

**Survey Questions:**

1. On a scale of 1 (extremely dissatisfied) to 5 (very satisfied), how satisfied are you with these SPU services?

- a. drinking water ( 1 2 3 4 5 )
- b. garbage, recycling and composting ( 1 2 3 4 5 )
- c. sewer (wastewater) ( 1 2 3 4 5 )
- d. drainage and flood prevention ( 1 2 3 4 5 )

2. On a scale of 1 (extremely dissatisfied) to 5 (very satisfied), how satisfied are you with the overall cost and value of SPU services (drinking water, garbage, recycling, composting, sewer, drainage and flood prevention)? ( 1 2 3 4 5 )

3. What areas for improvement would you like to see SPU focus the most on in the next 5 years? Please select your top 3 focus areas for improvement.

- a. Customer service and community engagement
- b. Communications and information sharing
- c. Rate affordability (cost of utility services)
- d. Aging infrastructure (pipes, pump stations, facilities, etc.)
- e. Service equity (fairness in how and how service is provided)
- f. Water conservation and rainwater capture
- g. Water quality (drinking water and surface water)
- h. Waste, plastics and toxics reduction
- i. Other (please specify)

4. What do you think are the biggest water and waste management challenges facing Seattle in the next 20 years?

5. How can SPU and the community work together to meet current and future challenges?

**Demographic Questions:**

6. What is your home zip code?

7. Would you like to be contacted in the future about SPU's Strategic Business Plan?