

**SCFPUD Water District**  
**Survey: 02/1/2011 - March 14, 2011**

*Final Report*  
*Released 4/16/2011*

**What neighborhood do you live in?**

#	Answer	Response	%
1	Spring Creek Forest	74	100%
2	Spring Creek Court	0	0%
3	Cypress Trace	0	0%
4	Lafone Estates	0	0%
5	Other	0	0%
	Total	74	100%

## If you live in Spring Creek Forest, approximately where do you live in the neighborhood...

#	Answer	Response	%
1	Front (Louetta)	16	22%
2	Back (Elementary)	15	20%
3	Center	23	31%
4	Left of Center (next to Oakwood Glen)	5	7%
5	Right of Center (close to Spring Creek Oaks)	13	18%
6	None of these generally describe where I reside	2	3%
	Total	74	100%

## How old is your home?

#	Answer	Response	%
1	0 - 5 years	0	0%
2	5 - 10 years	1	1%
3	10 - 20 years	1	1%
4	20 - 30 years	16	22%
5	30+ years	56	76%
	Total	74	100%

## Do you have a whole house water softener/conditioner/filter installed?

#	Answer	Response	%
1	Yes	4	6%
2	No	68	94%
	Total	72	100%

## Do you know the type of piping your have in your home?

#	Answer	Response	%
1	Copper	9	12%
2	PVC	7	9%
3	Galvanized	32	43%
4	Polybutylene	0	0%
5	Uncertain	26	35%
	Total	74	100%

## Do you pay your water bill electronically?

#	Answer	Response	%
1	Yes	27	41%
2	No	39	59%
	Total	66	100%

## How often do you visit the water district's website?

#	Answer	Response	%
1	Never	44	67%
2	Less than Once a Month	14	21%
3	Once a Month	7	11%
4	2-3 Times a Month	1	2%
5	Once a Week	0	0%
6	2-3 Times a Week	0	0%
7	Daily	0	0%
	Total	66	100%

## Do you know the number to call if you are having water problems at your house?

#	Answer	Response	%
1	Yes	40	62%
2	No	25	38%
	Total	65	100%

**The water district is considering implementation of a service with the capability of sending voice, email, and text alerts when there is a water issue in your service area. Would you provide the necessary information, such as email address or text enabled phone number, if this service were activated?**

#	Answer	Response	%
1	Very Unlikely	0	0%
2	Unlikely	3	4%
3	Somewhat Unlikely	1	1%
4	Undecided	7	10%
5	Somewhat Likely	8	12%
6	Likely	17	25%
7	Very Likely	31	46%
	Total	67	100%

**On average, what is the quality of the water being delivered to your house these last 30 days?**

#	Answer	Response	%
1	Very Bad	14	20%
2	Bad	12	17%
3	Poor	21	30%
4	Neither Good nor Bad	6	8%
5	Fair	7	10%
6	Good	10	14%
7	Very Good	1	1%
	Total	71	100%

Statistic	Value
Min Value	1
Max Value	7
Mean	3.20
Variance	2.93
Standard Deviation	1.71
Total Responses	71

		If you live in Spring Creek Forest, approximately where do you live in the neighborhood using the ge...						Total
		Front (Louetta)	Back (Elementary)	Center	Left of Center (next to Oakwood Glen)	Right of Center (close to Spring Creek Oaks)	None of these generally describe where I reside	
On average, what is the quality of the water being delivered to your house these last 30 days?	Very Bad	3 18.75%	3 20.00%	5 22.73%	2 40.00%	1 8.33%	0 0.00%	14 19.72%
	Bad	5 31.25%	2 13.33%	4 18.18%	0 0.00%	1 8.33%	0 0.00%	12 16.90%
	Poor	5 31.25%	5 33.33%	7 31.82%	0 0.00%	4 33.33%	0 0.00%	21 29.58%
	Neither Good nor Bad	0 0.00%	2 13.33%	1 4.55%	1 20.00%	1 8.33%	1 100.00%	6 8.45%
	Fair	0 0.00%	0 0.00%	4 18.18%	0 0.00%	3 25.00%	0 0.00%	7 9.86%
	Good	3 18.75%	3 20.00%	1 4.55%	2 40.00%	1 8.33%	0 0.00%	10 14.08%
	Very Good	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 8.33%	0 0.00%	1 1.41%
	Total	16 100.00%	15 100.00%	22 100.00%	5 100.00%	12 100.00%	1 100.00%	71 100.00%

## How does your water taste?

#	Answer	Response	%
1	Very Bad	14	20%
2	Bad	19	27%
3	Poor	17	24%
4	Neither Good nor Bad	3	4%
5	Fair	10	14%
6	Good	8	11%
7	Very Good	0	0%
	Total	71	100%

Statistic	Value
Min Value	1
Max Value	6
Mean	3.00
Variance	2.71
Standard Deviation	1.65
Total Responses	71

		Front (Louetta)	Back (Elementary)	Center	Left of Center (next to Oakwood Glen)	Right of Center (close to Spring Creek Oaks)	None of these generally describe where I reside	Total
How does your water taste?	Very Bad	4 25.00%	0 0.00%	7 31.82%	1 20.00%	1 8.33%	1 100.00%	14 19.72%
	Bad	5 31.25%	5 33.33%	6 27.27%	0 0.00%	3 25.00%	0 0.00%	19 26.76%
	Poor	3 18.75%	6 40.00%	5 22.73%	0 0.00%	3 25.00%	0 0.00%	17 23.94%
	Neither Good nor Bad	0 0.00%	1 6.67%	0 0.00%	0 0.00%	2 16.67%	0 0.00%	3 4.23%
	Fair	3 18.75%	0 0.00%	3 13.64%	3 60.00%	1 8.33%	0 0.00%	10 14.08%
	Good	1 6.25%	3 20.00%	1 4.55%	1 20.00%	2 16.67%	0 0.00%	8 11.27%
	Very Good	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Total	16 100.00%	15 100.00%	22 100.00%	5 100.00%	12 100.00%	1 100.00%	71 100.00%

## How does your water smell?

#	Answer	Response	%
1	Very Bad	17	24%
2	Bad	13	18%
3	Poor	16	23%
4	Neither Good nor Bad	9	13%
5	Fair	8	11%
6	Good	8	11%
7	Very Good	0	0%
	Total	71	100%

Statistic	Value
Min Value	1
Max Value	6
Mean	3.03
Variance	2.77
Standard Deviation	1.66
Total Responses	71

		Front (Louetta)	Back (Elementary)	Center	Left of Center (next to Oakwood Glen)	Right of Center (close to Spring Creek Oaks)	None of these generally describe where I reside	Total
How does your water smell?	Very Bad	3 18.75%	3 20.00%	7 31.82%	1 20.00%	3 25.00%	0 0.00%	17 23.94%
	Bad	4 25.00%	3 20.00%	5 22.73%	1 20.00%	0 0.00%	0 0.00%	13 18.31%
	Poor	1 6.25%	4 26.67%	5 22.73%	0 0.00%	6 50.00%	0 0.00%	16 22.54%
	Neither Good nor Bad	2 12.50%	2 13.33%	2 9.09%	0 0.00%	2 16.67%	1 100.00%	9 12.68%
	Fair	6 37.50%	0 0.00%	1 4.55%	1 20.00%	0 0.00%	0 0.00%	8 11.27%
	Good	0 0.00%	3 20.00%	2 9.09%	2 40.00%	1 8.33%	0 0.00%	8 11.27%
	Very Good	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	<b>Total</b>	16 100.00%	15 100.00%	22 100.00%	5 100.00%	12 100.00%	1 100.00%	71 100.00%

## How does your water look?

#	Answer	Response	%
1	Very Bad	15	21%
2	Bad	11	15%
3	Poor	10	14%
4	Neither Good nor Bad	10	14%
5	Fair	6	8%
6	Good	18	25%
7	Very Good	1	1%
	<b>Total</b>	71	100%

Statistic	Value
Min Value	1
Max Value	7
Mean	3.55
Variance	3.74
Standard Deviation	1.93
Total Responses	71

		Front (Louetta)	Back (Elementary)	Center	Left of Center (next to Oakwood Glen)	Right of Center (close to Spring Creek Oaks)	None of these generally describe where I reside	Total
How does your water look?	Very Bad	5 31.25%	3 20.00%	4 18.18%	2 40.00%	1 8.33%	0 0.00%	15 21.13%
	Bad	2 12.50%	2 13.33%	5 22.73%	0 0.00%	2 16.67%	0 0.00%	11 15.49%
	Poor	3 18.75%	1 6.67%	4 18.18%	0 0.00%	2 16.67%	0 0.00%	10 14.08%
	Neither Good nor Bad	1 6.25%	1 6.67%	1 4.55%	1 20.00%	5 41.67%	1 100.00%	10 14.08%
	Fair	1 6.25%	1 6.67%	3 13.64%	0 0.00%	1 8.33%	0 0.00%	6 8.45%
	Good	3 18.75%	7 46.67%	5 22.73%	2 40.00%	1 8.33%	0 0.00%	18 25.35%
	Very Good	1 6.25%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	1 1.41%
	Total	16 100.00%	15 100.00%	22 100.00%	5 100.00%	12 100.00%	1 100.00%	71 100.00%

**If you are experiencing water quality problems,  
is it in all the plumbing fixtures in your home?**

#	Answer	Response	%
1	Yes	49	73%
2	No	18	27%
	Total	67	100%