes? **[AVERIGUE Y ANOTE SOLAMENTE UN PASO]**

99 - NS/REF

P12: ¿Cómo calificaría su satisfacción general con el Distrito de Agua de Otay como su proveedor de servicio de agua?

- 1---Excelente
- 2---Muy Bien
- 3---Bien
- 4---Regular
- 5---Mala
- 6---Muy Mala
- 9---NS/REF

P13. ¿Ha visitado alguna vez el sitio Web del Distrito de Agua de Otay?

- 1 - Sí
- 2 - TIENE ACCESO A INTERNET, PERO NO HA VISITADO EL SITIO WEB ----
-----> **CONTINÚE EN LA P14**
- 3 - NO TIENE ACCESO A INTERNET ----->**CONTINÚE EN LA P14**
- 9 - NS/REF -----> **CONTINÚE EN LA P14**

P13a. **[SI RESPONDE QUE SÍ:]** ¿Cómo calificaría el sitio Web? Diría usted que...

- 1 - excelente,
- 2 - bueno,
- 3 - regular o
- 4 - malo?
- 9 - NS/REF

P14a-c. Las siguientes preguntas son acerca del agua reciclada. Ésta es agua residual que tiene un alto grado de tratamiento y que se utiliza para una variedad de propósitos aparte de agua para beber (potable). ¿Cuál de las siguientes cree usted que produce el agua residual que se utiliza para reciclar?

1=Sí 2=No 3=NS/REF

- a. agua de las alcantarillas (aguas negras)
- b. corrientes de agua (escorrentía) en los desagües pluviales

P15. El uso de agua reciclada es otra manera de aumentar nuestro suministro de agua. ¿Estaría usted a favor o en contra del uso de agua reciclada para los siguientes tipos de uso...

[CLARIFICAR:] ¿Está usted firmemente o algo {a favor/en contra}?

¿Está a favor o en contra del uso de agua reciclada...	firme a favor	algo a favor	algo en contra	firme en contra	NS/REF
a) para riego de jardines/paisaje en autopistas, espacios abiertos, parques y campos de golf	1	2	3	4	9
b) para procesos y manufactura industriales?	1	2	3	4	9
c) para reabastecer lagos recreativos?	1	2	3	4	9
d) para riego de jardines residenciales?	1	2	3	4	9
e) como una adición al suministro de agua para					

beber (potable) 1 2 3 4 9
Si P15e = 1 ó 2, CONTINÚE EN LA P16—De lo contrario continúe en la 15f-1 a la 4

P15f. El agua reciclada puede recibir un tratamiento avanzado en la forma de una filtración adicional, ósmosis inversa y cloración. ¿Aceptaría usted la adición de agua reciclada con tratamiento avanzado para complementar las fuentes de nuestra agua para beber (agua potable) si supiera usted que.....

	Sí	No	NS/REF
1. el agua reciclada permanecería por más de un año, mezclada con otra agua, en una represa abierta para luego ser tratada de nuevo en una planta de filtración de agua?	1	2	9
2. el agua reciclada se usa en la actualidad para complementar el agua potable en otras comunidades estadounidenses?	1	2	9
3. el agua reciclada podría abastecer hasta un 10% de nuestros suministros locales de agua potable?		2	9
4. los estándares de agua potable de California se encuentran entre los más estrictos de la nación, y el agua reciclada sería tratada para cumplir con esos estándares?	1	2	9

PREGUNTE A TODOS:

P16. ¿Estaría usted a favor de procurar acuerdos internacionales con México a través de los cuales los Estados Unidos y México cooperarían en el desarrollo y mantenimiento de suministros adicionales de agua?

- 1 - Sí
- 2 - No
- 3 - NS/REF

P17. ¿Ha llamado al Distrito de Agua de Otay para pedir servicio u otra ayuda en los últimos 6 meses?

- 1 - SÍ
- 2 - NO
- 9 - NS/REF

Para concluir, estas preguntas son únicamente para propósitos de comparación.

PPH. ¿Cuántas personas, incluyéndose usted, viven en su hogar?

99 - NS/REF

TEN. ¿Su residencia es propiedad de alguien en su hogar o es alquilada?

- 1 - PROPIEDAD
- 2 - ALQUILADA/OTRA SITUACIÓN
- 9 - NS/REF

EDU. ¿Cuál es el grado o año de escolaridad más alto que usted ha completado y por el cual ha recibido crédito...

- 1 - preparatoria (high school) o menos,
- 2 - por lo menos un año de universidad o escuela de comercio o vocacional,
- 3 - graduado de la universidad con una licenciatura o
- 4 - por lo menos un año de trabajo de posgrado, además de la licenciatura?
- 9 - NS/REF

AGE. Por favor dígame cuando mencione la categoría que incluye su edad...

- 1 - 18 a 24,
- 2 - 25 a 34,
- 3 - 35 a 44,
- 4 - 45 a 54,
- 5 - 55 a 64 ó
- 6 - 65 ó mayor?
- 9 - NS/REF

ETH. ¿Cuál de los siguientes describe mejor su origen étnico o racial...

- 1 - blanco, no de origen Hispano;
- 2 - negro, no de origen Hispano;
- 3 - Hispano o Latino;
- 4 - Asiático o Isleño del Pacífico;
- 5 - Americano Nativo; u
- 6 - otro grupo étnico? [ESPECIFICAR:] _____
- 9 - NS/REF

INC. Ahora, no queremos saber sus ingresos exactos, pero aproximadamente, ¿podría decirme si sus ingresos anuales del hogar antes de deducir impuestos son...

- 1 - menos de \$25,000,
- 2 - \$25,000 hasta pero no incluyendo \$50,000,
- 3 - \$50,000 hasta (pero no incluyendo) \$75,000,
- 4 - \$75,000 hasta (pero no incluyendo) \$100,000, ó
- 5 - \$100,000 ó más?
- 9 - NS/REF

LAN. **[IDIOMA DE LA ENTREVISTA:]** 1 - INGLÉS 2 - ESPAÑOL

Frequencies

Statistics

		q10aoth	q10both	q11aoth	q9doth
N	Valid	313	313	313	313
	Missing	0	0	0	0

Frequency Table

q10aoth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		303	96.8	96.8	96.8
	At homeowners association	1	.3	.3	97.1
	Car wash	1	.3	.3	97.4
	City of San Diego	1	.3	.3	97.8
	County Fair.	1	.3	.3	98.1
	Imperial Valley	1	.3	.3	98.4
	Landscapers magazine	1	.3	.3	98.7
	Mail	1	.3	.3	99.0
	School meetings	1	.3	.3	99.4
	Schools	1	.3	.3	99.7
	Signs in the landscaping	1	.3	.3	100.0
	Total	313	100.0	100.0	

q10both

		Frequency	Percent	Valid Percent	Cumulative Percent
		250	79.9	79.9	79.9
	A show on county TV network, and how to conserve water.	1	.3	.3	80.2
	About drought resistance plants	1	.3	.3	80.5
	About Escondido water district	1	.3	.3	80.8
	About saving water using less water	1	.3	.3	81.2
	Can take a course and pay for it	1	.3	.3	81.5
	Changing plants, water at night	1	.3	.3	81.8
	Changing sprinkler adjustments due to seasons.	1	.3	.3	82.1
	Choosing indigenous plants.	1	.3	.3	82.4
	Classes	1	.3	.3	82.7
	Conserve water	5	1.6	1.6	84.3
	Conserve water usage	1	.3	.3	84.7
	Conserve water, especially in summer	1	.3	.3	85.0
	Conserve water.	1	.3	.3	85.3
	Conserve water. Don't spray with water.	1	.3	.3	85.6
	Conserving the water for the future.	1	.3	.3	85.9

Conserving water	1	.3	.3	86.3
Conserving water.	1	.3	.3	86.6
Different areas to stop watering lawns and washing cars.	1	.3	.3	86.9
Different voting messages during election	1	.3	.3	87.2
Discusses different ways to conserve water, what appliances to use, etc.	1	.3	.3	87.5
Don't leave your hose running - use car wash for recycling their water.	1	.3	.3	87.9
Don't water the sidewalk and don't drown the lawn gnomes. Don't be a water hog.	1	.3	.3	88.2
Don't leave your hose running don't wash your car don't water your lawn during the hottes	1	.3	.3	88.5
Encourage not to wash cars or sidewalks.	1	.3	.3	88.8
For the toilet.	1	.3	.3	89.1
Having the correct plants for your environment, landscaping.	1	.3	.3	89.5
How to conserve water.	1	.3	.3	89.8
How to control it.	1	.3	.3	90.1
Installing showerheads that can reduce water.	1	.3	.3	90.4
Just to conserve water.	1	.3	.3	90.7
Keep our sewers clean	1	.3	.3	91.1
North county is having a water treatment system going off line...	1	.3	.3	91.4
Not to let the water into the gutter by over sprinkling	1	.3	.3	91.7
PBS on 5 minute showers. Decrease you heating and water bill.	1	.3	.3	92.0
Preserve water	1	.3	.3	92.3
Proper adjustment	1	.3	.3	92.7
Recycled water do not drink	1	.3	.3	93.0
Recycled water.	1	.3	.3	93.3
Repairs for water.	1	.3	.3	93.6
Santa Barbara's example.	1	.3	.3	93.9
Shower are conserving	1	.3	.3	94.2
Summer planting certain plants that use less water.	1	.3	.3	94.6
Talks about plants	1	.3	.3	94.9
The irrigation system,	1	.3	.3	95.2
The use of less water	1	.3	.3	95.5
To conserve water.	2	.6	.6	96.2
To get a reimbursement	1	.3	.3	96.5
Trying to get water from Colorado river	1	.3	.3	96.8
Turn off the water; keep aware of water running in the house.	1	.3	.3	97.1
Using grasses and plants suited to the environment	1	.3	.3	97.4
Water conservation	1	.3	.3	97.8
Water conservation, water tolerant plants.	1	.3	.3	98.1
Water during the summer	1	.3	.3	98.4
Watering plants	1	.3	.3	98.7
We are in a water use reduction period at this time.	1	.3	.3	99.0
We have to conserve water.	1	.3	.3	99.4
We need to be careful with the water.	1	.3	.3	99.7

Valid

When you shower, brush teeth conserve water. Sweep with a broom and not with water hose	1	.3	.3	100.0
Total	313	100.0	100.0	

q11a0th

	Frequency	Percent	Valid Percent	Cumulative Percent
	273	87.2	87.2	87.2
5 minute shower timer.	1	.3	.3	87.5
Adjust automatic sprinklers	1	.3	.3	87.9
Adjusting my water system	1	.3	.3	88.2
Adjusting sprinkles	1	.3	.3	88.5
Change the toilets, replaced leaking fixtures with washer-less	1	.3	.3	88.8
Change to weather controller.	1	.3	.3	89.1
Changed frequency in watering	1	.3	.3	89.5
Changed shower heads and faucets to low pressure spouts	1	.3	.3	89.8
Changed the showerheads	1	.3	.3	90.1
Changed washer to low levels.	1	.3	.3	90.4
Cut back on water usage.	1	.3	.3	90.7
Cut back on watering and not washing our cars.	1	.3	.3	91.1
Cut down watering the lawn	1	.3	.3	91.4
Cut the down the time of my water sprinkler	1	.3	.3	91.7
Do it myself and sparingly.	1	.3	.3	92.0
Don't wash car	1	.3	.3	92.3
Don't keep the water running. Not using the dishwasher.	1	.3	.3	92.7
Valid Economy, faith that we conserve water.	1	.3	.3	93.0
Got rid of side and back lawns	1	.3	.3	93.3
I don't water as much as I used to	1	.3	.3	93.6
I turn it on and off to save water.	1	.3	.3	93.9
Implementation of the rain detection device.	1	.3	.3	94.2
Install the weather controlled sprinklers, reduce the use of washing machine	1	.3	.3	94.6
Installed a low flow toilet system. Replaced faucets & washers that leak.	1	.3	.3	94.9
Keep an eye on sprinklers	1	.3	.3	95.2
Limit how much time the water is running.	1	.3	.3	95.5
New shower heads - shutting off water while brushing teeth.	1	.3	.3	95.8
Not having sprinklers all the time	1	.3	.3	96.2
Not that I can recall	1	.3	.3	96.5
Not washed my car and water my lawn early in the morning	1	.3	.3	96.8
Paying attention to the weather and the sprinklers.	1	.3	.3	97.1
Put in a drip systems.	1	.3	.3	97.4
Reduced the landscaping	1	.3	.3	97.8
Run dish washer when it is full.	1	.3	.3	98.1
Stop watering during the day.	1	.3	.3	98.4

Turn off the outdoor system	1	.3	.3	98.7
Turning water off when brushing teeth.	1	.3	.3	99.0
Utilize my washer machine water for my lawn	1	.3	.3	99.4
Water at night in summer	1	.3	.3	99.7
We changed our pool equipment to help with the water and the electricity.	1	.3	.3	100.0
Total	313	100.0	100.0	

q9doth

	Frequency	Percent	Valid Percent	Cumulative Percent
	281	89.8	89.8	89.8
Adjusted your sprinklers	1	.3	.3	90.1
Bought plants that do not require a lot of water	1	.3	.3	90.4
Change landscaping	1	.3	.3	90.7
Changed the plants and flowers	1	.3	.3	91.1
Choice of plants	1	.3	.3	91.4
Conserve plants	1	.3	.3	91.7
Different cover.	1	.3	.3	92.0
Done away with landscaping, just have potted plants on patio	1	.3	.3	92.3
Drip system	2	.6	.6	93.0
Drought resistant plants.	1	.3	.3	93.3
Ground cover.	1	.3	.3	93.6
Having plants that don't require water	1	.3	.3	93.9
Husband planted dry desert plants.	1	.3	.3	94.2
I changed the plants in my front yard.	1	.3	.3	94.6
I didn't plant anything with water.	1	.3	.3	94.9
Valid Just last month, I halved my grass (cut in half) and put in granite.	1	.3	.3	95.2
Just water hose	1	.3	.3	95.5
More native planting	1	.3	.3	95.8
Reduced amount of water used	1	.3	.3	96.2
Replaced several plants.	1	.3	.3	96.5
Sprinkler system installed.	1	.3	.3	96.8
The mulch was chosen.	1	.3	.3	97.1
Type of grass	1	.3	.3	97.4
Type of planting	1	.3	.3	97.8
Type of plants	1	.3	.3	98.1
View every thing.	1	.3	.3	98.4
Water the lawn.	1	.3	.3	98.7
We paved our yard	1	.3	.3	99.0
We put down landscaping cloth and pebbles.	1	.3	.3	99.4
We put in more low water using plants.	1	.3	.3	99.7
We used to pick out the plants in our landscaping.	1	.3	.3	100.0
Total	313	100.0	100.0	

Attachment C

**Otay Water District
2006 Customer Services
Satisfaction Survey**

Prepared for

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Prepared by

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Otay Water District Customer Service Satisfaction Survey

Executive Summary

The Otay Water District has elected to conduct a statistically reliable customer satisfaction telephone survey among those who have called customer service during the past 6 months. The purpose of the survey is twofold – first, to provide information about the volume and purpose of customer calls, to determine the level of satisfaction regarding customer and field service, the bill payment process, and the communication efforts of the District (including the website and the Interactive Voice Response System), and second, to compare the results of this 2006 Customer Service Satisfaction Survey with the results of the more general 2005 Residential Customer Satisfaction and Awareness Survey where the data are comparable

Specifically, the primary areas of interest are:

- Overall customer satisfaction
- Satisfaction with services of telephone and field representatives
- Satisfaction with the resolution of issues
- Satisfaction with the bill payment process
- Satisfaction with efforts to communicate with customers including the website and the Interactive Voice Response System.
- Basic demographic statistics/sampling characteristics

Rea & Parker Research was selected to conduct this study, as it was the 2005 and 2006 Residential Customer Satisfaction Surveys.

The purpose of the research is to:

- Obtain scientifically reliable and sufficiently robust results to determine the level of satisfaction among those who seek customer service for critical service delivery features.
- Determine customer service call patterns with regard to the purpose and volume of calls.
- Determine level of satisfaction with various issues, including:
 - Telephone and field representatives
 - Issue resolution
 - District communication efforts including the official website
 - Bill payment process
- Obtain demographic data about the population for use in descriptive analysis and crosstabulations of data that can result in new, optimally targeted and tailored public outreach programs.
- Compare the results of this survey with the results of the 2005 Residential Customer Satisfaction Survey, where applicable.

Sample

The survey was conducted by a random telephone sample of 208 respondents, which equates to a margin of error of +/- 6.6 percent at the 95 percent confidence level.

Respondents were predominantly White (49 percent) and Hispanic/Latino (34 percent) and earned an annual median household income of \$72,600 (14 percent earning \$100,000 or more and 4 percent earning under \$25,000). They have a median age of 44 years and have been customers of the Otay Water District for a median of 8 years. Among these respondents, 53 percent possess a Bachelor's degree or more, with 22 percent having a high school education or less. Survey respondents are predominantly homeowners (80 percent) with a mean household size of 3.65. The sample was comprised largely of residential customers (98 percent); the remaining 2 percent being business customers.

Survey Findings

This survey report has been divided into six informational components as follows:

- Demographic statistics/sampling characteristics
- Overall satisfaction with customer service
- Satisfaction with field service
- Purpose of customer calls
- Issues regarding the bill payment process
- Communication with the Otay Water District

Overall Satisfaction with Customer Service

- Customer service respondents rate the overall quality of customer service of the Otay Water District as very high – 84 percent rate it as excellent (51 percent) or good (33 percent). The 51 percent indication of excellent represents a 10 percent increase over 2005.
- Customers are satisfied regarding customer service features including professionalism of service representative, knowledge and expertise of the service representative, courtesy of the service representative, ability to reach service representative, and satisfaction in getting their problem solved—75 to 85 percent indicating very satisfied or somewhat satisfied.
- Customers make an average of 1.8 calls per issue to customer service, with 69 percent of all callers having their issue resolved in one call. Among the 31 percent who make more than one call, 60 percent of them had their problem ultimately resolved, leaving a total of 12 percent of callers with unresolved issues.
- Customers view the Otay Water District favorably compared to other utilities and authorities that bill monthly for service, with 26 percent saying that it is the best among monthly services and another 30 percent indicating high regard for the Otay Water District.

Satisfaction with Field Service

- One fourth of respondents (26 percent) indicate that their issue required a field visit to the customer's property.
- Over 60 percent of customer service callers rate their overall experience with field representatives as excellent or good.
- The majority of respondents are satisfied with the time required to visit the property (65 percent), the outcome of the service (63 percent), and the amount of time needed for field service (57 percent).

Purpose of Customer Calls

- 18 percent of respondents placed calls to customer services at the Otay Water District within the past 6 months.
- The main purpose of customer calls relates to billing issues (66 percent); only 11 percent of calls are repair related, with the other 23 percent being starting and stopping service, among other issues.
- Using the 2005 Residential Customer Satisfaction Survey as a baseline, calls about repairs are declining as a proportion of total customer service calls (from 20 percent in 2005 to 11 percent in 2006) while calls about the billing are increasing (from 60 percent in 2005 to 66 percent in 2006).
- Of those customers who call about repairs, 39 percent call about pipeline breaks, 35 percent call about suspected leaks, and the other 26 percent are concerned about the supply of water to their home, including how to shut off their valve.
- Non-repair calls as well as additional calls beyond the last one made by customers are largely for purposes of bill clarification and secondarily for expressing the feeling that they are being charged too much because of meter errors.

Issues Regarding the Bill Payment Process

- Over one-half of customer service callers pay their bill by sending a check in the mail (53 percent) and 14 percent pay on line. Others pay by using a credit card over the telephone (14 percent) and through automatic bank deduction (8 percent). It is noteworthy that 47 percent would prefer to pay by sending a check in the mail (6 percent less than the 53 percent who actually do so) and 22 percent would prefer to pay on line (8 percent more than the 14 percent who actually do so). There is an emerging preference among customer callers to make payments on line.
- Those who pay in person (11 percent) do so because they enjoy the personal contact, it is convenient for them to do so, or they want an immediate receipt.
- The great majority of customer service callers are satisfied with the ease of understanding their water bill (83 percent—54 percent very satisfied and 29 percent somewhat satisfied) and with the accuracy of their water bill (77 percent—43 percent very satisfied and 34 percent somewhat satisfied).
- About three-fourths of customer service callers (76 percent) are confident in the accuracy of their meter reading.
- One-half (52 percent) of these callers read the messages in the message box on their water bill.

- Customer service callers indicate that the convenience of the monthly billing process could be improved if they had a greater ability to pay by telephone or on line (23 percent), if their bill reflected lower rates (18 percent), if there was better explanation of information on the bill (14 percent), if the bill included notification of late payment pending disconnect (14 percent), and if there were improvements that resulted in more accurate meter reading (14 percent).

Communication with the Otay Water District

- More than one-third of respondents (37 percent) contacted the Otay Water District by a means other than telephone—23 percent visited the Otay Water District in person to make their inquiry, 8 percent sent a letter to the District, and 6 percent used e-mail to make contact.
- Customers are very satisfied with their in person contact (88 percent very or somewhat satisfied) and are satisfied, but to a lesser extent, with the results of their letter (68 percent very or somewhat satisfied) and their e-mail (61 percent very or somewhat satisfied).
- 20 percent of customer callers have used the Otay Water District website to obtain information in the past 6 months, and, among these users of the website, 88 percent are satisfied with their experience.
- Only 16 percent of customer service callers have used the Interactive Voice Response System, but 81 percent of these 16 percent have found the system to be useful for problem solving. Nearly everyone (97 percent) who has used this system found it to be user friendly.
- About one-fourth of those who use the Interactive Voice Response System would like to see it expanded to include bill payment options as well as to have it improved in order to reduce waiting time on the telephone. They would also like it to notify customers when their payments are delinquent and offer discounted bills when it is used instead of a traditional customer service representative.

Conclusions

It is clear that customers of the Otay Water District who have made customer service calls to the District and who have had the need for field service at their property are largely satisfied with the customer service they received. It is clear, therefore, that there is considerable support for the efforts made by the Otay Water District to address customer issues in a timely fashion and to resolve problems to the customers' satisfaction.

Introduction and Methodology

In 1956, the Otay Water District was authorized by the State Legislature and gained its entitlement to imported water. Today, the District serves the needs of over 186,000 people by purchasing water from the Metropolitan Water District of Southern California. The Otay Water District takes delivery of the water through several connections to large pipelines owned and operated by the San Diego County Water Authority. Since its inception, the Otay Water District also has collected and reclaimed wastewater generated within the Jamacha drainage basin and pumped the reclaimed water south to the Salt Creek basin where it is used for irrigation and other non-potable uses.

The Otay Water District elected to conduct a statistically reliable customer opinion and satisfaction telephone survey among those who have called customer service during the past 6 months. The purpose of the survey is twofold – first, to provide information about the volume and purpose of customer calls, to determine the level of satisfaction regarding customer and field services, the bill payment process, the communication efforts of the District, including the website, the Interactive Voice Response System, and more traditional communication efforts, and second, to compare the results of this 2006 Customer Service Satisfaction Survey with the results of the more general 2005 Residential Customer Satisfaction and Awareness Survey where the data are comparable.

Specifically, the primary areas of interest are:

- Overall customer satisfaction
- Satisfaction with services of telephone and field representatives
- Satisfaction with the resolution of issues
- Satisfaction with the bill payment process
- Satisfaction with communication efforts including the website and the Interactive Voice Response System
- Volume and purpose of customer calls
- Basic demographic statistics/sampling characteristics

Rea & Parker Research was selected to conduct this study, as it was for the 2005 and 2006 Residential Customer Satisfaction and Awareness Surveys. The purpose of the research is to:

- Obtain scientifically reliable and sufficiently robust results to determine the level of satisfaction among those who seek customer service for critical service delivery features.

- Determine customer service call patterns with regard to the purpose and volume of calls.
- Determine level of satisfaction with various issues, including:
 - Telephone and field representatives
 - Issue/problem resolution
 - District communication efforts including the official website
 - The bill payment process
- Obtain demographic data about the population for use in descriptive analysis and crosstabulations of data that can result in new, optimally targeted and tailored public outreach programs.
- Compare the results of this survey, as relevant and appropriate, with the results of the 2005 Residential Customer Satisfaction Survey.

Sample

The survey was conducted by a random telephone sample of 208 respondents in order to secure a margin of error not to exceed +/-6.6 percent @ the 95 percent confidence level. This figure represents the widest interval that occurs when the survey question represents an approximate 50 percent-50 percent proportion of the sample. When it is not 50 percent-50 percent, the interval is somewhat smaller. For example, in the survey findings that follow, 53.0 percent of respondents pay their bill by sending a check in the mail. This means that there is a 95 percent chance that the true proportion of those who actually pay their bill by mail is between 46.4 percent and 59.6 percent (53.0 percent +/- 6.6 percent).

The survey sample of 208 was randomly drawn from approximately 4300 customers who have made at least one customer service call to the Otay Water District in the past 6 months. When respondents asked about who was sponsoring the survey, they were told “this project is sponsored by the Otay Water District, and it is about issues related to improving customer service.” This information was provided to 57 percent of the respondents.

The survey was conducted in both English and Spanish. Spanish language respondents comprise 6 percent of the survey population. The distribution of respondents according to gender is 36 percent male and 64 percent female.

The survey was conducted from November 16, 2006 to December 20, 2006. The mean survey time was 11.0 minutes per respondent. The total survey response rate was 29.8 percent based upon completed interviews in comparison to all eligible (and estimated to be eligible) phone numbers, including busy signals, answering machines, call backs, and no answers. Cooperation among those eligible respondents who were actually contacted was 89.3 percent (Table 1). Both English and Spanish versions of the survey are provided in the Appendix.

Table 1 Otay Water District 2006 Customer Opinion and Awareness Survey Telephone Call Disposition Report	
Unknown Eligibility	
No Answer	879
Busy	188
Answering Machine	1171
Call Back	348
Language Barrier	117
Total Unknown	2703
Ineligible	
NQ No Service Call	447
Disconnect	324
Business/Fax	159
Refusal	194
Total Ineligible	1124
Eligible	
Complete	208
Mid-term	25
Total Eligible	233
Cooperation Rate: Complete/Eligible	89.3%
Response Rate: Complete/(Eligible + ((Eligible/Eligible + Ineligible)(Unknown)))	29.8%
Percent in Spanish	6.3%

This report is divided into six essential information components as follows:

- Demographic statistics/sampling characteristics
- Overall satisfaction with customer service
- Satisfaction with field service
- Purpose of customer calls
- Issues regarding the bill payment process
- Communication with the Otay Water District

Each section of the report will begin with a very brief abstract, or summary of highlights within the ensuing section, in order to orient the reader to what is to follow.

Charts have been prepared for each of these major components depicting the basic survey results. Subgroup analyses for different age groups, various levels of education, gender, home ownership/rental status, household size, residential tenure in the community, different income categories, and ethnicity of residents of the service area are presented in succinct bulleted format when statistical significance and relevance warrants such treatment. Lists of open-ended responses to survey questions are contained in the Appendices.

Survey Findings

Demographic Statistics/Respondent Characteristics

Table 2 presents selected demographic and sampling characteristics of the survey respondents (customers who made calls to the customer services unit of the Otay Water District during the past 6 months). Respondents are predominantly White (49 percent) and Hispanic/Latino (34 percent) and earn an annual median household income of \$72,600 (14 percent earning \$100,000 or more and 4 percent earning under \$25,000). They have a median age of 44 years and have been customers of the Otay Water District for a median of 8 years. Among these respondents, 53 percent possess a Bachelor's degree or more, with 22 percent having a high school education or less. Survey respondents are predominantly homeowners (80 percent) with a mean household size of 3.65. The survey is comprised mostly of residential customers (98 percent); the remaining 2 percent are business customers.

Also in **Table 2**, the sampling characteristics of the entire customer base (2006 Residential Customer Satisfaction and Awareness Survey) are presented for comparative purposes. The

respondents of the general survey are more White (55 percent – 6 percent higher than the respondents of the 2006 Customer Service and Satisfaction Survey) and less Hispanic/Latino (29 percent – 5 percent lower than 2006 Customer Service and Satisfaction Survey respondents). General survey respondents have a higher annual income level than the customer service callers (\$77,500 median for General survey respondents or about \$5,000 higher than for customer service callers and 33 percent of the general respondents earn over \$100,000 – 19 percent more than the customer service callers). General survey respondents are younger and they have been customers of the Otay Water District for a longer period of time than the customer service callers. The median age for general survey respondents is 49 years (5 years more than customer service callers) and they have been customers of the District for a median of 10 years (2 years more than customer service callers). General survey customers have a slightly greater tendency to be homeowners (90 percent for general survey – 10 percent higher than for customer service callers) and they have a somewhat lower mean household size (3.27 for the general survey – 0.5 lower than for customer service callers).

Satisfaction with Customer Service

SUMMARY: *Customer service callers rate the overall quality of customer service as very high – 84 percent rate it as excellent (51 percent) or good (33 percent). This is superior to the high rating provided by customers in the 2005 Residential Customer Satisfaction and Awareness Survey.*

Between 75 and 85 percent of customer service callers feel very satisfied or somewhat satisfied regarding the 5 service features presented in the survey: professionalism of service representative, knowledge and expertise of the service representative, courtesy of service representative, ability to reach service representative, and satisfaction in getting their problem solved. The latter three features -- the only features that appeared on the 2005 general survey - - received similarly high satisfaction ratings in 2005.

Customers make an average of 1.8 calls per issue to customer service, with 69 percent of all callers having their issue resolved in one call. Among the 31 percent who make more than one call, 60 percent of them had their problem ultimately resolved, leaving a total of 12 percent of callers with unresolved issues.

Customer service callers to the Otay Water District compare the District very favorably to other authorities and utilities that bill monthly, with 26 percent saying that it is the best among monthly service providers.

Chart 1 indicates that 84 percent of the customer service respondents rate the overall quality of customer service as excellent (51 percent) or good (33 percent). This rating is consistent with the high level of satisfaction expressed in the 2005 Residential Customer Satisfaction and Awareness Survey. It is noteworthy that the 51 percent rating of excellent represents a 10 percent increase over the 2005 rating.

Chart 2 shows that there is a high level of satisfaction for various customer service features. In fact, 85 percent of those who made customer calls feel either very satisfied or somewhat satisfied with the following features: professionalism of service representative, courtesy of service representative, and ability to reach service representative. Respondents also feel either very satisfied or somewhat satisfied regarding the knowledge and expertise of the service representative (80 percent) and about getting their problem resolved (75 percent).

Chart 3 demonstrates that in the 2005 Customer Satisfaction and Awareness Survey, respondents also rated three of these customer service features very highly and consistent with respondent ratings in the 2006 Customer Service and Satisfaction Survey. The 2005 customers were very satisfied or somewhat satisfied regarding the following features: courtesy of service representative (97 percent), ability to reach service representative (89 percent), and getting their problem resolved (85 percent).

Chart 4 indicates that customer callers make an average of 1.8 calls per issue to customer service, with 69 percent of all callers having their issue resolved in one call. Among the 31 percent who make more than one call, 60 percent of them had their problem ultimately resolved, leaving a total of 12 percent of callers with unresolved issues.

Table 3 shows that customer callers whose question/problem was resolved after two or more calls are more likely to be satisfied with the customer service features than are customer callers whose question/problem was not resolved after 2 or more calls. (The means reported below are based on a scale of 1-4, where 1 = very satisfied and 4 = very dissatisfied).

Chart 1
Overall Quality of Service

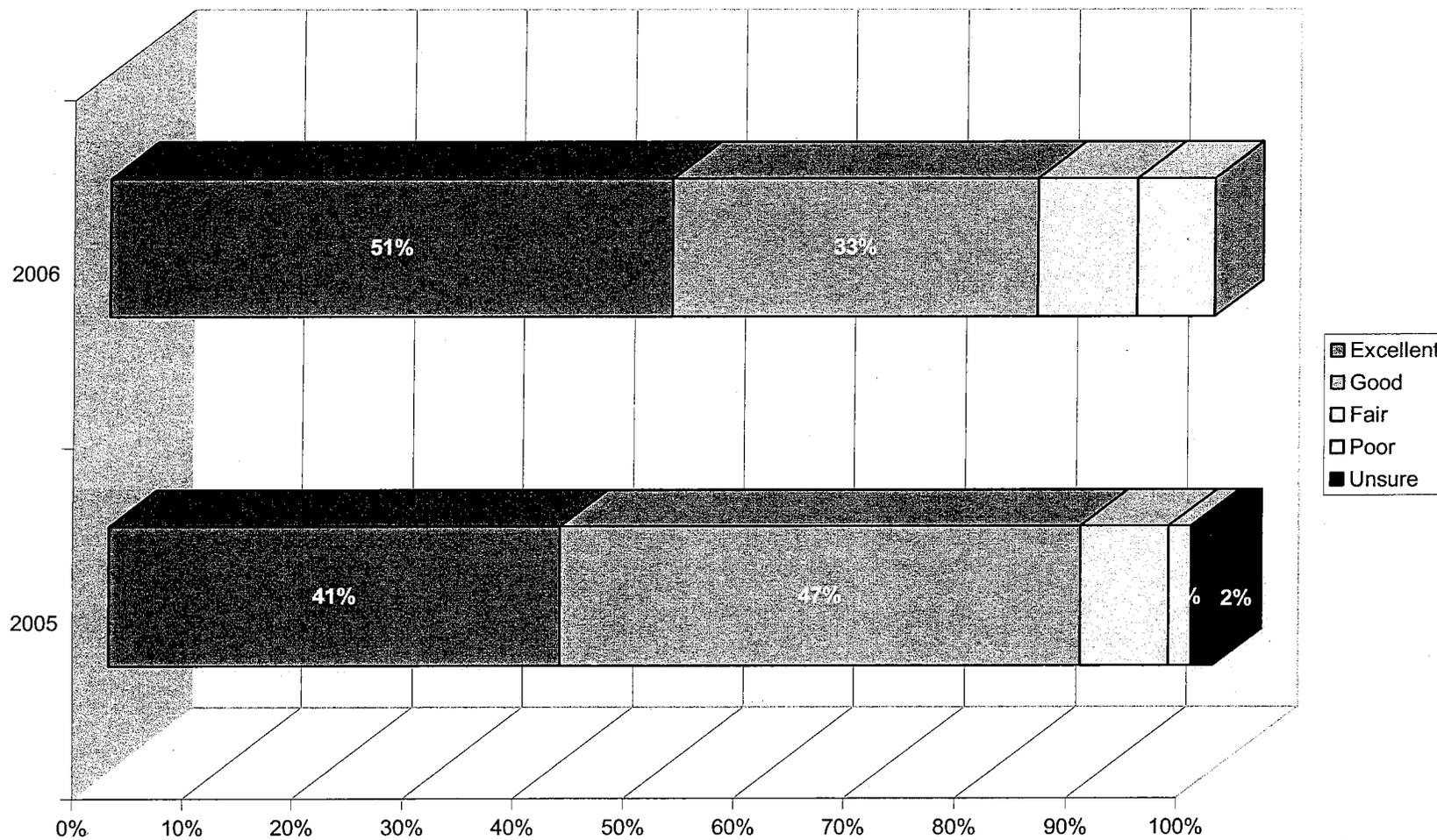


Chart 2
Satisfied or Dissatisfied: Customer Service Features

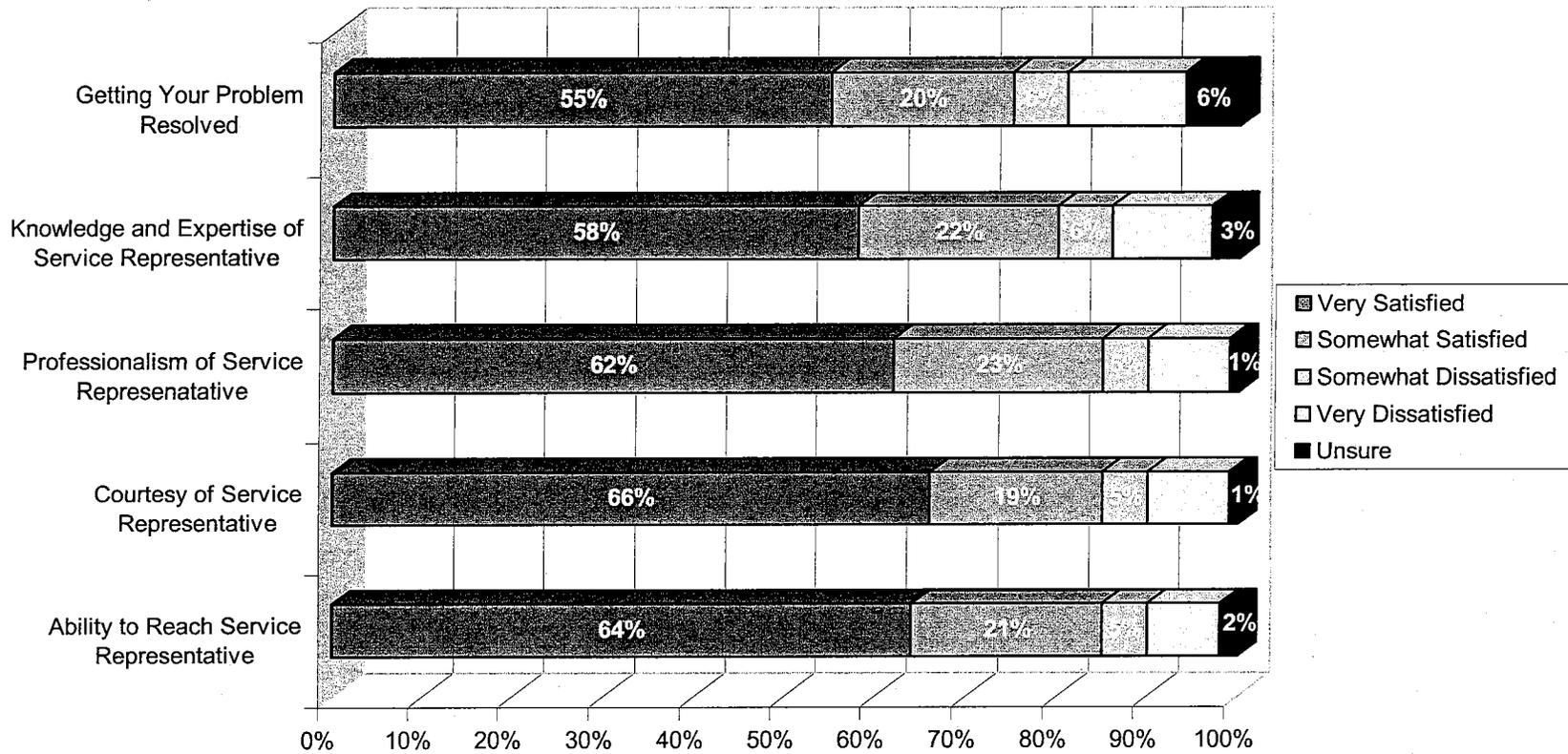


Chart 3
Satisfaction or Dissatisfaction with Customer Service Features--2006 and 2005

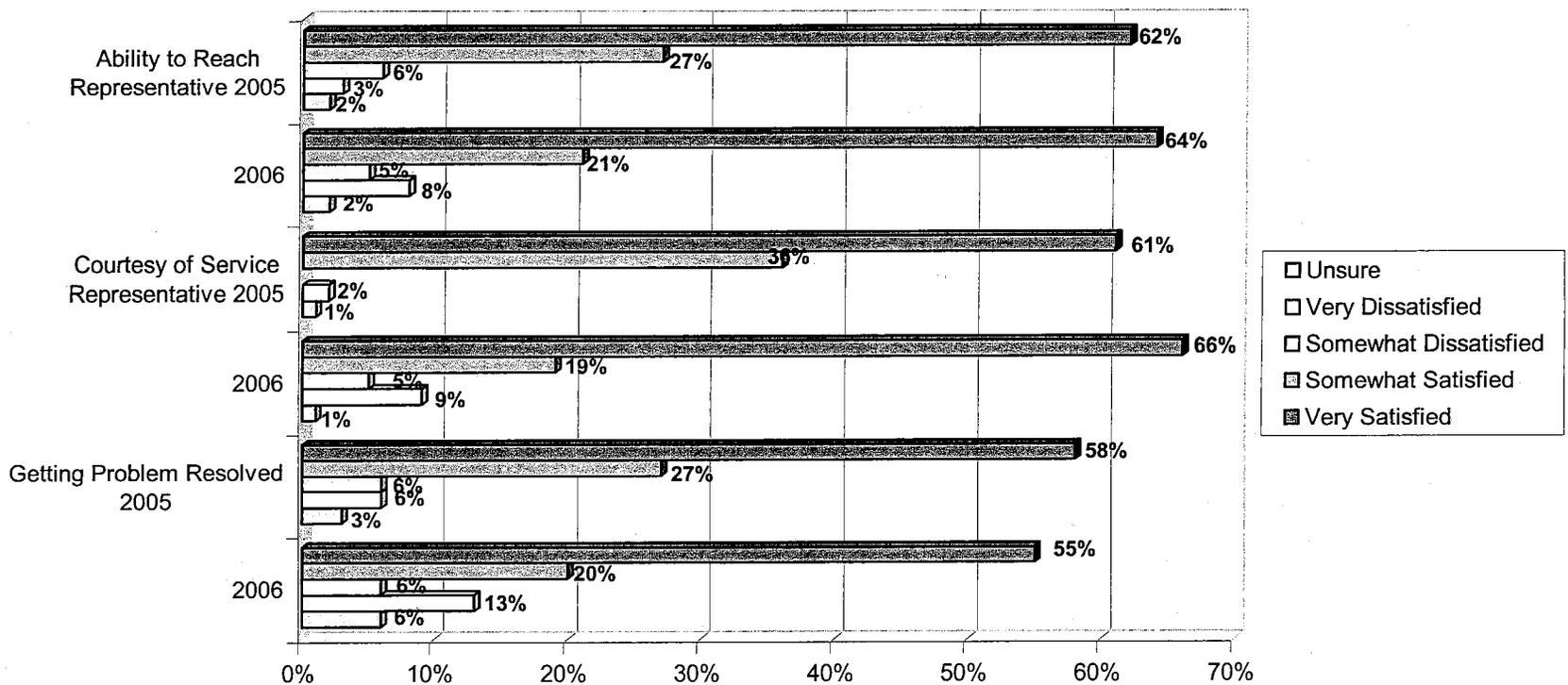


Chart 4
Number of Calls Required to Resolve Issue
(Mean Number of Calls = 1.8)

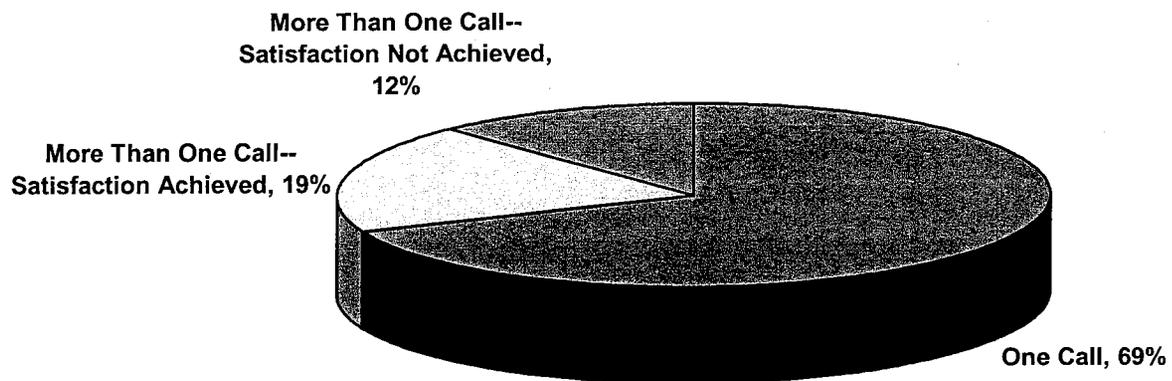


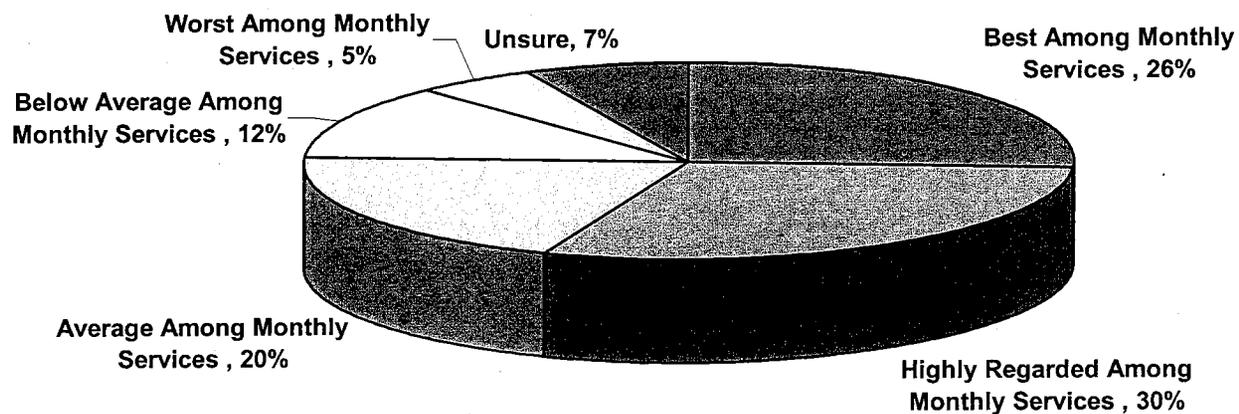
Table 3 Mean Customer Caller Satisfaction Ratings for Customer Service Features (problem resolved after 2 or more calls versus problem not resolved after 2 or more calls)		
Feature	Problem resolved after 2 or more calls	Problem not resolved after 2 or more calls
Ability reach representative	1.39	2.19
Courtesy service representative	1.35	2.19
Professionalism service representative	1.39	2.31
Knowledge of service representative	1.53	2.41
Getting problem resolved	1.45	2.73
Overall quality of service	1.50	2.70

- For those who make more than one call to customer service about their concern, problem resolution is more successful as the household size increases. For example, problem resolution is greater among households of 5 or more (71 percent) than it is among households of 1 or 2 (35 percent).

Customer service callers also gave high ratings to the Otay Water District in comparison to other utilities (e.g. cable service) that bill monthly. **Chart 5** shows that about one-fourth of the customers rate the customer services of the Otay Water District as the best (26 percent) and another 30 percent think highly of the District's customer services relative to the service provided by similar companies. The customers rate the Otay Water District well above average with a mean of 3.63 on a scale of 1 to 5 where 1 = the worst and 5 = the best.

- Customers who only had to make one call to resolve their problem are more complimentary of the Otay Water District than those who had to make two or more calls (3.91 for one call versus 3.24 for two or more calls).

Chart 5
Comparative Ranking of Otay Water District Against Other Monthly Services
(On scale of 1-5, with 5 = BEST and 1 = WORST, Mean Ranking = 3.63)



Satisfaction with Field Service

SUMMARY: *About one-fourth of customer service callers (26 percent) indicate that their issue required a field visit to the customer's property. Over 60 percent of customer service callers rate their overall experience with field representatives as excellent or good. From one-half to two-thirds of those who required a field visit are satisfied with the amount of time needed for service, the outcome of the service, and the time required to come to the property.*

Only about one-fourth of customer service callers (26 percent) required a field visit to the customer's property (**Chart 6**). Among those who required a field visit, customers say that the field representative checked the meter (25 percent), connected service (25 percent), inspected the system (15 percent), or generally fixed the problem (15 percent)—**Chart 7**.

- Field visits were required to resolve problems among longer term customer service callers to the Otay Water District more so than among shorter term customer callers (33 percent for those who have been customers for 11 years or more compared to 20 percent for those who have been customers for 10 or fewer years).
- Customers whose problem required a field visit are less likely to be satisfied with the following service features (The means are based on a scale of 1 to 4, where 1 = very satisfied and 4 = very dissatisfied): getting the problem resolved (2.17 – field visit required; 1.59 – field visit not required) and overall quality of service received (2.19 – field visit required; 1.57 – field visit not required).

Chart 8 demonstrates that over three-fifths (62 percent) of customers rate their overall experience with the service of field representatives as either excellent (28 percent) or good (34 percent) with only 13 percent rating this service as poor. Customers also rate specific features of field service as satisfactory and these ratings are depicted in **Chart 9**. A majority of customers feel either very satisfied or somewhat satisfied with regard to the following features of field service: the time required to come to the property (65 percent), the outcome of the field service (63 percent), and the amount of time needed for service (57 percent).

Chart 6
Field Visit Required?

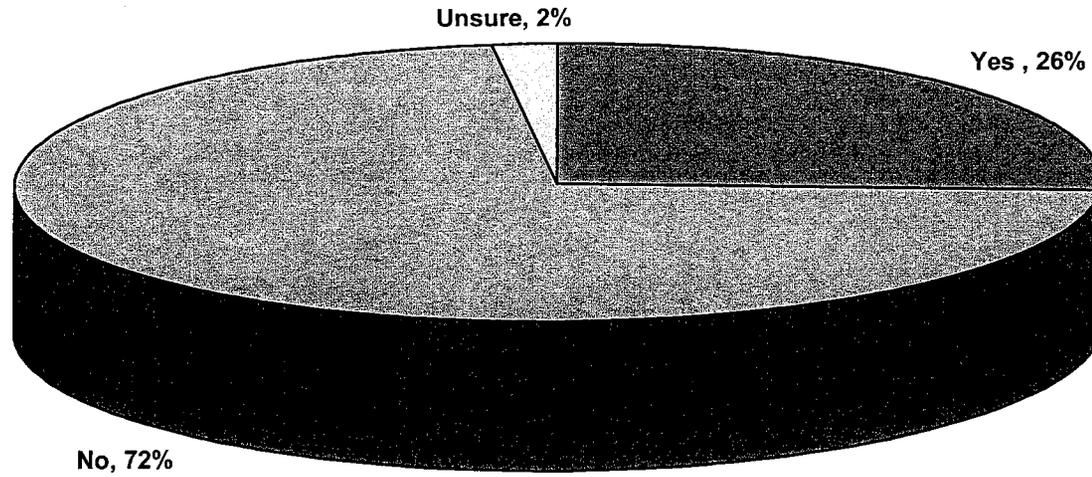


Chart 7
What Field Representative Did
(Among 26% who required field visit)

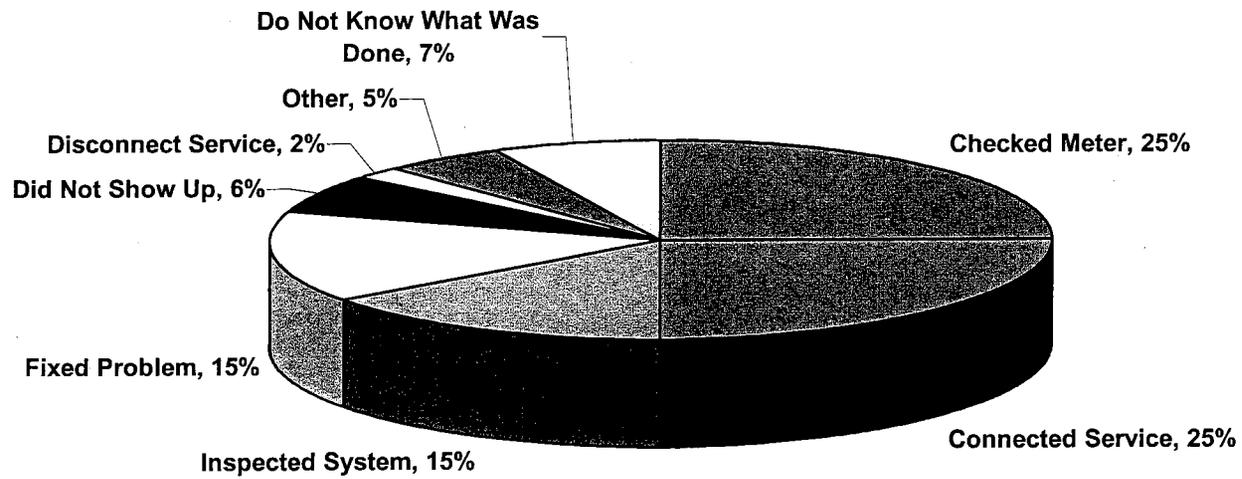


Chart 8
Overall Satisfaction with Field Service
(Among 26% who required field service)

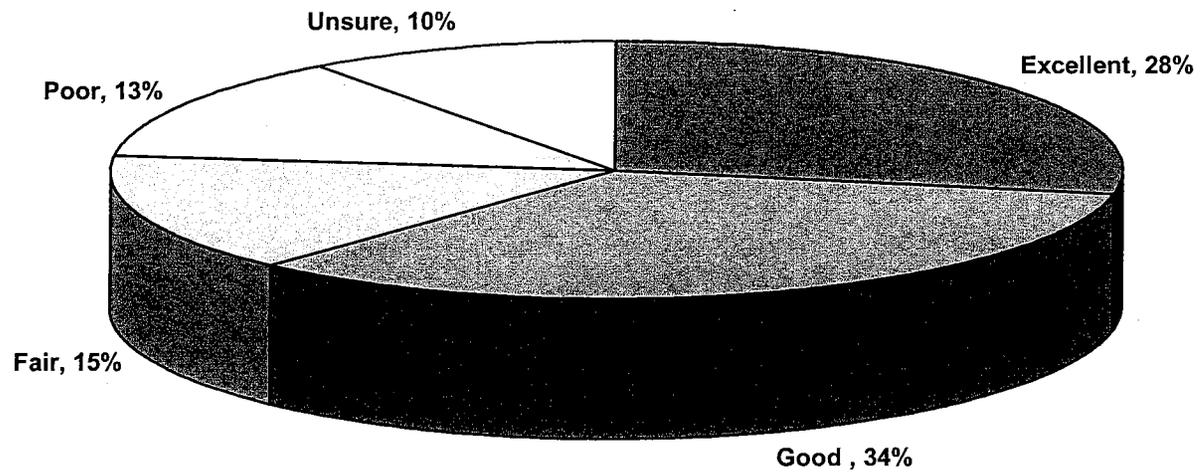
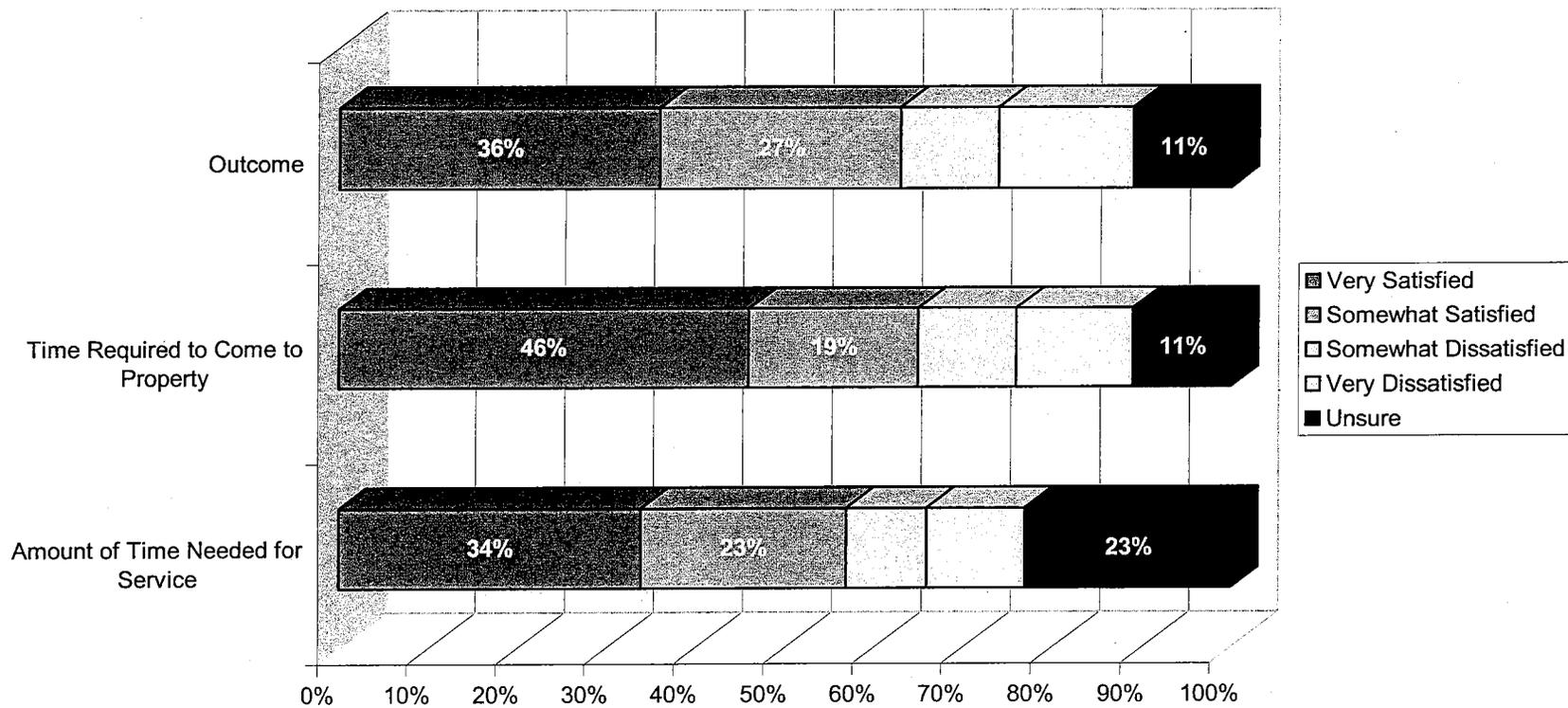


Chart 9
Satisfaction or Dissatisfaction with Field Service
 (Among 26% who required field service)



Purpose of Customer Calls

SUMMARY: *About one-fifth (18 percent) of the respondents to the 2006 Customer Satisfaction and Awareness Survey placed customer service calls to the Otay Water District within the last 6 months; this compares with 19 percent of the respondents in the 2005 Residential Customer Satisfaction and Awareness Survey who placed customer service calls to the District over a 12 month period. The main purpose of customer calls is related to billing issues (66 percent) while 11 percent of the calls involve concerns about repairs. The remaining 23 percent of calls is associated with starting and stopping service, among other issues. Using the 2005 Residential Customer Satisfaction Survey as a baseline, customer calls about repairs are on the decline as a proportion of total customer service calls while calls involving monthly bills are increasing.*

Of those customers who call about repairs, 39 percent call about pipeline breaks, 35 percent call about suspected leaks and the other 26 percent are concerned about the supply of water to their home, including how to shut off their valve.

Non-repair calls as well as additional calls beyond the last one made by customers are largely for purposes of bill clarification and secondarily for expressing the feeling that they are being charged too much because of meter errors.

Chart 10 shows that nearly one fifth (18 percent) of the respondents of the 2006 Residential Customer Satisfaction and Awareness Survey placed calls related to the Otay Water District within the past 6 months. This is compared to the findings of the 2005 Residential Customer Satisfaction and Awareness Survey where 19 percent made calls to seek customer service over a 12 month period.

Chart 11 shows that the main purpose for customer calls relates to billing issues (66 percent); only 11 percent of calls are repair related, with the remaining 23 percent being starting and stopping service, among other issues. Using the 2005 Residential Customer Satisfaction Survey as a baseline, calls about repairs are declining as a proportion of total customer service calls (from 20 percent in 2005 to 11 percent in 2006) while calls about the billing are increasing (from 60 percent in 2005 to 66 percent in 2006).

Chart 10
Have Called Customer Service
(From 2006 General Survey, n = 300)
(2006-- past 6 months....2005--past 12 months)

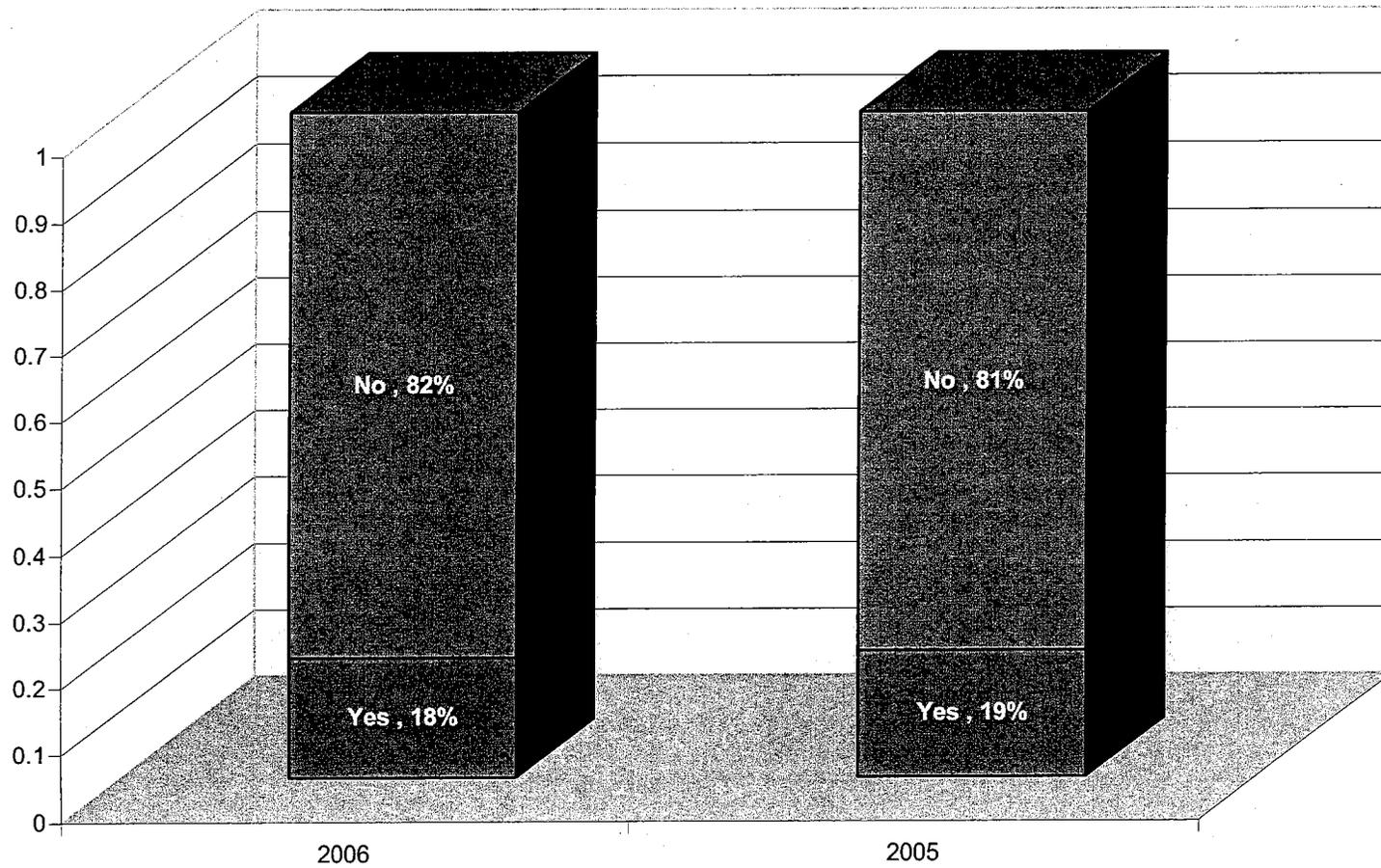


Chart 11
Main Purpose of Last Customer Service Call

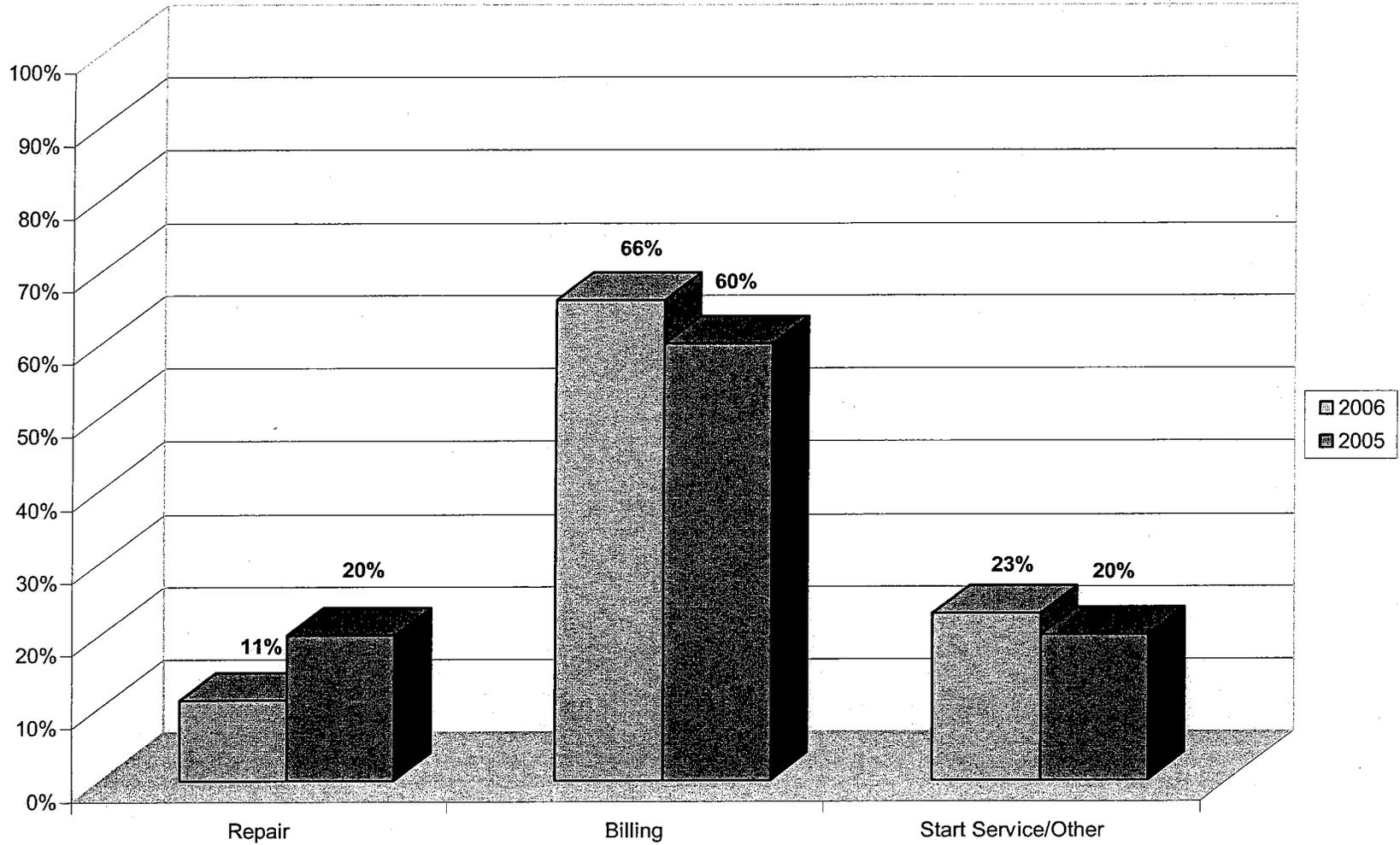


Chart 12 shows that of those customers who call about repairs, 39 percent call about pipeline breaks, 35 percent call about suspected leaks, and the other 26 percent are concerned about the supply of water to their home, including how to shut off their valve. The 2005 customers were more concerned about the supply of water than were the 2006 customer callers (46 percent in 2005 were concerned about water supply – 20 percent more than in 2006) while the 2005 customers were less concerned about pipeline breaks and leaks than the 2006 customer callers (54 percent in 2005 were concerned about pipeline breaks – 20 percent less than in 2006).

Chart 13 demonstrates that among those whose latest call to customer service was non-repair related, the purposes for that call include clarification of the bill (28 percent), the feeling that customers are charged too much because of meter error (15 percent), the need to start service (11 percent), and other issues such as the need for technical assistance (6 percent), reconnecting service after shut off (5 percent), and misplaced bills (4 percent).

Chart 14 shows that among the 24 percent of customers who made more than one call to customer service, 56 percent made these additional calls because they want clarification of their bill and 15 percent feel they were charged too much because of meter error. Other calls were made to discuss address changes (6 percent), late payments (6 percent), and to order an inspection (6 percent). It is apparent that billing issues and concerns about being charged too much because of suspected meter error are paramount reasons for customer service calls.

- Younger customers call customer service primarily about billing issues while older customer callers call largely about repair concerns. Billing issues as main purpose of call: under 55 (72 percent) versus 55 and over (50 percent); Repair as main purpose of call: under 55 (11 percent) versus 55 and over (18 percent).

Issues Regarding the Bill Payment Process

SUMMARY Over one-half of the customer service callers (53 percent) pay their bill by sending a check in the mail. Another 14 percent pay on line. Others use a credit card to pay over the telephone (14 percent) and through automatic bank deduction (8 percent). It is noteworthy that 47 percent would prefer to use postal mail (6 percent less than actually do so) and 22 percent would prefer to pay on line (8 percent more than actually do so). Of the 11 percent who pay in person, nearly one-third do so to enjoy personal contact, another one-fourth find it convenient because they can pay their bill close to home, and nearly one-fifth are interested in obtaining an immediate receipt.

Chart 12
Type of Repair

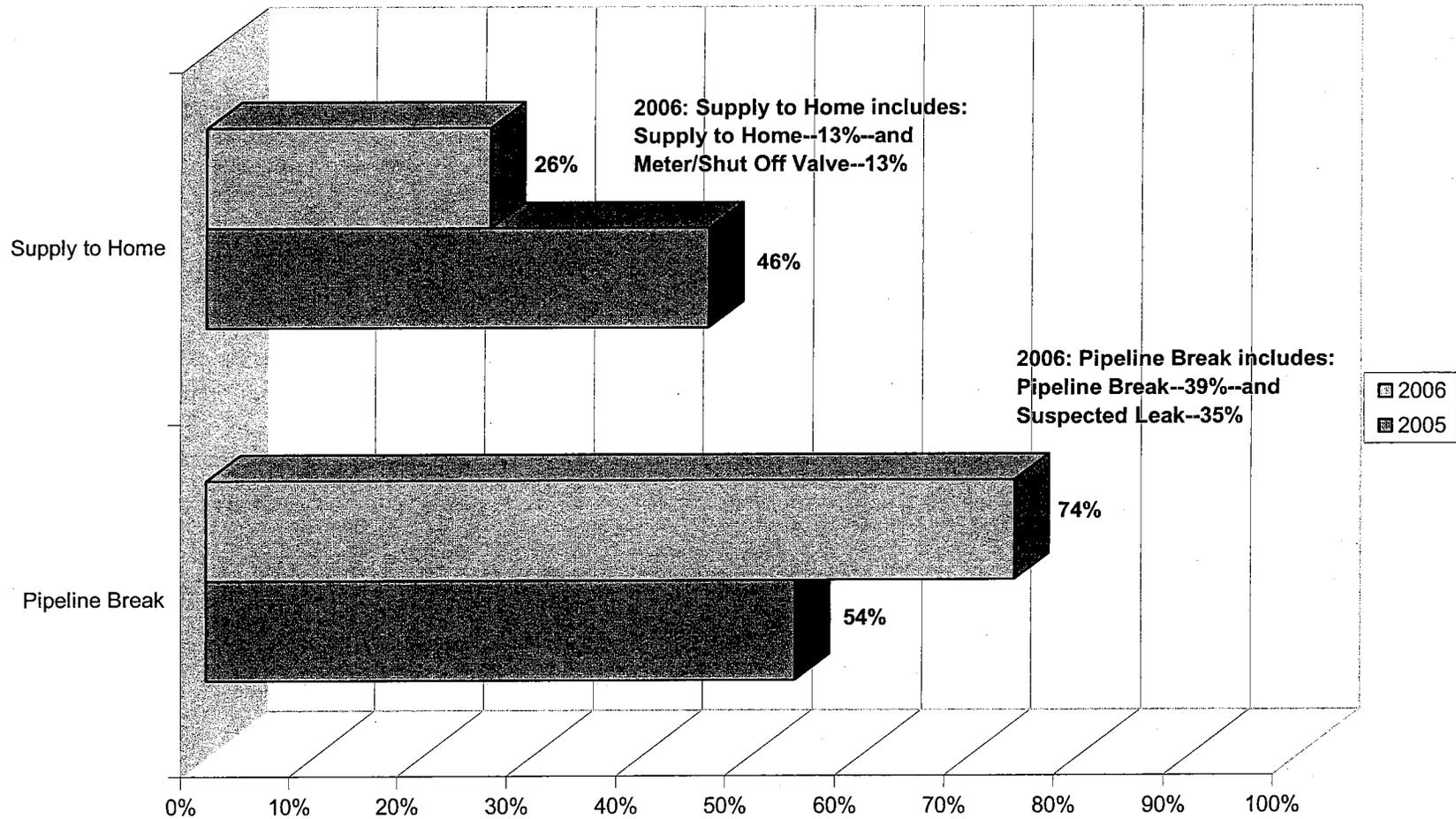


Chart 13
Purpose of Non-Repair Calls
 (Among 89% of callers who called for non-repair reason and 26% of the 11% who called for repairs but also called for non-repair purposes)

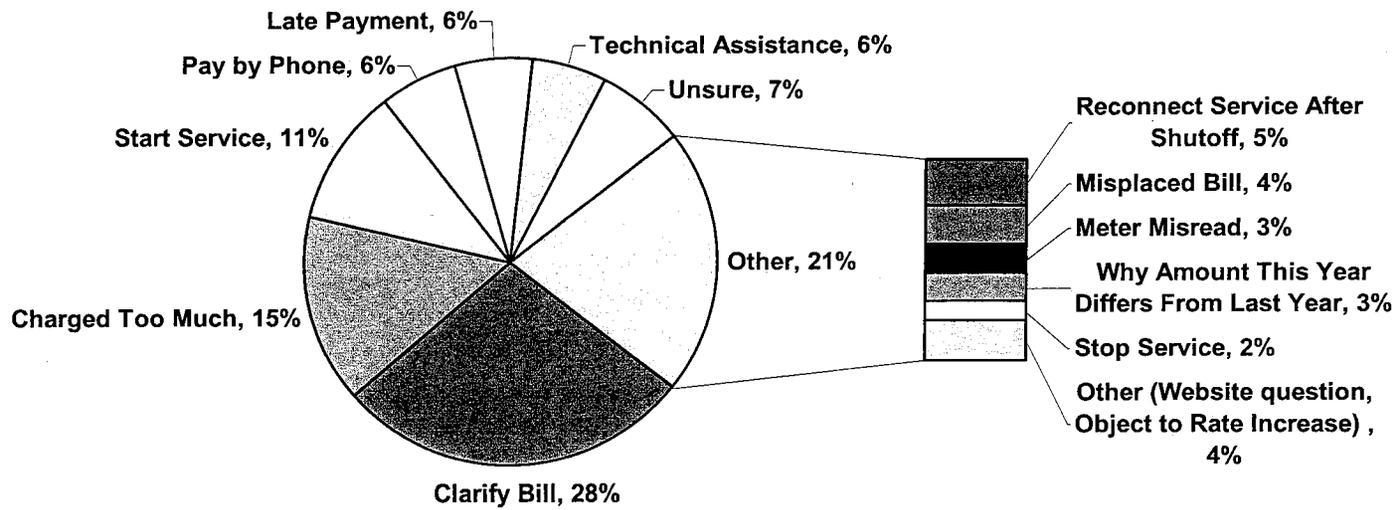
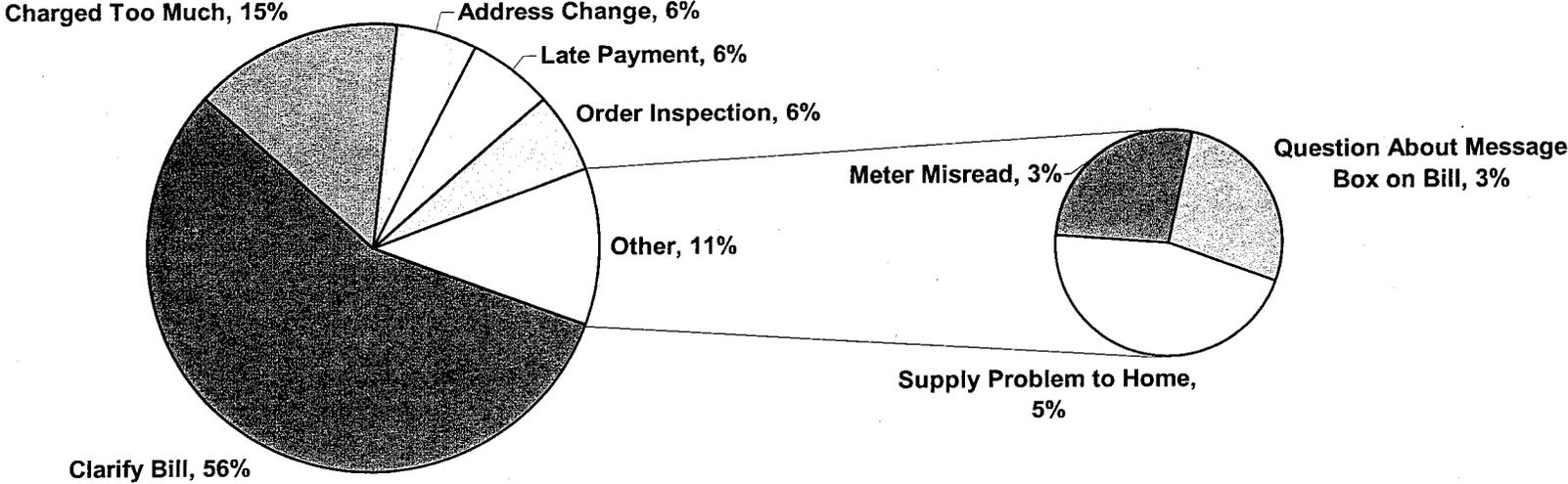


Chart 14
Purpose of Additional Calls to Customer Service
(Among 24% who made an additional customer service call)



Customer service callers are satisfied with the following billing features: accuracy of the bill (83 percent very satisfied or somewhat satisfied) and ease of understanding the bill (77 percent very satisfied or somewhat satisfied.) About three-fourths of customer service callers are confident in the accuracy of their meter reading. About one-half read messages in the message box on their water bill. About one-fourth feel that the monthly billing process could be improved by having greater ability to pay by telephone or on line. Another 18 percent indicate that lower rates would improve the billing process.

Method of Bill Payment: Chart 15 shows that over one-half of the customer service callers (53 percent) pay their bill by sending a check in the mail; 14 percent pay on line; 14 percent use a credit card to pay over the telephone, 11 percent pay in person at the Otay Water District offices or payment center, and 8 percent pay their bill through automatic bank deductions. It is noteworthy that 47 percent would prefer to use postal mail (6 percent less than actually do so) and 22 percent would prefer to pay on line (8 percent more than actually do so). Of the 11 percent who pay in person, nearly one-third do so to enjoy personal contact, another one fourth find it convenient because they can pay their bill close to home, and nearly one fifth are interested in obtaining an immediate receipt. This finding indicates a slight emerging preference for using the Internet in the bill paying process.

Homeowners tend to pay their bill by a check sent in the mail while renters tend to pay in person.

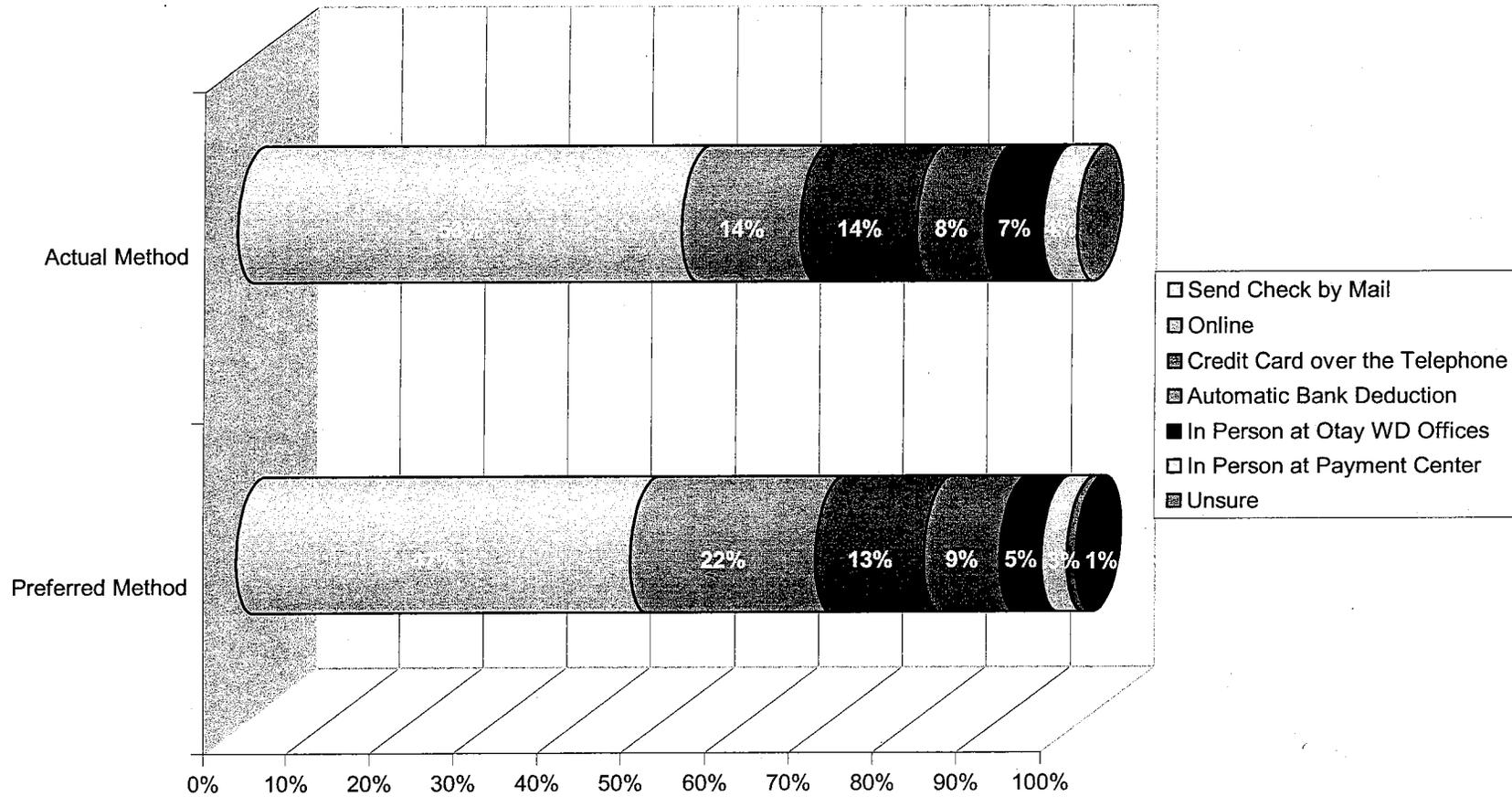
- Check sent in mail (homeowners – 58 percent versus renters – 29 percent).
- Pay in person at payment center (renters – 10 percent versus homeowners – 3 percent).
- Pay in person at Otay Water District (renters – 20 percent versus homeowners – 4 percent).

Customers who elected to complete the survey in Spanish tend to pay their bill in person at the Otay Water District, while those who elected to speak English tend to pay their bill by sending a check in the mail.

- Pay in person at Otay Water District (Spanish speakers – 31 percent versus English speakers – 5 percent).
- Check sent in mail (English speakers – 54 percent versus Spanish speakers – 39 percent).

Larger households tend to pay by a check sent in the mail more so than do smaller households (55 percent for households of 3 or more compared to 47 percent for households of 1 or 2).

Chart 15
Method of Payment of Bill
(Actual and Preferred)



The method by which customers actually pay their bill is strongly related to the method they prefer to use. Moreover, when preferences deviate from actual behavior, the preference leans toward the use of the Internet to make on-line bill payments. The following examples illustrate this finding:

- 83 percent of those, who actually pay by credit card over the telephone, prefer that method; however, 14 percent of those who pay over the telephone would prefer to pay on line.
- 71 percent of those who pay in person at the Otay Water District prefer that method of payment; however, 14 percent of those who pay in person would prefer to pay on line.
- 56 percent of those who pay in person at the payment center prefer that method; however, 11 percent of those who pay at the payment center would prefer to pay on line.

Chart 16 indicates that, among the 11 percent of respondents who pay in person, nearly one-third (29 percent) enjoy the personal contact/getting out of the house, 23 percent state that the Otay Water District is close to their home, and 18 percent cite the ability to easily obtain a receipt.

Satisfaction with Billing Process/Suggested Improvements: **Chart 17** shows that customer service callers are highly satisfied with the following billing features: ease of understanding the water bill (83 percent -- 54 percent very satisfied and 29 percent somewhat satisfied) and accuracy of water bill (77 percent -- 43 percent very satisfied and 34 percent somewhat satisfied). **Chart 18** indicates that over three-fourths (76 percent) of customer service callers are either very confident or somewhat confident in the accuracy of their monthly meter reading.

Chart 19 indicates that about one-half (52 percent) read the messages in the message box on their water bill.

- Those who completed the survey in English tend to read the messages in the boxed area of their bill more so than do those who completed the survey in Spanish (English: 53 percent; Spanish: 23 percent).
- Whites (62 percent) are more likely to read the messages in the boxed area of their bill than are Asians (53 percent).

Chart 16
Reason for Paying in Person
(Among 11% who pay in person)

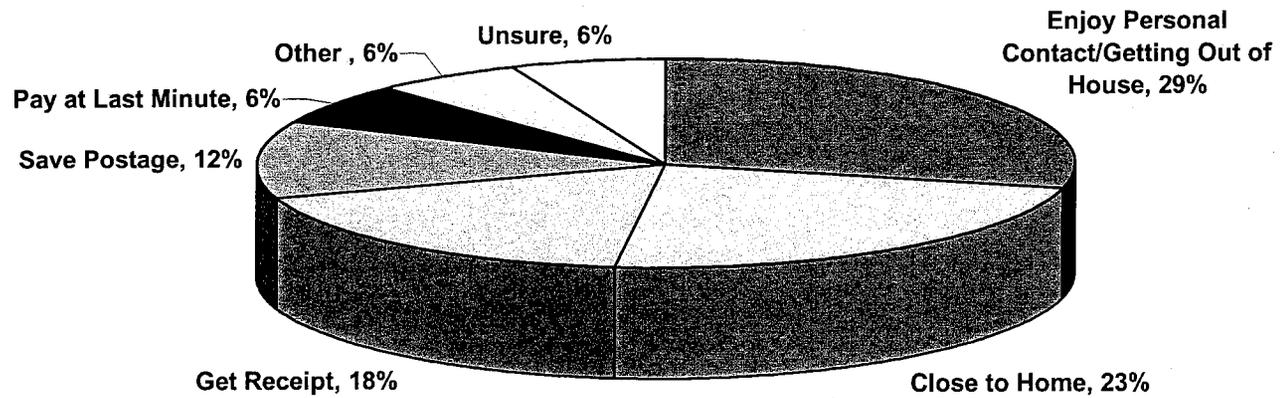


Chart 17
Satisfaction or Dissatisfaction with...

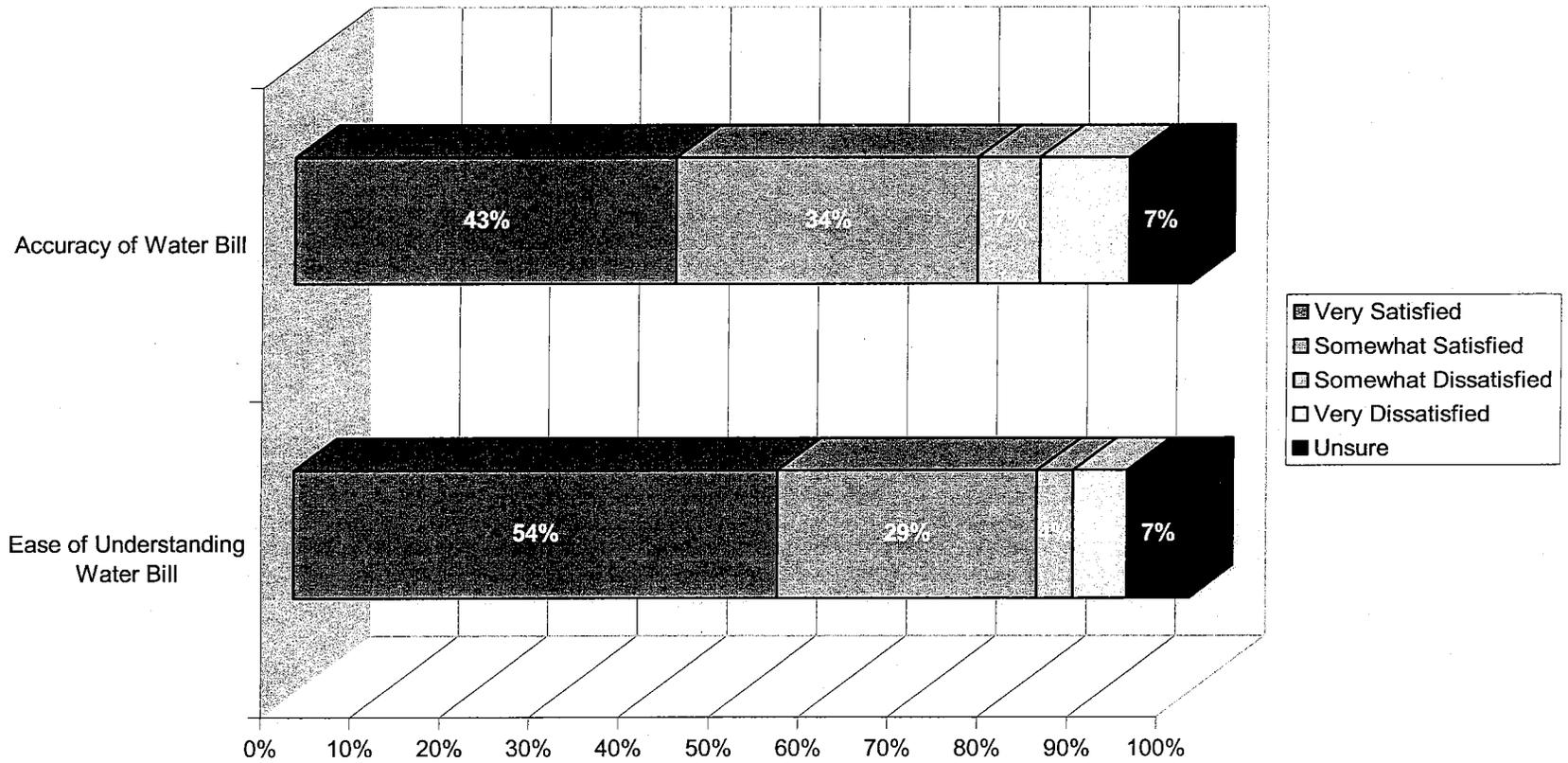


Chart 18
Confidence in Accuracy of Monthly Meter Reading

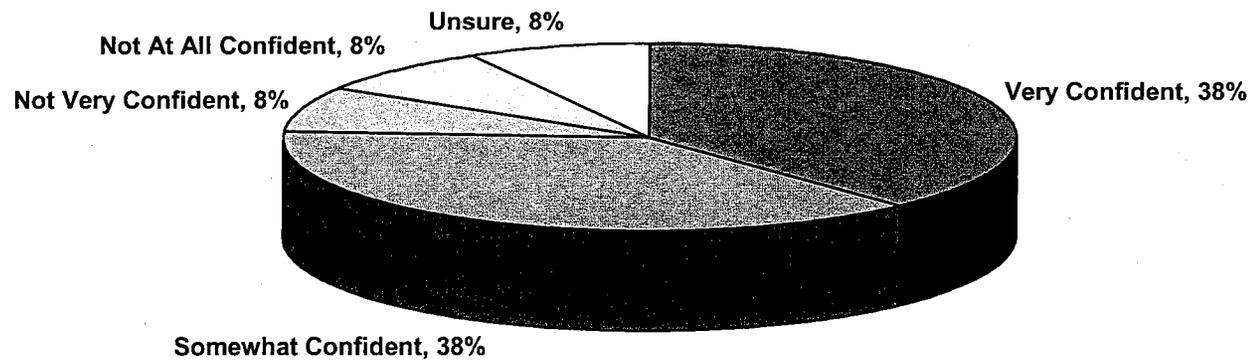


Chart 19
Read Messages in Message Box

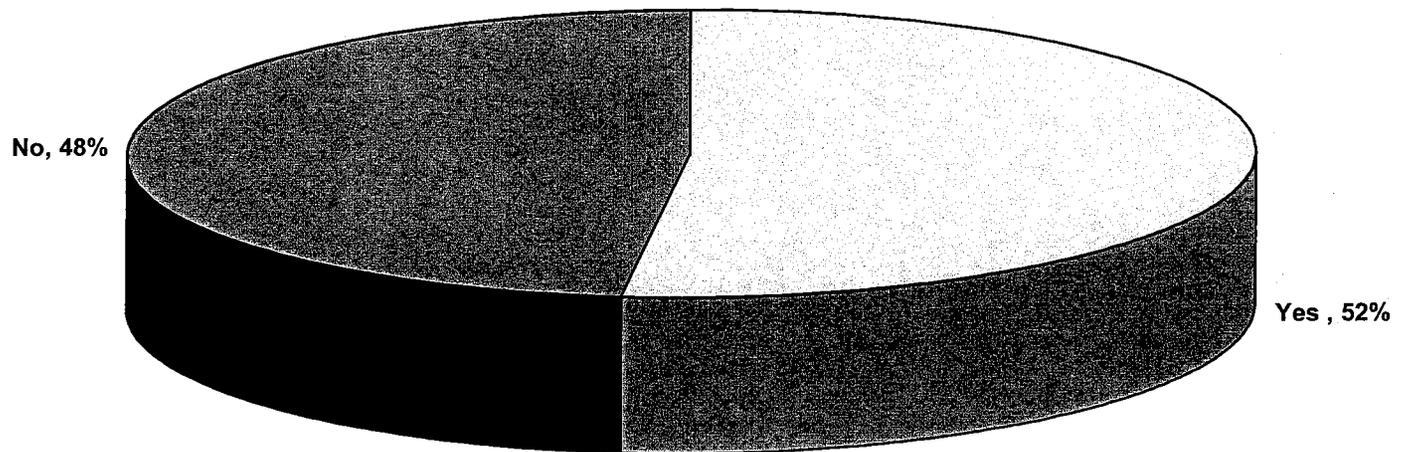


Chart 20 shows that the convenience of the monthly billing process could be improved if customer service callers had a greater ability to pay by telephone or on line (23 percent), if their bill reflected lower rates (18 percent), if there was better explanation of information on the bill (14 percent), if the bill included notification of late payment pending disconnect (14 percent), and if there were improvements that resulted in more accurate meter reading (14 percent).

Communication with the Otay Water District (including Website and Interactive Voice Response System)

Summary: *More than one third of customer callers (37 percent) contacted the Otay Water District by a means other than telephone. About one-fourth of the customers (23 percent) visited the Otay Water District in person to make an inquiry, 8 percent sent a letter to the District, and 6 percent used e-mail to contact the District. Customers are very satisfied with their in person experience (88 very or somewhat satisfied) and are satisfied to a lesser extent with the results of their letter (68 percent very or somewhat satisfied) and their efforts to make e-mail contact with the District (61 percent very or somewhat satisfied).*

It is found that 20 percent of customer callers have used the website to obtain information in the past 6 months. Among these users of the website, 88 percent are satisfied with website service. Only 16 percent of the customer callers have used the Interactive Voice Response system, but over 80 percent of these users found the system useful for resolving their problem. Nearly everyone (97 percent) who has used the system found it to be user friendly. About one-fourth of those who use the Interactive Voice Response System would like to see it expanded to include bill payment options as well as to have it improved in order to reduce waiting time on the telephone. They would also like it to notify customers when their payments are delinquent and offer discounted bills when it is used instead of a traditional customer service representative.

Chart 21 indicates that 37 percent of customer callers contacted the Otay Water District by a means other than telephone. Specifically, 23 percent of customer callers visited the Otay Water District in person to make their inquiry, 8 percent mailed a letter, and 6 percent used e-mail.

Chart 22 shows that customers are very satisfied with their in-person contact (75 percent very satisfied and 13 percent somewhat satisfied). Over two thirds (69 percent) are either very satisfied or somewhat satisfied with their mailed letter as a form of contact. Customer callers are less satisfied with the use of e-mail to contact the District, with 61 percent either very satisfied or somewhat satisfied.

Chart 20
Suggested Changes in Monthly Bill

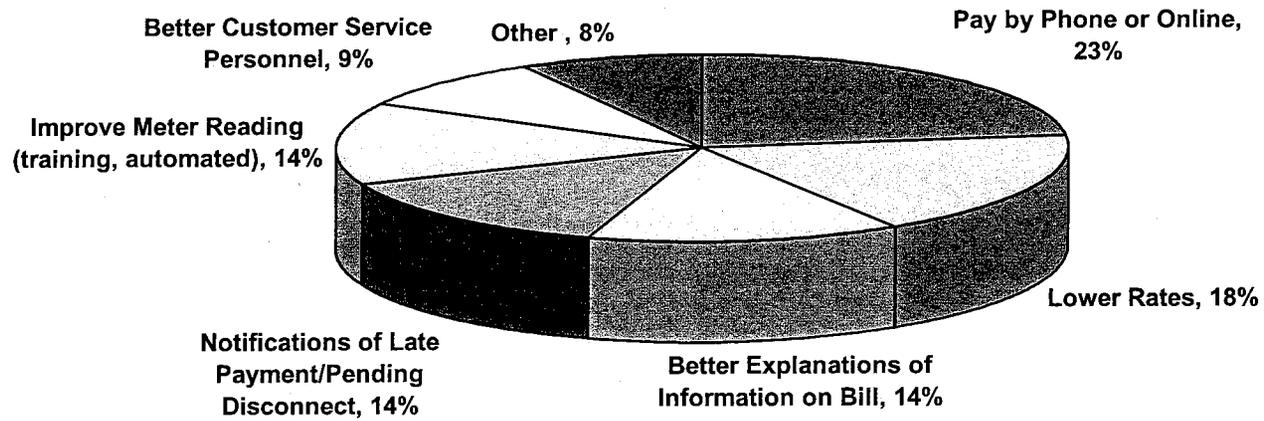


Chart 21
Other Means of Contacting Customer Service

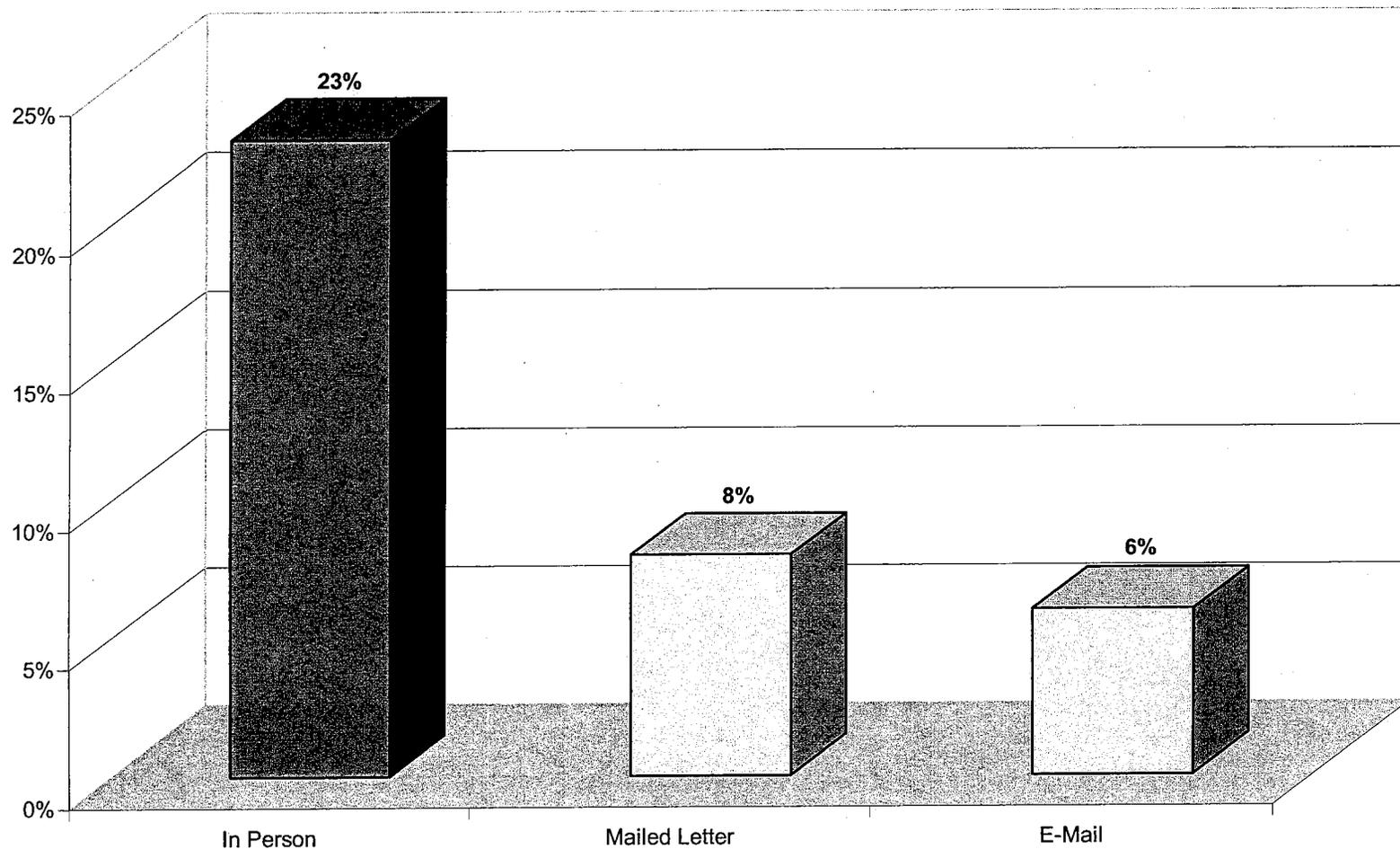
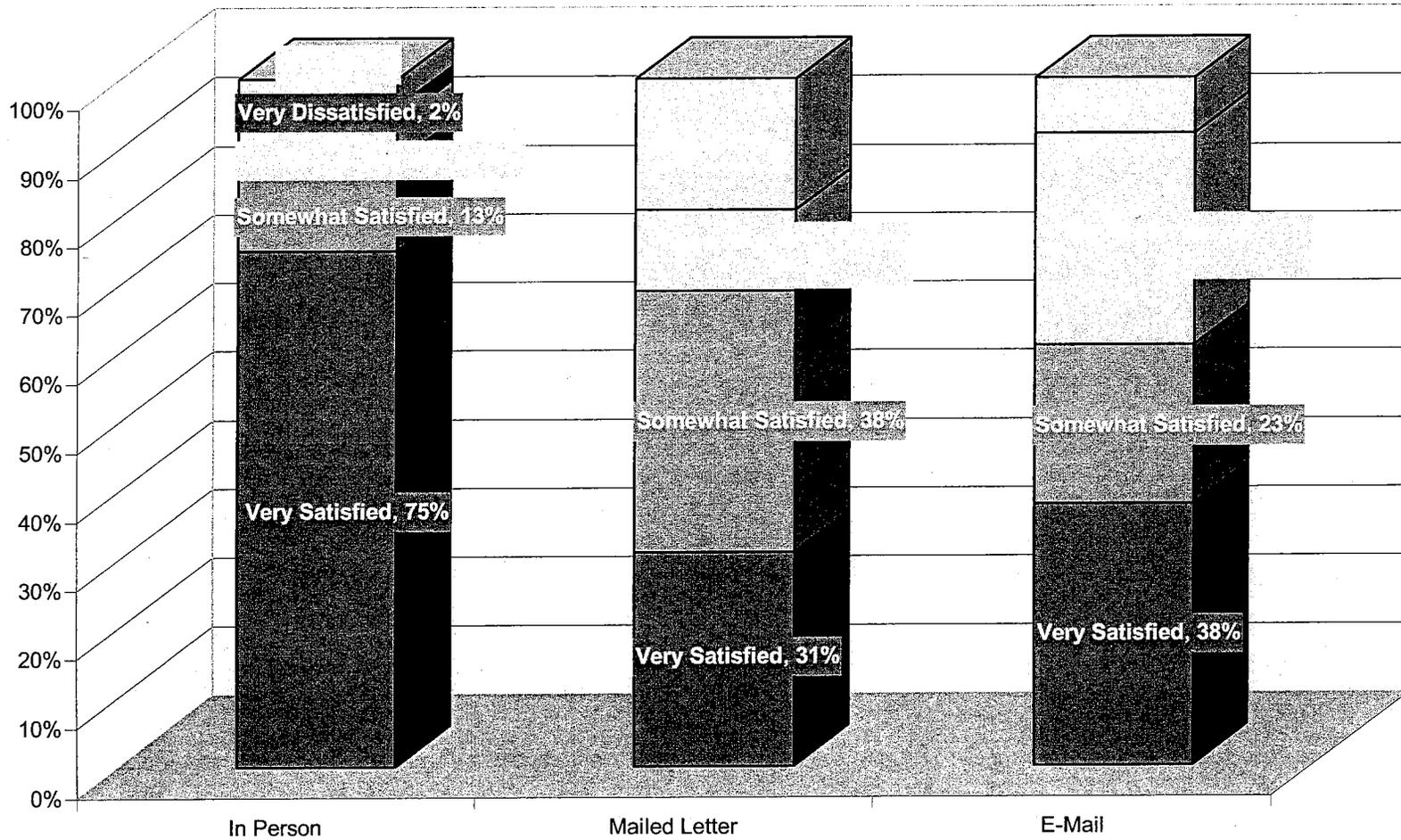


Chart 22
Satisfaction or Dissatisfaction with Service from Other Means of Contact



Customer callers who communicate with the District in person are more likely to prefer to speak Spanish and they are more likely to earn a lower annual income. The following relationships demonstrate these findings for those who visit the District in person:

- Customer callers who elected to complete the survey in Spanish (46 percent) compared to those who elected to complete it in English (22 percent).
- Customer callers who earn less than \$25,000 annually (63 percent) versus those who earn \$25,000 or more (22 percent).

Customer callers with a lower level of education communicated with the District by a mailed letter more so than customers with a higher level of education (19 percent with high school or less versus 4 percent with at least some college).

Chart 23 indicates that 20 percent of the customer callers have used the Otay Water District website to obtain information in the past 6 months and that 88 percent of these users are either very satisfied or somewhat satisfied with the service provided through the website (**Chart 24**).

- Use of the Otay Water District Website increases with the level of education. For example, customers with a high school education or less (7 percent) use the website less than customers with a bachelor's degree or more education (29 percent).
- Hispanics (92 percent) and Whites (78 percent) are either very satisfied or somewhat satisfied with the website.

It is also shown in **Chart 23** that only 16 percent have used the new Interactive Voice Response features of the Otay Water District. Among these 16 percent who have used the Interactive Voice Response system, 47 percent found out about it when they called the Otay Water District and 38 percent read about it in bill inserts (**Chart 25**). **Chart 26** shows that 81 percent of those who use the system found it to be useful in resolving their problem and nearly one-half (48 percent) were able to resolve their questions by using this system. **Chart 27** indicates that nearly everyone (97 percent) found the Interactive Voice Response system either very easy or somewhat easy to use.

Chart 28 shows that 22 percent of those who use the Interactive Voice Response system would like to see it expanded to include bill payment options (43 percent) as well as to have it improved in order to reduce waiting time on the telephone (29 percent). These customer callers would also like to be notified when their payments are delinquent (14 percent) and they wish to be offered

discounted bills when they use the Interactive Voice Response system instead of a traditional customer service representative (14 percent).

Conclusions

It is clear that customers of the Otay Water District who have made customer service calls to the District and who have had the need for field service at their property are largely satisfied with the customer service they received. It is clear, therefore, that there is considerable support for the efforts made by the Otay Water District to address customer issues in a timely fashion and to resolve problems to the customers' satisfaction.

Chart 23
Use of Website and Interactive Voice Response

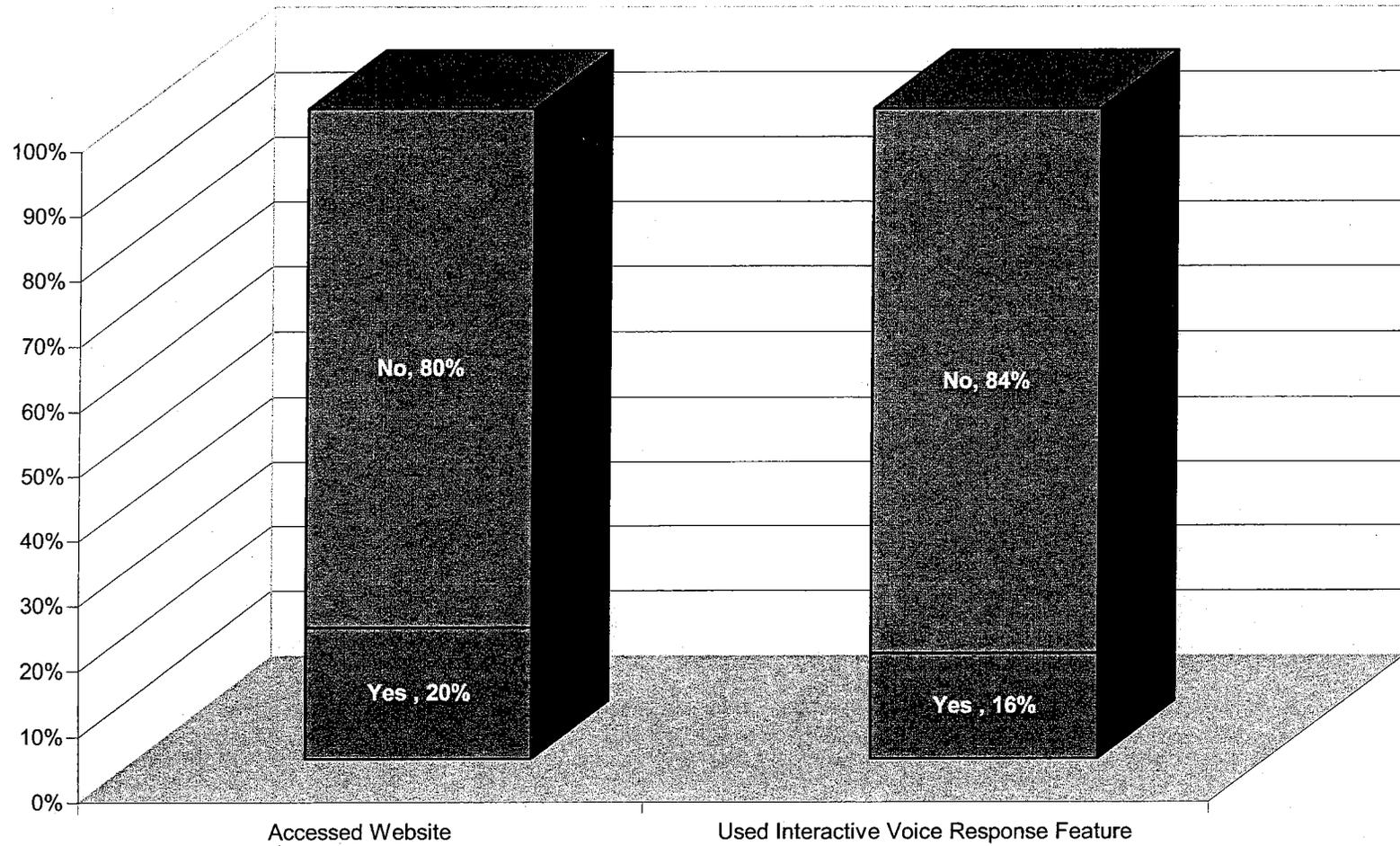


Chart 24
Satisfaction or Dissatisfaction with Web Service

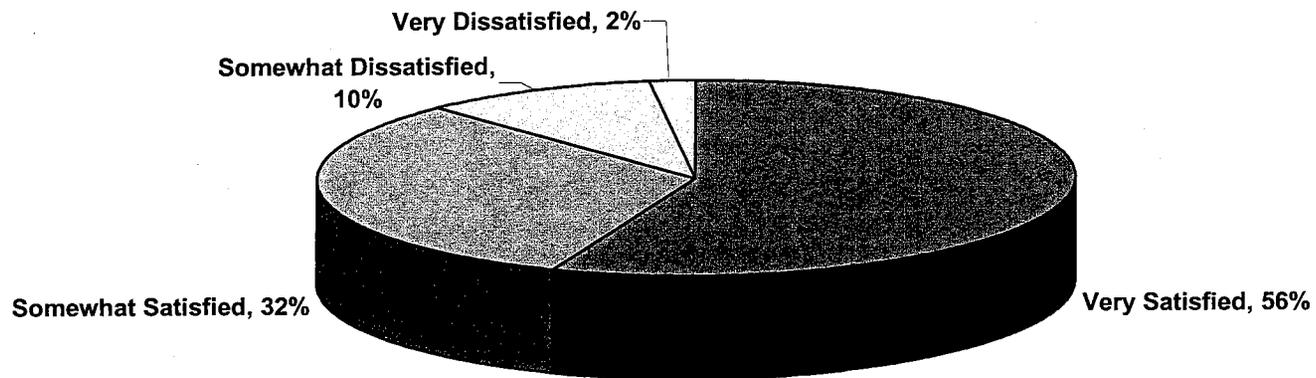


Chart 25
How Found Out About Interactive Voice Response Feature
(Among 16% who have used Interactive Voice Response feature)

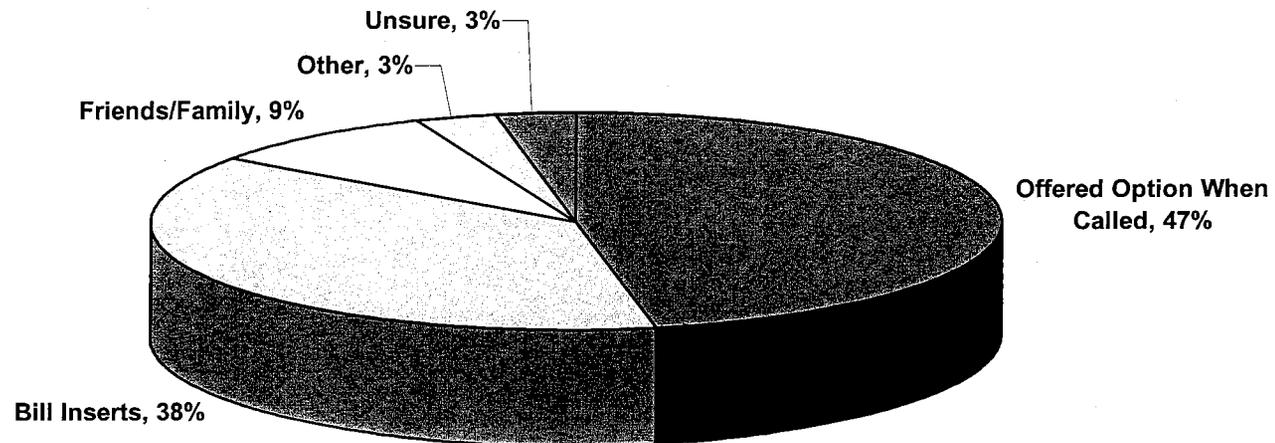


Chart 26
Usefulness of Interactive Voice Response Feature
(Among 16% who have used Interactive Voice Response Feature)

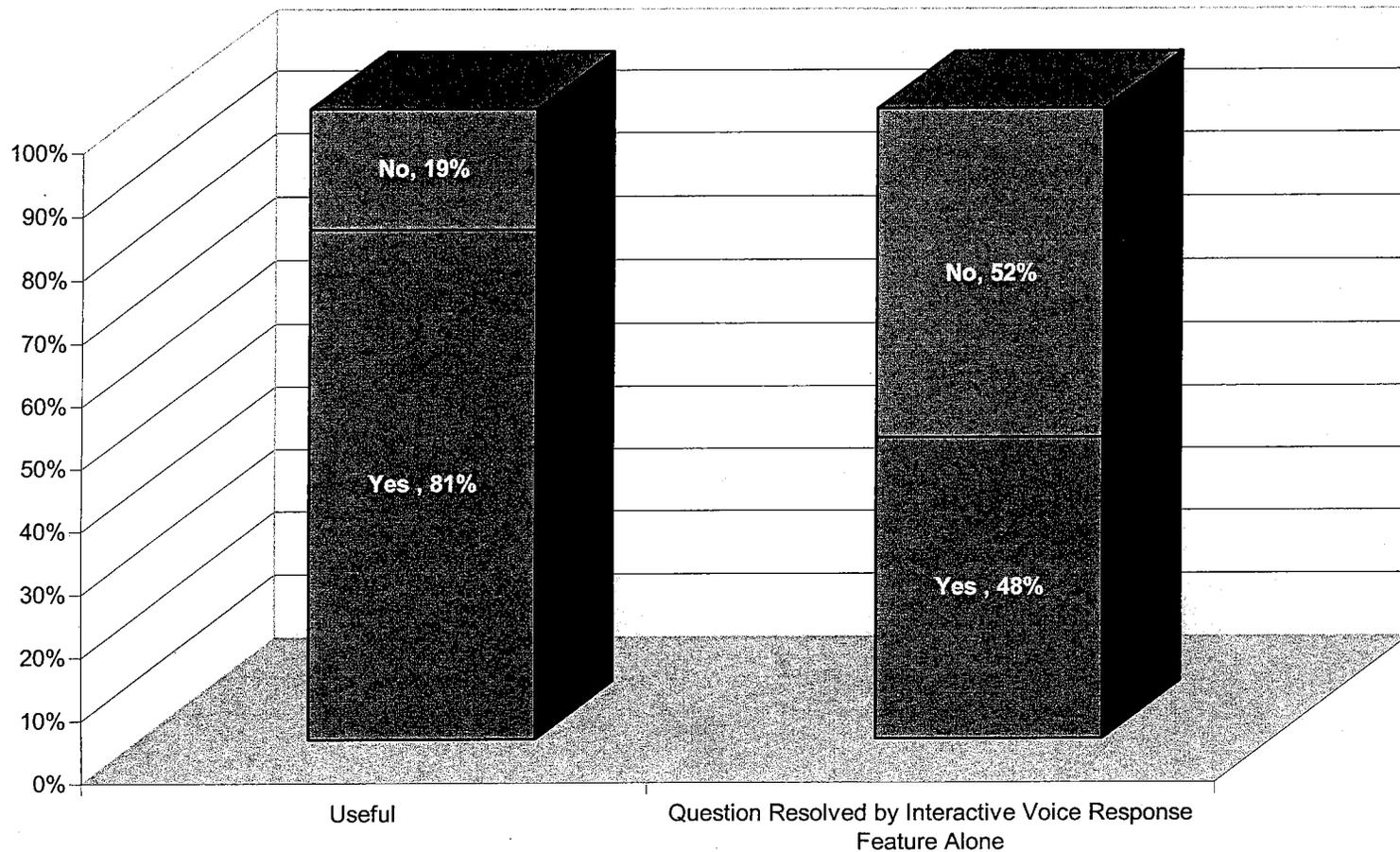


Chart 27
Ease of Using Interactive Voice Response Feature
(Among 16% who have used Interactive Voice Response Feature)

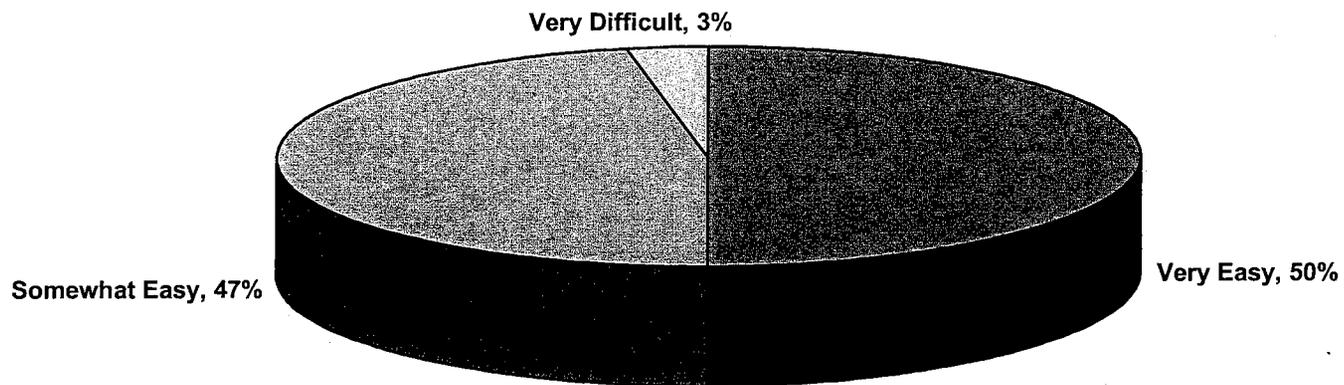
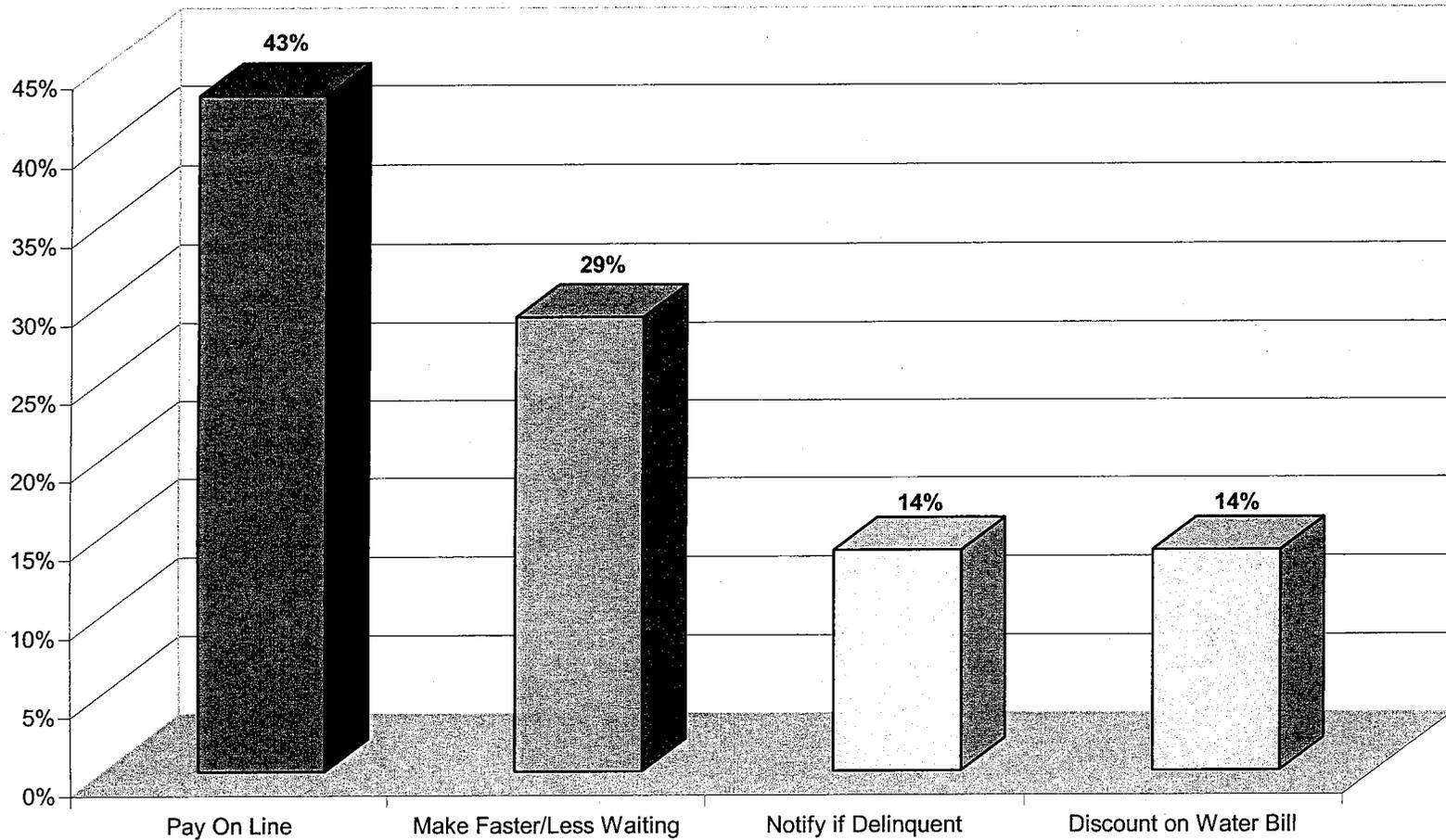


Chart 28
Desire Other Features to be Offered by Interactive Voice Response
(Among 22% of the 16% Users of the Interactive Voice Response Feature who desire other features)



Otay Water District Survey
Customer Service 2006

INT. Hello, my name is _____. I'm calling on behalf of the Otay Water District. We are conducting a study about some issues having to do with the service you have received from the District. We are interested in your opinions. **[IF NEEDED:] Are you at least 18 years of age or older? [IF 18+ HOUSEHOLDER NOT AVAILABLE NOW, ASK FOR FIRST NAME AND MAKE CB ARRANGEMENTS]**

VER. **[VERSION OF INTERVIEW:]** 1 - VERSION A 2 - VERSION B*
* = RESPONSE OPTIONS REVERSED ON VERSION B FOR ALL QUESTIONS INDICATED

IC. Let me assure you that no names or addresses are associated with the telephone numbers, and all of your responses are completely anonymous. The questions take about ten minutes. To ensure that my work is done honestly and correctly, this call may be monitored. Do you have a few minutes right now?

[IF ASKED ABOUT MONITORING:] My supervisor randomly listens to interviews to make sure we're reading the questions exactly as written and not influencing answers in any way.

TOP. **[ONLY IF ASKED FOR MORE INFORMATION ABOUT TOPIC OR WHO'S SPONSORING IT?:]** This project is sponsored by the Otay Water District, and it's about some issues related to improving customer service. **[IF SPONSOR INFORMATION GIVEN TO RESPONDENT, "TOPIC"=1]**

SEX. **[RECORD GENDER OF RESPONDENT:]**

- 1 - MALE
- 2 - FEMALE

LP. **[IF INDICATED BY ACCENT:]** Would you prefer that we speak in...

- 1 - English or
- 2 - Spanish?

Q1. Have you or anyone in your household or business called the Otay Water District for service or other help during the past 6 months?

- 1 - YES
- 2 - NO -**THANK AND TERMINATE INTERVIEW**
- 9 - DK/REF -**THANK AND TERMINATE INTERVIEW**

Q1a—Please indicate the type of customer you are

- 1—Residential
- 2—Business
- 3—Irrigation
- 4—Other, SPECIFY _____

Q1b. **[IF YES:]** Was the main purpose of your last call...

- 1 - a repair issue,
- 2 - a billing issue, or -----> **GO TO Q2**
- 3 - another issue? ---> **GO TO Q2**
- 9 - DK/REF -----> **GO TO Q3**

Q1c. **[IF REPAIR ISSUE:]** What type of repair did you call about? Was it...

- 1 - a pipeline break,
- 2 - a problem with supply to your home,
- 3—a suspected leak
- 4 - another problem? [SPECIFY:] _____
- 9 - DK/REF

Q1d. Did you make any other calls to customer service in the past 12 months that were not repair related?

- 1—YES
- 2—NO—**GO TO Q3**
- 3--DK —**GO TO Q3**

Q2. What was the reason for that customer service call? **[DO NOT VOLUNTEER]**

- 1—Did not understand bill—**[IF Q1b = 1--GO TO Q3—IF Q1b=2 or 3, GO TO Q2a]**
- 2—Thought I was charged too much for the amount of water I used—**[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]**
- 3—Thought I used less water than bill indicated/Meter misread—**[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]**
- 4---Why different amount from same month last year—**[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]**
- 5—Question about message box on bill—**[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]**

6—Address change—[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]

7---Start service—[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]

8---Stop Service—[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]

9—Reconnect Service after shutoff—[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]

15—Other? SPECIFY _____ —[IF Q1b = 1--GO TO Q3— IF Q1b=2 or 3, GO TO Q2a]

20—DK/REF [Go to Q3]

Q2a. [IF Q2 = 1-15] Did you make any other calls to customer service in the past 12 months?

1—YES

2—NO—GO TO Q3

3--DK --GO TO Q3

Q2b. What was the reason for that customer service call? [DO NOT VOLUNTEER]

1—Did not understand bill

2—Thought I was charged too much for the amount of water I used

3—Thought I used less water than bill indicated/Meter misread

4--Why different amount from same month last year

5—Question about message box on bill

6—Address change

7---Start service

8---Stop Service

9—Reconnect Service after shutoff

10-- a pipeline break,

11 - a problem with supply to your home

15—Other? SPECIFY _____

20—DK/REF

Q3. How satisfied or dissatisfied were you with the service you received as far as....

a. your ability to reach a service representative? Were you...*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

b. the courtesy of the service representative? Were you...*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

c. the professionalism of the service representative? Were you...*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

d. the knowledge and expertise of your service representative? Were you...*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

e. getting your problem resolved? Were you...*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

Q4. Overall, how would you rate the quality of service that you received? Would you say

- 1 - excellent,
- 2 - good,
- 3 - fair
- 4 - poor
- 9 - DK/REF

Q5. With regard to the problem or question you called about, how many calls did it take to get your issue resolved?

Q5a. **[IF Q5 >1—OTHERWISE, GO TO Q6]** Was your question or problem ultimately resolved to your satisfaction?

- 1-YES
- 2-NO
- 3-DK/REF

Q6. Did your call require a field visit to your property?

- 1-YES
- 2-NO -----[GO TO Q12]
- 3-DK/REF-----[GO TO Q12]

Q7. **[IF Q6 = 1]** What did the field representative do?

Q8. How satisfied were you with the field service outcome? Were you*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

Q9. How satisfied were you with the time required to come to your property to provide the field service? Were you*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

Q10. How satisfied were you with the amount of time the field service representative needed at your property? Were you*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

Q11. Please rate your overall satisfaction with the field service you received.

- 1 - excellent,

- 2 - good,
- 3 - fair, or
- 4 - poor?
- 9 - DK/REF

Q12. Have you also contacted the Otay Water District by any of the following methods?

	Yes	No	DK/REF
1. e-mail	1 [12a]	2	9
2. mailed letter	1 [12b]	2	9
3. in person	1 [12c]	2	9

Q12a-c

How satisfied were you with the service you received from those contacts?

- | | 12a | 12b | 12c |
|-------------------------------|-----|-----|-----|
| 1 - very satisfied, | | | |
| 2 - somewhat satisfied, | | | |
| 3 - somewhat dissatisfied, or | | | |
| 4 - very dissatisfied? | | | |
| 9 - DK/REF | | | |

Q13. How do you pay your water bill most months?

- 1—Send check by mail
- 2—Automatic bank deduction
- 3—Credit card over the telephone
- 4—In person at the Otay Water District office
- 5—In person at payment center
- 6—On-line (Internet)

Q14. No matter how you presently pay your bill, how would you prefer to pay your bill most of the time?

- 1—Send check by mail-----GO TO Q15
- 2—Automatic bank deduction-----GO TO Q15
- 3—Credit card over the telephone-----GO TO Q15
- 4—In person at the Otay Water District office
- 5—In person at payment center
- 6—On-line (Internet) -----GO TO Q15

Q14a. [IF Q14 = 4 or 5] Why do you prefer to pay in person? **DO NOT VOLUNTEER**

- 1—save postage
- 2—get receipt
- 3—I usually pay at the last minute
- 4—I enjoy the personal contact/getting out of the house
- 9—Other—SPECIFY _____

Q15. In the past 6 months, have you used the Otay Water District website to obtain information or other service from the Otay Water District?

- 1—YES

- 2—NO-----GO TO Q16
- 3—DK/REF-----GO TO Q16

Q15a. **[IF Q15=1]** How satisfied were you with the web service you received?
Were you*

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

Q16. The Otay Water District has an Interactive Voice Response feature in their telephone system. This new feature provides the customer with account information, total amount due, and last payment received. Have you used this feature?

- 1—YES
- 2—NO-----GO TO Q17
- 3—DK/REF-----GO TO Q17

Q16a. **[IF Q16 = 1]** How did you find out about the Interactive Voice Response Feature?

- 1- Bill inserts
- 2- Offered option when you called
- 3- Word of mouth—friends/family
- 8- Other, specify _____
- 9- DK/REF

Q16b. Did you find this feature to be useful?

- 1—YES
- 2—NO
- 3—DK/REF

Q16c. How easy was the system to use?

- 1—Very easy
- 2—Somewhat easy
- 3—Somewhat difficult
- 4—Very difficult
- 9—DK/REF

Q16d. When you last called the Otay Water District for customer service, were you able to resolve your question or problem using the automated system only?

- 1—YES
- 2—NO
- 3—DK/REF

Q16e. Are there any other features that you would like to have offered by the Interactive Voice Response system?

- 1—Yes
- 2—No ---[GO TO Q17]
- 3—DK/REF ---[GO TO Q17]

Q16f. [IF Q16e = 1] What feature or features would you like the Automated Voice Response system to offer? [RECORD UP TO 2]

Q17. Regarding your monthly billing, How satisfied are you with the accuracy of your water bill?

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

Q18. How satisfied are you with the ease of understanding your water bill?

- 1 - very satisfied,
- 2 - somewhat satisfied,
- 3 - somewhat dissatisfied, or
- 4 - very dissatisfied?
- 9 - DK/REF

Q19. How confident are you in the accuracy of your monthly meter reading?

- 1 - very confident,
- 2 - somewhat confident,
- 3 - not very confident, or
- 4 - not at all confident?
- 9 - NOT SURE/REF

Q20. Do you read the messages in the message box on your monthly bill?

- 1—YES
- 2—NO
- 3---DID NOT EVEN KNOW MESSAGES WERE THERE
[VOLUNTEERED]

Q21. What changes, if any, would you suggest to the Otay Water District that you think could improve the convenience of your monthly bill?

0=No changes

Q22. In comparison to other companies that bill you monthly, such as electricity, cable TV, or others, how would you rate your overall customer experience with us on a scale of 1-5, where 5 means that the Otay Water District is the best of these companies and 1 means that the Otay Water District is the worst.

In closing, these next questions are for comparison purposes only.

CUST. How long have you been a customer of the Otay Water District?

_____ YEARS

PPH. How many persons, including yourself, live in your household?

_____ 99 - DK/REF

TEN. Is your residence owned by someone in your household, or is it rented?

- 1 - OWN
- 2 - RENT/OTHER STATUS
- 9 - DK/REF

EDU. What is the highest grade or year of school that you have completed and received credit for...

- 1 - high school or less,
- 2 - at least one year of college, trade or vocational school,
- 3 - graduated college with a bachelor's degree, or
- 4 - at least one year of graduate work beyond a bachelor's degree?
- 9 - DK/REF

AGE. Please tell me when I mention the category that contains your age...

- 1 - 18 to 24,
- 2 - 25 to 34,
- 3 - 35 to 44,
- 4 - 45 to 54,
- 5 - 55 to 64, or
- 6 - 65 or over?
- 9 - DK/REF

ETH. Which of the following best describes your ethnic or racial background...

- 1 - white, not of Hispanic origin;
- 2 - black, not of Hispanic origin;
- 3 - Hispanic or Latino;
- 4 - Asian or Pacific Islander;
- 5 - Native American; or
- 6 - another ethnic group? [SPECIFY:] _____
- 9 - DK/REF

INC. Now, we don't want to know your exact income, but just roughly, could you tell me if your annual household income before taxes is...

- 1 - under \$25,000,
- 2 - \$25,000 up to but not including \$50,000,
- 3 - \$50,000 up to (but not including) \$75,000,
- 4 - \$75,000 up to (but not including) \$100,000, or
- 5 - \$100,000 or more?
- 9 - DK/REF

LAN. [LANGUAGE OF INTERVIEW:] 1 - ENGLISH 2 - SPANISH

Encuesta del Distrito de Agua de Otay
Servicio de Atención al Cliente 2006

INT. Hola [SUGGEST: Buenas tardes/buenos días/buenas noches], mi nombre es _____ . Estoy llamando de parte del Distrito de Agua de Otay. Estamos realizando un estudio sobre algunos temas que tienen que ver con el servicio que ha recibido por parte del Distrito. Nos interesan sus opiniones[**EN CASO DE SER NECESARIO**] ¿Tiene usted por lo menos 18 años de edad? [**SI NO SE ENCUENTRA DISPONIBLE AHORA UNA PERSONA DEL HOGAR DE 18+ AÑOS, PREGUNTE POR EL PRIMER NOMBRE Y HAGA ARREGLOS PARA REGRESAR**]

VER. **[VERSIÓN DE ENTREVISTA:]** 1 - VERSIÓN A 2 - VERSIÓN B*
* = LAS OPCIONES DE RESPUESTAS SE INVIERTEN EN LA VERSIÓN B PARA TODAS LAS PREGUNTAS INDICADAS

IC. Permítame asegurarle que ningún nombre y ninguna dirección están asociados con los números telefónicos; todas sus respuestas son completamente anónimas. Las preguntas toman unos diez minutos. Para asegurar que mi trabajo se realiza honesta y correctamente, esta llamada puede ser controlada (monitoreada). ¿Tiene usted algunos minutos ahora?

[SI SE LE PREGUNTA ACERCA DEL CONTROL (MONITOREO)] Mi supervisor(a) escucha las entrevistas de manera aleatoria para cerciorarse que leemos las preguntas exactamente como fueron escritas y que no influimos en las respuestas de ninguna manera.

TOP. **[SOLAMENTE SI SE LE PREGUNTA MÁS INFORMACIÓN ACERCA DEL TEMA O ¿QUIÉN LO PATROCINA?:]** Este proyecto es patrocinado por el Distrito de Agua de Otay, y se trata acerca de algunos temas relacionados con mejorar el servicio al cliente. **[SI SE LE DIO INFORMACIÓN DEL PATROCINADOR AL ENTREVISTADO, "TEMA"=1]**

SEX. **[ANOTE GÉNERO DEL (DE LA) ENTREVISTADO(A):]**
1 - MASCULINO
2 - FEMENINO

LP. **[SI LO INDICA EL ACENTO:]** ¿Prefiere usted que hablemos en...
1 - Inglés o
2 - Español?

P1. ¿Usted o alguien de su hogar o negocio ha llamado al Distrito de Agua de Otay para pedir servicio u otra ayuda en los últimos 6 meses??

1 - Sí

- 2 - NO – DAR GRACIAS Y TERMINAR ENTREVISTA
- 9 - NS/REF – DAR GRACIAS Y TERMINAR ENTREVISTA

P1a—Por favor indique el tipo de cliente que usted es

- 1—Residencial
- 2—Negocio
- 3—Riego
- 4—Otro, ESPECIFICAR _____

P1b. **[SI RESPONDE QUE SÍ:]** ¿El propósito principal de su última llamada fue...

- 1 - un asunto de reparación,
- 2 - un asunto relacionada a la cuenta u -----> **CONTINÚE EN LA P2**
- 3 - otro asunto? ---> **CONTINÚE EN LA P2**
- 9 - NS/REF -----> **CONTINÚE EN LA P3**

P1c. **[SI FUE UN ASUNTO DE REPARACIÓN:]** ¿Con respecto a qué tipo de reparación llamó usted? Fue...

- 1 - una rotura en la tubería,
- 2 - un problema con el suministro a su casa,
- 3 - sospecha de una fuga
- 4 - otro problema? [ESPECIFICAR:] _____
- 9 - NS/REF

P1d. ¿Hizo usted algunas otras llamadas al servicio de atención al cliente en los últimos 12 meses que no se relacionaron a reparaciones?

- 1—Sí
- 2—NO—**CONTINÚE EN LA P3**
- 3--NS –**CONTINÚE EN LA P3**

P2. ¿Cuál fue el motivo de esa llamada? **[NO OFREZCA RESPUESTAS]**

1—No entendió la cuenta—**[SI P1b = 1--CONTINÚE EN LA P3—SI P1b=2 ó 3, CONTINÚE EN LA P2a]**

2—Pensé que me cobraron demasiado por la cantidad de agua que use—**[SI P1b = 1--CONTINÚE EN LA P3— SI P1b=2 ó 3, CONTINÚE EN LA P2a]**

3—Pensé que use menos agua de la que indicó la cuenta/lectura equivocada del medidor—**[SI P1b = 1--CONTINÚE EN LA P3— SI P1b=2 ó 3, CONTINÚE EN LA P2a]**

4---Por qué cantidad diferente del mismo mes el año pasado—**[SI P1b = 1--CONTINÚE EN LA P3— SI P1b=2 ó 3, CONTINÚE EN LA P2a]**

- 5—Pregunta sobre el cuadro de mensajes en la cuenta—[SI P1b = 1--
CONTINÚE EN LA P3— SI P1b=2 ó 3, CONTINÚE EN LA P2a]
- 6—Cambio de domicilio—[SI P1b = 1--CONTINÚE EN LA P3— SI
P1b=2 ó 3, CONTINÚE EN LA P2a]
- 7---Iniciar servicio—[SI P1b = 1--CONTINÚE EN LA P3— SI P1b=2 ó 3,
CONTINÚE EN LA P2a]
- 8---Cancelar servicio—[SI P1b = 1--CONTINÚE EN LA P3— SI P1b=2 ó
3, CONTINÚE EN LA P2a]
- 9—Reconectar servicio después de estar cerrado—[SI P1b = 1--
CONTINÚE EN LA P3— SI P1b=2 ó 3, CONTINÚE EN LA P2a]
- 15—Otro? ESPECIFICAR _____ —[SI P1b = 1--
CONTINÚE EN LA P3— SI P1b=2 ó 3, CONTINÚE EN LA P2a]
- 20—NS/REF [Continúe en la P3]

P2a. [SI P2 = 1-15] ¿Hizo usted algunas otras llamadas al servicio de atención al cliente en los últimos 12 meses?

- 1—Sí
- 2—NO—CONTINÚE EN LA P3
- 3--NS --CONTINÚE EN LA P3

P2b. ¿Cuál fue el motivo de esa llamada al servicio de atención al cliente? [NO OFREZCA RESPUESTAS]

- 1—No entendió la cuenta
- 2— Pensé que me cobraron demasiado por la cantidad de agua que use
- 3— Pensé que use menos agua de la que indicó la cuenta/lectura equivocada del medidor
- 4--- Por qué cantidad diferente del mismo mes el año pasado
- 5— Pregunta sobre el cuadro de mensajes en la cuenta
- 6— Cambio de domicilio
- 7---Iniciar servicio
- 8--- Cancelar servicio
- 9— Reconectar servicio después de estar cerrado
- 10-- una rotura en la tubería
- 11 - un problema con el suministro a su casa
- 15—Otro? ESPECIFICAR _____
- 20—NS/REF

- P3. ¿Qué tan satisfecho(a) o insatisfecho(a) estuvo usted con el servicio que recibió en cuanto a....
- a. su habilidad de comunicarse con un(a) representante del servicio? Estuvo usted...*
 - 1 - muy satisfecho(a),
 - 2 - algo satisfecho(a),
 - 3 - algo insatisfecho(a) o
 - 4 - muy insatisfecho(a)?
 - 9 - NS/REF

 - b. la cortesía brindada por el (la) representante del servicio? Estuvo usted...*
 - 1 - muy satisfecho(a),
 - 2 - algo satisfecho(a),
 - 3 - algo insatisfecho(a) o
 - 4 - muy insatisfecho(a)?
 - 9 - NS/REF

 - c. al profesionalismo del (de la) representante del servicio? Estuvo usted...*
 - 1 - muy satisfecho(a),
 - 2 - algo satisfecho(a),
 - 3 - algo insatisfecho(a) o
 - 4 - muy insatisfecho(a)?
 - 9 - NS/REF

 - d. al conocimiento y habilidades de su representante del servicio? Estuvo usted...*
 - 1 - muy satisfecho(a),
 - 2 - algo satisfecho(a),
 - 3 - algo insatisfecho(a) o
 - 4 - muy insatisfecho(a)?
 - 9 - NS/REF

 - e. la solución de su problema? Estuvo usted...*
 - 1 - muy satisfecho(a),
 - 2 - algo satisfecho(a),
 - 3 - algo insatisfecho(a) o
 - 4 - muy insatisfecho(a)?
 - 9 - NS/REF

P4. En general, ¿cómo calificaría la calidad del servicio que recibió? Diría usted que

- 1 - excelente,
- 2 - buena,
- 3 - regular
- 4 - mala
- 9 - NS/REF

P5. Con respecto al problema o a la pregunta por la cual llamó, ¿cuántas llamadas se realizaron para resolver su asunto?

P5a. **[SI P5 >1—DE LO CONTRARIO, CONTINÚE EN LA P6]** ¿Se resolvió finalmente su pregunta o problema a su satisfacción?

- 1-SÍ
- 2-NO
- 3-NS/REF

P6. ¿Su llamada requirió una visita del (de la) representante a su propiedad?

- 1-SÍ
- 2-NO -----[CONTINÚE EN LA P12]
- 3-NS/REF-----[CONTINÚE EN LA P12]

P7. **[SI P6 = 1]** ¿Qué hizo el (la) representante del servicio?

P8. ¿Qué tan satisfecho(a) estuvo usted con el resultado del servicio en su propiedad? Estuvo usted *

- 1 - muy satisfecho(a),
- 2 - algo satisfecho(a),
- 3 - algo insatisfecho(a) o
- 4 - muy insatisfecho(a)?
- 9 - NS/REF

P9. ¿Qué tan satisfecho(a) estuvo usted con el tiempo que se requirió para que fueran a su propiedad para proveerle el servicio? Estuvo usted*

- 1 - muy satisfecho(a),
- 2 - algo satisfecho(a),
- 3 - algo insatisfecho(a) o
- 4 - muy insatisfecho(a)?
- 9 - NS/REF

P10. ¿Qué tan satisfecho(a) estuvo usted con la cantidad de tiempo que necesitó el (la) representante del servicio en su propiedad? Estuvo usted *

- 1 - muy satisfecho(a),
- 2 - algo satisfecho(a),
- 3 - algo insatisfecho(a) o
- 4 - muy insatisfecho(a)?
- 9 - NS/REF

P11. Por favor califique su satisfacción general con el servicio que recibió en su propiedad.

- 1 - excelente,
- 2 - buena,

- 3 - regular o
- 4 - mala?
- 9 - NS/REF

P12. ¿Se ha comunicado también con el Distrito de Agua de Otay por alguno de los siguientes métodos?

	Sí	No	NS/REF
1. correo electrónico	1 [12a]	2	9
2. carta por correo postal	1 [12b]	2	9
3. en persona	1 [12c]	2	9

P12a-c

¿Qué tan satisfecho(a) estuvo usted con el servicio que recibió de esos contactos?

	12a	12b	12c
1 - muy satisfecho(a),			
2 - algo satisfecho(a),			
3 - algo insatisfecho(a) o			
4 - muy insatisfecho(a)?			
9 - NS/REF			

P13. ¿Cómo paga su cuenta de agua la mayoría de los meses?

- 1—Envía cheque por correo
- 2—Deducción bancaria automática
- 3—Por teléfono con tarjeta de crédito
- 4—En persona en la oficina del Distrito de Agua de Otay
- 5—En persona en un centro de pagos
- 6—En línea (Internet)

P14. Sin importar cómo paga su cuenta en la actualidad, ¿cómo preferiría pagar su cuenta la mayoría del tiempo?

- 1— Enviar cheque por correo -----CONTINÚE EN LA P15
- 2— Deducción bancaria automática -----CONTINÚE EN LA P15
- 3— Por teléfono con tarjeta de crédito -----CONTINÚE EN LA P15
- 4—En persona en la oficina del Distrito de Agua de Otay
- 5— En persona en un centro de pagos
- 6— En línea (Internet) -----CONTINÚE EN LA P15

P14a. [SI P14 = 4 ó 5] ¿Por qué prefiere pagar en persona? **NO OFREZCA RESPUESTAS**

- 1—ahorra estampillas (sellos, timbres)
- 2—obtiene recibo
- 3—Generalmente pago en el último minuto
- 4—Disfruto del contacto personal/salir de la casa
- 9—Otro—ESPECIFICAR _____

P15. En los últimos 6 meses, ¿ha utilizado el sitio Web del Distrito de Agua de Otay para obtener información u otro servicio del Distrito?

- 1—SÍ
- 2—NO-----CONTINÚE EN LA P16
- 3—NS/REF-----CONTINÚE EN LA P16

P15a. [SI P15=1] ¿Qué tan satisfecho(a) estuvo usted con el servicio Web que recibió? Estuvo usted *

- 1 - muy satisfecho(a),
- 2 - algo satisfecho(a),
- 3 - algo insatisfecho(a) o
- 4 - muy insatisfecho(a)?
- 9 - NS/REF

P16. El Distrito de Agua de Otay tiene un componente de Respuesta de Voz Interactiva en su sistema telefónico. Este nuevo componente proporciona al cliente con información de su cuenta, la cantidad total que se debe y el último pago recibido. ¿Ha utilizado este componente?

- 1—SÍ
- 2—NO-----CONTINÚE EN LA P17
- 3—NS/REF-----CONTINÚE EN LA P17

P16a. [SI P16 = 1] ¿Cómo se enteró del Componente de Respuesta de Voz Interactiva?

- 4- Folletos en la cuenta
- 5- Le ofrecieron la opción cuando usted llamó
- 6- Medios verbales (“de boca en boca”)—amistades/familiares
- 10- Otro, especificar _____
- 11- NS/REF

P16b. ¿Se le hizo útil este componente?

- 1—SÍ
- 2—NO
- 3—NS/REF

P16c. ¿Qué tan fácil fue utilizar el sistema?

- 1—Muy fácil
- 2—Algo fácil
- 3—Algo difícil
- 4—Muy difícil
- 9—NS/REF

P16d. Cuando llamó la última vez al Distrito de Agua de Otay para servicio de atención al cliente, ¿pudo resolver su pregunta o problema utilizando únicamente el sistema automatizado?

- 1—Sí
- 2—NO
- 3—NS/REF

P16e. ¿Existen algunos otros componentes que le gustaría que le ofrecieran mediante el sistema de Respuesta de Voz Interactiva?

- 1—Sí
- 2—No ---[CONTINÚE EN LA P17]
- 3—NS/REF ---[CONTINÚE EN LA P17]

P16f. **[SI P16e = 1]** ¿Qué característica o características le gustaría que ofreciera el sistema Automatizado de Respuesta de Voz? **[ANOTE HASTA 2]**

P17. Con respecto a su cuenta mensual, ¿qué tan satisfecho(a) está usted con la exactitud de su cuenta de agua?

- 1 - muy satisfecho(a),
- 2 - algo satisfecho(a),
- 3 - algo insatisfecho(a) o
- 4 - muy insatisfecho(a)?
- 9 - NS/REF

P18. ¿Qué tan satisfecho(a) está usted con la facilidad para entender su cuenta de agua?

- 1 - muy satisfecho(a),
- 2 - algo satisfecho(a),
- 3 - algo insatisfecho(a) o
- 4 - muy insatisfecho(a)?
- 9 - NS/REF

P19. ¿Qué tan confiado(a) está usted con la exactitud de la lectura mensual de su medidor?

- 1 - muy confiado(a),
- 2 - algo confiado(a),
- 3 - no muy confiado(a) o
- 4 - nada confiado(a)?
- 9 - NO ESTÁ SEGURO(A)/REF

P20. ¿Lee usted los mensajes en el cuadro de mensajes en su cuenta mensual?

1—SÍ

2—NO

3---NI SIQUIERA SABIA QUE HABÍA MENSAJES AHÍ [DE MODO VOLUNTARIO]

P21. ¿Qué cambios, de existir estos, sugeriría al Distrito de Agua de Otay y que usted piensa mejoraría la facilidad de su cuenta mensual?

0=Ningunos cambios

P22. En comparación con otras compañías que le cobran mensualmente, tal como la electricidad, el cable de la TV u otros, ¿cómo calificaría su experiencia general como cliente con nosotros en una escala del 1 al 5, en donde el 5 significa que el Distrito de Agua de Otay es la mejor de estas compañías y el 1 significa que el Distrito de Agua de Otay es la peor compañía?

Para concluir, estas siguientes preguntas son únicamente para propósitos de comparación.

CUST. ¿Cuánto tiempo tiene de ser cliente del Distrito de Agua de Otay?

_____ AÑOS

PPH. ¿Cuántas personas, incluyéndose usted, viven en su hogar?

99 - NS/REF

TEN. ¿Su residencia es propiedad de alguien en su hogar o es alquilada?

1 - PROPIEDAD

2 - ALQUILADA/OTRA SITUACIÓN

9 - NS/REF

EDU. ¿Cuál es el grado o año de escolaridad más alto que usted ha completado y por el cual ha recibido crédito...

1 - preparatoria (high school) o menos,

2 - por lo menos un año de universidad o escuela de comercio o vocacional,

3 - graduado de la universidad con una licenciatura o

4 - por lo menos un año de trabajo de posgrado, además de la licenciatura?

9 - NS/RE

AGE. Por favor dígame cuando mencione la categoría que incluye su edad...

- 1 - 18 a 24,
- 2 - 25 a 34,
- 3 - 35 a 44,
- 4 - 45 a 54,
- 5 - 55 a 64 ó
- 6 - 65 ó mayor?
- 9 - NS/REF

ETH.Cuál de los siguientes describe mejor su origen étnico o racial...

- 1 - blanco, no de origen Hispano;
- 2 - negro, no de origen Hispano;
- 3 - Hispano o Latino;
- 4 - Asiático o Isleño del Pacífico;
- 5 - Americano Nativo; u
- 6 - otro grupo étnico? [ESPECIFICAR:] _____
- 9 - NS/REF

INC. Ahora, no queremos saber sus ingresos exactos, pero aproximadamente, ¿podría decirme si sus ingresos anuales del hogar antes de deducir impuestos son...

- 1 - menos de \$25,000,
- 2 - \$25,000 hasta pero no incluyendo \$50,000,
- 3 - \$50,000 hasta (pero no incluyendo) \$75,000,
- 4 - \$75,000 hasta (pero no incluyendo) \$100,000 ó
- 5 - \$100,000 ó más?
- 9 - NS/REF

LAN. [IDIOMA DE LA ENTREVISTA:] 1 - INGLÉS 2 - ESPAÑOL

Notes

Output Created		13-FEB-2007 09:49:55
Comments		
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Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=q14atxt q16f q1coth q21txt q2both q2oth q7txt /ORDER= ANALYSIS .
Resources	Elapsed Time	0:00:00.16
	Total Values Allowed	149796

Frequency Table

q16f

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		201	96.6	96.6	96.6
	Cut down on the prompt time and waiting to get a person	1	.5	.5	97.1
	How you can get a discount on your water bill	1	.5	.5	97.6
	Just one button to get a live representative	1	.5	.5	98.1
	Make it possible to pay via electronic check. Everyone else does. Play music continuously till rep picks up, rather than interrupted assurances.	1	.5	.5	98.6
	Online bill pay and e-mail notification	1	.5	.5	99.0
	Pay on line.	1	.5	.5	99.5
	Should call to notify if delinquent more than once	1	.5	.5	100.0
	Total	208	100.0	100.0	

q21txt

		Frequency	Percent	Valid Percent	Cumulative Percent
		164	78.8	78.8	78.8
	A little more slack or attitude on the due date.	1	.5	.5	79.3
	Automatic deductions	1	.5	.5	79.8
	Automatic reading of the meter.	1	.5	.5	80.3
	Better customer service, more help, easier to talk to.	1	.5	.5	80.8
	Better understanding of the water usage	1	.5	.5	81.3
	Billing date	1	.5	.5	81.7
	Come out and do the field check I requested	1	.5	.5	82.2
	Don't over charge people	1	.5	.5	82.7
	Explain the different charges on the water bill.	1	.5	.5	83.2

Valid	Give little water tips, cool statistics	1	.5	.5	83.7
	Have someone with expertise read the meter.	1	.5	.5	84.1
	How much water you use on an annual basis	1	.5	.5	84.6
	I do not understand the tables on the back of my bill.	1	.5	.5	85.1
	I think I should get a new meter. They said I should see a spinning dial, but instead I have an odometer. I couldn't tell if there was a leak or not	1	.5	.5	85.6
	I would like to actually see the meter-reader	1	.5	.5	86.1
	I would like to be sent an email for when the bill is due.	1	.5	.5	86.5
	I would prefer to talk to someone over the phone rather than have a pre-recorded session.	1	.5	.5	87.0
	If prices were lower.	1	.5	.5	87.5
	If there are changes in the bill - reminder	1	.5	.5	88.0
	Lower bill.	1	.5	.5	88.5
	Lower price.	1	.5	.5	88.9
	Lower the amount paid	1	.5	.5	89.4
	Lower the price	1	.5	.5	89.9
	Make a free payment call.	1	.5	.5	90.4
	Make it able for me to pay my bill over the phone.	1	.5	.5	90.9
	Make the bill easier to read. You don't know exactly how you're being charged, don't understand the scale.	1	.5	.5	91.3
	Make the web sit more user friendly	1	.5	.5	91.8
	More places to pay it	1	.5	.5	92.3
	More training for the customer service department to be nicer to the customers.	1	.5	.5	92.8
	Online payment	1	.5	.5	93.3
	Online payment change.	1	.5	.5	93.8
	Online payment, and a supervisor available to speak with.	1	.5	.5	94.2
	Pay on line	1	.5	.5	94.7
	People don't have time to read the bill. They just want to have confidence, rather than having to check the accuracy of meter themselves.	1	.5	.5	95.2
	Physical reading of the meter	1	.5	.5	95.7
	Posting payments more quickly. Accuracy of the meter reading.	1	.5	.5	96.2
	Sewage bill should be half of what it is. Gas and electric are half of the sewage bill. This is because of the water used for sewage.	1	.5	.5	96.6
	Should give you more of a chance to make monthly payments.	1	.5	.5	97.1
	Tell me when they come out to read the meters and we'll read them together.	1	.5	.5	97.6
The billing date	1	.5	.5	98.1	
To be able to pay online	1	.5	.5	98.6	
To not raise the rates that they're talking about. Ridiculous. Political in-fighting.	1	.5	.5	99.0	
Website could use a bit more ease in understanding.	1	.5	.5	99.5	
You should notify me before you disconnect the service. Disconnection is bad for Otay Water as well as me. Talk to me first.	1	.5	.5	100.0	
Total	208	100.0	100.0		

	Frequency	Percent	Valid Percent	Cumulative Percent
	153	73.6	73.6	73.6
Asked for more water than being charged for it.	1	.5	.5	74.0
Assistance with sprinkle control system	1	.5	.5	74.5
Bill payment	2	1.0	1.0	75.5
Billing not posted or charged to Credit Card.	1	.5	.5	76.0
Called to pay over the phone.	1	.5	.5	76.4
Change from my husband's name to mine in the account.	1	.5	.5	76.9
Checking how much it was.	1	.5	.5	77.4
Copies of the water bill for the last six months.	1	.5	.5	77.9
Could not log on to web site for Otay.	1	.5	.5	78.4
Didn't receive notice	1	.5	.5	78.8
Difficulties related to the water system.	1	.5	.5	79.3
Direct deposit stopped.	1	.5	.5	79.8
I lost my bill.	1	.5	.5	80.3
Late bill - I was not late.	1	.5	.5	80.8
Late in payment.	1	.5	.5	81.3
Late on payment	2	1.0	1.0	82.2
Locate my meter down the hill.	1	.5	.5	82.7
Looking through website for water reduction incentive program.	1	.5	.5	83.2
Make payment	1	.5	.5	83.7
Misplaced one of the bills	1	.5	.5	84.1
Moved	1	.5	.5	84.6
My check was not received.	1	.5	.5	85.1
Name change	1	.5	.5	85.6
Name changed for the bill	1	.5	.5	86.1
Needed to make payment arrangement.	1	.5	.5	86.5
Notice of delayed payment of water bill	1	.5	.5	87.0
Object to rate increase	1	.5	.5	87.5
Pay by phone.	1	.5	.5	88.0
Pay my bill	1	.5	.5	88.5
Pay my bill directly by bank draft and no need for mailing.	1	.5	.5	88.9
Payment	1	.5	.5	89.4
Payment arrangement	1	.5	.5	89.9
Payment by phone.	1	.5	.5	90.4
Payment over the phone.	1	.5	.5	90.9
Permits	1	.5	.5	91.3
Pipe broke.	1	.5	.5	91.8
Prices keep going up	1	.5	.5	92.3
Programmable sprinklers, needed help.	1	.5	.5	92.8
Question about low flow toilet	1	.5	.5	93.3
Replacement of water meter	1	.5	.5	93.8
Sewer was backing up.	1	.5	.5	94.2

Valid

To get an extension on my payment.	1	.5	.5	94.7
To make payment.	1	.5	.5	95.2
To order a meter.	1	.5	.5	95.7
To pay my bill.	1	.5	.5	96.2
To pay the bill.	1	.5	.5	96.6
Trash left behind by crew working nearby on water project.	1	.5	.5	97.1
Wanted to check balance.	1	.5	.5	97.6
Was going to pay bill	1	.5	.5	98.1
Water for pool	1	.5	.5	98.6
Water leak in my neighborhood on the middle of the street.	1	.5	.5	99.0
Water pressure issue - 160 lbs.	1	.5	.5	99.5
Yellow water	1	.5	.5	100.0
Total	208	100.0	100.0	

q7txt

	Frequency	Percent	Valid Percent	Cumulative Percent
	155	74.5	74.5	74.5
Actually came to visit and have inspection of the water system	1	.5	.5	75.0
Came out and fixed the valve.	1	.5	.5	75.5
Came to disconnect.	1	.5	.5	76.0
Checked legality	1	.5	.5	76.4
Checked meter	1	.5	.5	76.9
Checked our meter we never seen them and they didn't leave any notice.	1	.5	.5	77.4
Checked out the pipes	1	.5	.5	77.9
Checked the pressure level at the wrong time of day...	1	.5	.5	78.4
Come out to turn back on	1	.5	.5	78.8
Don't know. Haven't checked yet.	1	.5	.5	79.3
Don't know looked at my meter I don't know if they really came out	1	.5	.5	79.8
Don't know, they left no notice. I had to take their word saying that they had come.	1	.5	.5	80.3
He called me. He read the meter.	1	.5	.5	80.8
He checked the meter.	1	.5	.5	81.3
He checked the meter...	1	.5	.5	81.7
He found the leak	1	.5	.5	82.2
He repaired the water leak	1	.5	.5	82.7
I don't know.	1	.5	.5	83.2
I talked to a representative.	1	.5	.5	83.7
I was given options	1	.5	.5	84.1
Inspected meter	1	.5	.5	84.6
Just checked the meter.	1	.5	.5	85.1
Looked at meter	1	.5	.5	85.6
Meter	1	.5	.5	86.1
No one came out - we turned it on ourselves...	1	.5	.5	86.5

Valid	Not sure	2	1.0	1.0	87.5
	Pipeline check	1	.5	.5	88.0
	Read the meter... Marked its location... No one could have read it.	1	.5	.5	88.5
	Reconnected line	1	.5	.5	88.9
	Removed the trash.	1	.5	.5	89.4
	Repair of the main sewer pipe line	1	.5	.5	89.9
	Replaced water meter	1	.5	.5	90.4
	Services were turned on.	1	.5	.5	90.9
	Tear up the street and find the problem.	1	.5	.5	91.3
	They checked the meter	1	.5	.5	91.8
	They had to turn the water back on.	1	.5	.5	92.3
	They just looked around.	1	.5	.5	92.8
	They put in a meter.	1	.5	.5	93.3
	They reconnected the system.	1	.5	.5	93.8
	They should have shown up, but they failed to show up.	1	.5	.5	94.2
	They turned the water back on.	1	.5	.5	94.7
	To reconnect the water.	1	.5	.5	95.2
	To turn water on	1	.5	.5	95.7
	Toilet inspection	1	.5	.5	96.2
	Took a look at my sprinklers.	1	.5	.5	96.6
	Took a water sample, pipe listing, meter check and survey of the area.	1	.5	.5	97.1
	Took water pressure	1	.5	.5	97.6
	Turn my water back on.	1	.5	.5	98.1
	Turn on meter.	1	.5	.5	98.6
	Turn on service and they didn't do it properly	1	.5	.5	99.0
	Turned the water back on.	1	.5	.5	99.5
	Unplug toilet	1	.5	.5	100.0
	Total	208	100.0	100.0	

ITEMS 8, 9 & 10

There are no staff reports for Items 8, 9 & 10.