

Your thoughts and opinions are important to Seattle Public Utilities (SPU). We provide:

- Drinking water
- Sewer and drainage services
- Garbage, recycling and food and yard waste services

Thank you for your thoughtful responses. Please return the completed survey at your earliest convenience.

### Where You Live

- Do you live in the city limits of Seattle?
  - Yes (please continue with question 2)
  - No (please return this survey in the envelope provided so we don't mail you a reminder)

### Overall Opinion of Seattle Public Utilities Services

- Using a 7-point scale where 1 means "not at all positive" and 7 means "very positive" how would you rate your **overall opinion** of Seattle Public Utilities? You may also circle any number between 1 and 7. (And if you don't know, please circle that.)



- For each of the services listed below provided by Seattle Public Utilities, please circle one number indicating how satisfied you are. (1 means "not at all satisfied and 7 means "very satisfied". If you don't use a service or system, or if you don't know, just circle the right words.)

	Not At All Satisfied ←————→ Very Satisfied								
	1	2	3	4	5	6	7	Don't Use	Don't Know
Garbage pick-up services								Don't Use	Don't Know
Recycling pick-up services								Don't Use	Don't Know
Food and yard waste pick-up services								Don't Use	Don't Know
Drinking water from your faucet								Don't Use	Don't Know
The sewer system								Don't Use	Don't Know
The storm water (drainage) system								Don't Use	Don't Know
The city's dump or transfer station in South Seattle for dropping off things you don't want								Don't Use	Don't Know

### Overall Experiences with Seattle Public Utilities Services

- Using the 7-point scale that goes from "not at all positive" to "very positive," please rate your **overall experiences** with Seattle Public Utilities.



### Pickup of Reusable Items

5. Seattle Public Utilities is interested in knowing how useful a new service might be to you. If Seattle Public Utilities offered a free service that would pick up your unwanted items that were in good condition (such as old clothing, furniture, kitchen ware, books and/or toys) from the curb in front of your home, in a typical year, how many times would you use this free service?
- None                                       3 times                                       10 times or more  
 1 time     4 times                                       Don't know / Decline to answer  
 2 times     5 to 9 times

### Seattle Public Utilities in the Neighborhood

6. The next question is about problems you may experience in your neighborhood. For each one of the problems listed below, please check whether you think it is a major problem, a moderate problem, a minor problem or not a problem at all **in your own neighborhood**.

	Major Problem	Moderate Problem	Minor Problem	Not a Problem At all	Don't know
Graffiti / Tagging / Unwanted painting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter, such as plastic bags, wrappers, gum, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illegally dumped materials, such as computers, furniture, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor drainage, in terms of standing water on roads and sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overflowing garbage and recycling cans in neighborhoods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Food Waste

7. Have you seen, read or heard anything about a requirement to keep all food waste out of the garbage, or a requirement to compost all food waste in Seattle?
- Yes  
 No  
 Don't know / Decline to answer
8. What percent of your household's food waste is placed in the food and yard waste cart or composted now?
- None / 0%                                       Between 75% and 99%  
 Between 1% and 24%                                       100% / All of it is composted  
 Between 25% and 49%                                       Don't know / Decline to answer  
 Between 50% and 74%

9. If you don't compost all of your food waste now, what prevents you from taking even more of it out to your home or building's food and yard waste cart? Please check all the reasons that apply to you.
- I don't have a food and yard waste cart at my home or building
  - I need more information about how to compost food waste
  - I need more information about why food composting is important
  - The food and yard waste cart at my home or building is not conveniently located
  - The food and yard waste cart at my home or building is often too full to use
  - The food and yard waste cart is dirty and I don't like to go near it
  - I compost most of my food now, but I just need to pay a little more attention to doing more
  - Nothing, I'm not interested in taking more of my food waste to the food and yard waste cart
  - Nothing, I don't have any food waste for the food and yard waste cart
  - Other (please explain) \_\_\_\_\_
  - Don't know / Decline to answer

### Environmental Messages

10. In the past year or so, do you remember seeing, reading or hearing anything about how handling pet waste, car washing, oil changes and/or garden pesticides impacts the quality of the water in **Puget Sound** (which is **not** where we get the water that we drink)?
- Yes
  - No
  - Don't know / No answer

### Disasters or Emergencies

*These next questions are about emergencies that could potentially shut down our water supply.*

11. If the Seattle area experienced an emergency and your water was shut down for more than a day, how much drinking water do you currently have stored at your home (in bottles, jugs, pitchers or other containers), for each member of your household? Do you have:
- None
  - Less than one gallon per person
  - At least one gallon, but less than 3 gallons per person
  - At least 3 gallons, but less than 5 gallons per person
  - At least 5 gallons per person or more
  - Don't know / Decline to answer
12. If Seattle experienced an earthquake that is severe enough to damage major roadways and bridges and result in a loss of power and water, how many days would you **expect** it to take City employees to fully restore **water** service to your home? Would you expect water service to be restored in:
- Less than 1 day
  - Between 1 and 3 days
  - Between 4 and 7 days
  - Between 8 and 14 days
  - More than 14 days
  - Don't know / Decline to answer

## Customer Billing

13. Does your household pay bills from **Seattle Public Utilities** for water, sewer, and garbage services used at your home? **This is not the bill you receive for electricity service from Seattle City Light.**
- Yes (please continue with question #14)
  - No (please skip ahead to question #17)
  - Don't know / Decline to answer (please skip ahead to question #17)
14. We'd like to know your preference about the timing of the bills sent to you by Seattle Public Utilities. Right now, customers receive one bill from Seattle Public Utilities every other month (bi-monthly) for water, sewer, garbage, recycling, and food and yard waste services. In the future, which one of the two options below best matches how often you would like to receive your bill from Seattle Public Utilities? (Please select one answer only.)
- I prefer to continue receiving my Seattle Public Utilities bill every other month (bi-monthly), as it happens now **(please answer question #15)**
  - I prefer to change so that I receive my Seattle Public Utilities bill every month **(please skip ahead to question #16)**
  - I have no preference / It doesn't matter to me either way **(please skip ahead to question #17)**
  - Don't know / Decline to answer **(Please skip ahead to question #17)**
15. If you prefer to receive your Seattle Public Utilities bills every other month (bi-monthly) like you do now, please tell us why. (Please check all that apply, and include other reasons in the space for "other.")
- I prefer not to change / I don't like change
  - I can budget and pay my SPU bills now with the way they're timed
  - Every other month billing means making 6 rather than 12 payments each year and that's easier
  - Other (please explain) \_\_\_\_\_
  - Don't know / Decline to answer

**If you answered question #15, please skip ahead to question #17.**  
**Question #16 is for those who prefer to change so they receive bills every month.**

16. If you prefer to change so that you receive your Seattle Public Utility bill every month (rather than every other month as you do now), please tell us why. (Please check all that apply, and include other reasons in the space for "other.")
- Each bill will be smaller so the amount is easier to pay
  - It will make it easier for me to budget because all my other bills are monthly
  - A monthly bill will act as a better reminder to conserve more and save money
  - Other (please explain) \_\_\_\_\_
  - Don't know / Decline to answer

**Customer Service**

17. During the past 12 months, have you either contacted the City or visited the City's website?
- Yes (please continue with question #18)
  - No (please skip ahead to question #27)
  - Don't know / Decline to answer (please skip ahead to question #27)

**These next questions are about any contact you've had with the City about any of your utilities, including any times you may have called, visited their website, visited them in person, or written an email to look for information, report a problem or make a request.**

18. With your most recent contact, who were you trying to reach? Was it:
- Seattle City Light (electric service)
  - Seattle Public Utilities (drinking water, sewer and drainage services and garbage, recycling, food and yard waste services)
  - Another City department: Which one? \_\_\_\_\_
  - Don't know
  - Decline to answer
19. Thinking about the last time you contacted the city, how did you contact them? Was it:
- In person
  - By telephone
  - By visiting their website
  - By writing an email
  - By using social media, for example Facebook or Twitter
  - Other (please explain) \_\_\_\_\_
  - Don't know / Decline to answer
20. Thinking about the last time, why did you contact them or visit their website about your utilities? (Please check all the reasons that apply.) Did you:
- Have a billing concern or question
  - Want to make a change to your service (like add or remove a garbage can or recycling bin, change your address, etc.)
  - Want information about garbage, recycling, food and yard waste services or programs
  - Want information about water conservation
  - Want to report a problem with one (or more) of your carts or containers (garbage can, recycling bin or cart, food and yard waste cart)
  - Want to report a missed garbage, recycling or food and yard waste pick-up
  - Want to report a power outage
  - Want to report a sewer back up problem
  - Want to report a problem with your water service, like a water leak, a waterline problem or a problem with the water pressure
  - Want to report a problem with flooding or standing water
  - Want to report a problem with the drinking water from your faucet
  - Want to find out about construction projects
  - Other (please explain) \_\_\_\_\_
  - Don't know / Decline to answer

21. Still thinking about the last time you contacted the City or visited their website, please use the 7-point scale below to rate whether you agree or disagree with each of the statements listed. (1 means you strongly disagree with the statement and 7 means you strongly agree. You may also use any number in between.)

	Strongly Disagree ←————→ Strongly Agree							
	1	2	3	4	5	6	7	Don't Know
Contacting the City was worth my effort	1	2	3	4	5	6	7	Don't Know
It was easy for me to resolve the issue or have my questions answered	1	2	3	4	5	6	7	Don't Know
It took less time than I expected to resolve the issue or have my question answered	1	2	3	4	5	6	7	Don't Know
It was more difficult than I expected to have my issue resolved or have my question answered	1	2	3	4	5	6	7	Don't Know
Trying to resolve the issue or get an answer to my question was a frustrating process	1	2	3	4	5	6	7	Don't Know

22. Please use the 7-point scale below to rate your overall satisfaction with your **experiences** during your most recent contact with the city about your utilities. (1 means “not at all satisfied” and 7 means “very satisfied.”)

Not At All Satisfied ←————→ Very Satisfied							
1	2	3	4	5	6	7	Don't Know

23. During your most recent contact, did you ever speak with a customer service representative on the phone?

- Yes (please continue with question #24)
- No (please skip ahead to question #27)
- Don't know / Decline to answer (please skip ahead to question #27)

24. Including this most recent contact, how many times in total did you speak with a customer service representative with this exact same question, problem, request for information or for service change?

Number of times: \_\_\_\_\_

25. In total, how many different customer service representatives did you speak with (so far) to get your questions answered or problem(s) resolved?

Number of different customer service representatives: \_\_\_\_\_

26. Regarding your most recent phone contact, please use the 7-point scale below to rate how well the customer service representative did on these characteristics. (1 means they did a “poor job” and 7 means they did an “excellent job,” and you can use any number in between.)

	Poor Job ←————→ Excellent Job								
	1	2	3	4	5	6	7	Don't Know	Not Applicable
Making you feel confident that your inquiry would be addressed	1	2	3	4	5	6	7	Don't Know	Not Applicable
Solving your problem in a timely manner	1	2	3	4	5	6	7	Don't Know	Not Applicable
Following up promptly if necessary	1	2	3	4	5	6	7	Don't Know	Not Applicable
Resolving problems on the first contact	1	2	3	4	5	6	7	Don't Know	Not Applicable

**Seattle Public Utilities Overall**

27. Are you aware that Seattle Public Utilities (SPU) has a **new** business plan, passed by the City Council (with input from the public) that guides its activities for the next several years?  
 Yes  No  Don't know / Decline to answer
28. Using a scale from 1 to 7, where 1 means that SPU does a "poor job" and 7 means that SPU does an "excellent job," how well do you think SPU does at keeping its promise of delivering efficient and forward-looking utility services that keep Seattle the best place to live?



29. Please rate the extent to which you agree or disagree with each statement listed below. (1 means you "strongly disagree" and 7 means you "strongly agree." You may also use any number in between.)

Strongly Disagree ←————→ Strongly Agree

I agree with Seattle Public Utilities' business direction (their plans for the future)	1	2	3	4	5	6	7	Don't Know
Seattle Public Utilities delivers what it promises	1	2	3	4	5	6	7	Don't Know
Seattle Public Utilities is a provider of high quality utility services	1	2	3	4	5	6	7	Don't Know
Seattle Public Utilities provides excellent customer service	1	2	3	4	5	6	7	Don't Know
Seattle Public Utilities is an organization to which I feel very loyal	1	2	3	4	5	6	7	Don't Know

**The following questions are for statistical purposes and to help us determine if we are receiving surveys from a wide variety of our customers. Your responses are confidential.**

30. What is your gender?  
 Male  Female  Don't Know / Decline to answer
31. Which of the following broad ranges includes your age?  
 34 or younger  45-54  65 or older  
 35-44  55-64  Don't know / Decline to answer
32. Do you own or rent the home you live in?  
 Own  Other  
 Rent  Don't know / Decline to answer
33. Please tell us which one of these categories best describes the home you live in. Is your home a:  
 Single Family House  
 Duplex (Two Family House)  
 Tri-plex or Four-plex  
 Building with 5 or more units  
 Other (please explain) \_\_\_\_\_  
 Don't know / Decline to answer

34. How many years have you lived in Seattle? \_\_\_\_\_ years
35. Including yourself, how many people currently live in your household?  
 One  Four  
 Two  Five or more  
 Three  Don't know / Decline to answer
36. How many children under the age of 18 live in your household?  
 None  Three  
 One  Four or more  
 Two  Don't know / Decline to answer
37. Are you of Hispanic, Latino, or Spanish origin?  
 Yes  No  Don't know / Decline to answer
38. What is your race? Please check all that apply.  
 White  Filipino  
 Black or African American  Vietnamese  
 Chinese  Don't know / Decline to answer  
 Other (please explain fully) \_\_\_\_\_
39. What is the primary language spoken at your home?  
 English  Chinese/Mandarin/Cantonese  
 Spanish  Vietnamese  
 Russian  Other (please explain) \_\_\_\_\_  
 African Languages (such as Somali, Amharic, Oromo, Tamazight)  
 Don't know / Decline to answer
40. What is your total household income?  
 Below \$25,000  \$75,000 - \$99,999  
 \$25,000 - \$49,999  \$100,000 or more  
 \$50,000 - \$74,999  Don't know  
 Decline to answer
41. Please use the space below to provide any additional comments to Seattle Public Utilities. If you have any questions you'd like to ask SPU directly, please email us at **SPU\_2015Survey@Seattle.gov**.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Thank you very much for sharing your opinions.  
Please return your completed survey in the postage-paid envelope provided.**