

# San Jose Water Company

Survey Results for Badger/Sensus AMI project H5-0233



3630 Ocean Ranch Boulevard  
Oceanside, CA 92056

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## Table of Contents

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|                                     |    |
|-------------------------------------|----|
| Table of Contents.....              | i  |
| Table of Tables .....               | i  |
| Table of Figures.....               | ii |
| Methodology.....                    | 1  |
| Procedure.....                      | 1  |
| Survey Content.....                 | 2  |
| Results.....                        | 3  |
| Badger .....                        | 3  |
| Sensus .....                        | 12 |
| Conclusions .....                   | 20 |
| Appendix A – Mail Survey .....      | 21 |
| Pre-Notification Postcard.....      | 21 |
| Reminder Postcard.....              | 21 |
| Cover letter .....                  | 22 |
| Treatment Survey.....               | 23 |
| Control Survey.....                 | 25 |
| Appendix B – Embedded Results ..... | 27 |
| Badger .....                        | 27 |
| Sensus .....                        | 31 |

## Table of Tables

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|                                     |    |
|-------------------------------------|----|
| Table 1: Survey Response Rates..... | 3  |
| Table 2: Survey Response Rates..... | 12 |

## Table of Figures

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|  |    |
|--|----|
| Figure 1: Knowledge of Water Consumption.....                          | 4  |
| Figure 2: Importance and Difficulty of Conserving Water .....          | 4  |
| Figure 3: Completion of Water-Saving Activities .....                  | 5  |
| Figure 4: Frequency of Repetitive Water-Saving Activity .....          | 5  |
| Figure 5: Satisfaction with Water Service .....                        | 6  |
| Figure 6: Satisfaction with Water Service by group.....                | 6  |
| Figure 7: Level of Agreement with Statements about the Postcards.....  | 7  |
| Figure 8: Reasons for Not Signing up for the Program .....             | 8  |
| Figure 9: Valuable Information on Website.....                         | 9  |
| Figure 10: Experience with Website .....                               | 9  |
| Figure 11: Level of Interest in Possible Features .....                | 10 |
| Figure 12: Best Methods of Communicating New Features .....            | 11 |
| Figure 13: Knowledge of Water Consumption.....                         | 13 |
| Figure 14: Importance and Difficulty of Conserving Water .....         | 13 |
| Figure 15: Completion of Water-Saving Activities .....                 | 14 |
| Figure 16: Frequency of Repetitive Water-Saving Activity .....         | 14 |
| Figure 17: Satisfaction with Water Service .....                       | 15 |
| Figure 18: Level of Agreement with Statements about the Postcards..... | 15 |
| Figure 19: Reasons for Not Signing up for the Program .....            | 16 |
| Figure 20: Valuable Information on Website.....                        | 17 |
| Figure 21: Experience with Website .....                               | 17 |
| Figure 22: Level of Interest in Possible Features .....                | 18 |
| Figure 23: Best Methods of Communicating New Features .....            | 19 |

## Methodology

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Mail surveys were conducted at the end of each Badger and Sensus pilot periods. The Badger survey was conducted August and September 2017 and the Sensus survey was conducted February and March 2018. Although the surveys were conducted at different times, the survey methodology was the same for each survey.

## Procedure

This mail survey was conducted using the Dillman Tailored Design Method (TDM). This technique has been empirically validated for receiving a large response rate. Typically, when conducting a mail survey with this method, response rates are higher than traditional mailings or other survey methods such as phone or web. This method utilizes personalized survey packets, a prenotification contact, and a series of follow-up reminders. We used envelopes provided by San Jose Water Company with their logo and return address to add reputability to the survey. Additionally, this method provided the respondents with multiple opportunities to return completed surveys.

Households were contacted up to four times to increase participation (a pre-notification postcard, a survey packet, a reminder postcard, a second survey packet). After the return of the first surveys, participants who completed the survey were removed from the mailing list to prevent double mailings.

## Survey Content

There were two different versions of the survey, one for the treatment households and one for the control households. The first page of the survey was the same, the second page varied. A copy of the survey instruments is provided in Appendix C. Embedded top line results are provided in Appendix D.

### Section 1: General Water Use

The first section of the survey focused on awareness of water use in the participant's home. Participants were asked to indicate how frequently they experienced a leak, and how important and difficult it is to conserve water.

### Section 2: Household Water Saving Activities

The second section asked participants what water saving activities they may or may not have done in their household in the past three months. These activities included *fix a leaky toilet* and *remove some of the lawn from your yard*.

### Section 3: Satisfaction

The third section asked customers to rate their opinions regarding the water service provided by San Jose Water Company.

### Section 4

#### Treatment: Program Announcements

The fourth section on the treatment survey asked about the postcards the participants received announcing the program. They were asked if they remembered receiving one, opinions about it, and what they did with it.

#### Control: Possible Features

The fourth section on the control survey explained the features of advanced water meters. The features described were the ones available to participants in the treatment condition. Participants were asked to indicate their level of interest in the various features. They were then asked if features like those became available, how would they like to be notified.

### Section 5

#### Treatment: Online Access

The fifth section of the treatment survey focused on how the participant accessed the website, and opinions about the website. Participants who did not sign up for an account were asked their reasons for not signing up.

#### Control: Demographics

The final section covered demographics such as age, gender, and number of people living in the household.

### Section 6

#### Treatment: Demographics

The final section covered demographics such as age, gender, and number of people living in the household.

## Results

Results of the post pilot mail surveys are provided below separately for each mail survey.

### Badger

#### Responses

Of the original 830 addresses, 4 were duplicates. The survey was mailed out to 826 single-family households in the pilot. Six addresses were vacant and two were not single-family homes, which brought the final sample to 818. The final response rates are detailed in the table below.

TABLE 1: SURVEY RESPONSE RATES

| Response | Returned   | % of 818   |
|----------|------------|------------|
| Refused  | 39         | 5%         |
| Complete | 324        | 40%        |
| Total    | <b>363</b> | <b>45%</b> |

The positive response rate of 40% indicates that the customers in San Jose are engaged in the topic and willing to provide input. Of the returned surveys, 210 (65%) were in the control group. These households had no contact prior to receiving the survey.

Statistical tests indicated no significant differences between the treatment and control groups for survey sections 1 and 2. Because of this, results below are presented for the full sample where relevant. Statistical differences were found for section 3, satisfaction; those results are presented as a full sample and split by condition. Surveys with embedded results are provided in the appendix separately for treatment and control conditions.

#### Sample Characteristics

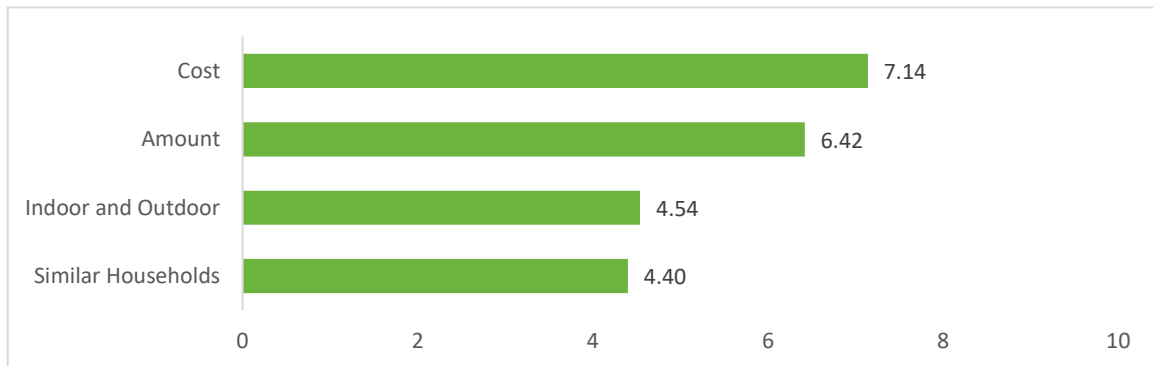
- **Age:** The average respondent age was 61.2 years old, with ages ranging from 27 to 91. Less than one-fourth of the respondents (21.4%) were under the age of 50.
- **Gender:** Respondents were almost evenly split between genders, 48.4% female and 51.6% male.
- **Employment:** The majority of respondents reported being employed full time (45.3%), followed by those who are retired (42.3%).
- **Household Size:** Household sizes ranged from one to seven, with the average household having three persons.
- **Children:** The majority of respondents reported having no children under 18 in their household (61.2%). The number of children reported by the remaining 39.8% of households ranged from one to five, with 42.5% having one child, and 47.1% having two.
- **Length of Residence:** The average length of time that the respondents reported living in their home was 21.9 years, ranging from 1 to 68 years.
- **Language:** Just under ten percent of the respondents (9.7%) stated that they spoke a language other than English in their household. Of those, the most frequently reported other language was Spanish (50.0%).

## General Water Use

### Knowledge

Respondents were asked to rate knowledge of water consumption in a series of situations. Respondents were asked to rate how much they *know* about the following on a 0 (very little) to 10 (a great deal) scale.

FIGURE 1: KNOWLEDGE OF WATER CONSUMPTION



Respondents reported being most knowledgeable about the *cost* and *amount* of water use in their home and least about *indoor vs. outdoor use* and *how water use in their home compares to water use in similar households*.

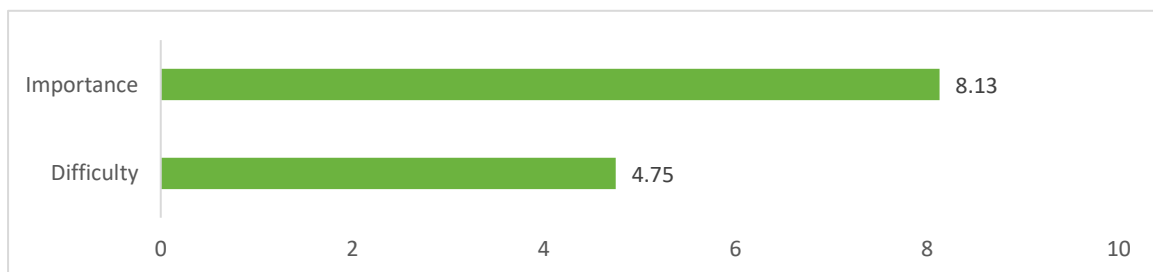
### Leaks

Just over one-fourth of respondents (28.8%) reported discovering a leak in their home within the past three months, with well over three-fourths of them (82.6%) providing a method of detection. Sixty-three percent (63%) found the leak or leaks through physical means (i.e., damp carpet, hearing drips), 9.8% discovered the leak due to notification from SJWC or a high water bill, 7.6% discovered the leak by some other means (i.e., inspections, neighbors), and 2.2% found the leak using the program website.

### Importance and Difficulty

To assess attitudes about conserving water, the respondents were asked to rate the *importance* of conserving water on a 0 (not at all important) to 10 (extremely important) scale, and the *difficulty* of conserving water on a 0 (not at all difficult) to 10 (extremely difficult) scale.

FIGURE 2: IMPORTANCE AND DIFFICULTY OF CONSERVING WATER



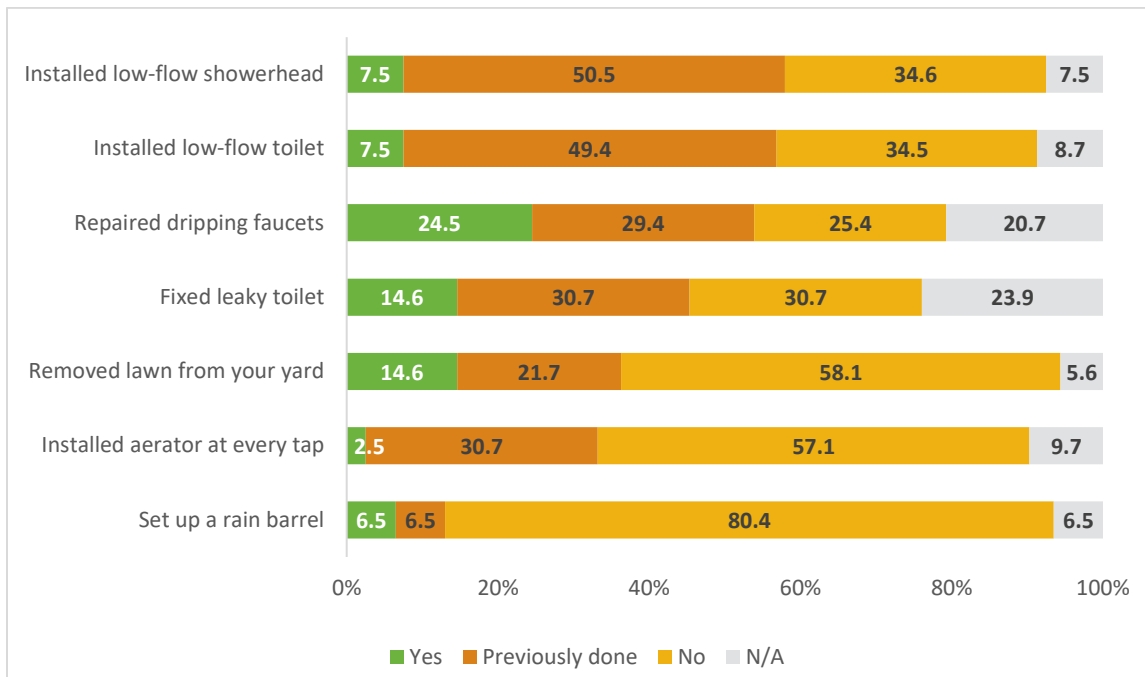
Overall, the respondents rated the importance high and the difficulty low.



## Household Water Saving Activities

Respondents were asked to indicate what water saving activities they may or may not have done in their household in the past three months. For each item, the respondent indicated *yes* if they did the activity in the past three months, *previously done* if done before the past three months, *no* if not done, or *N/A* if the activity did not apply.

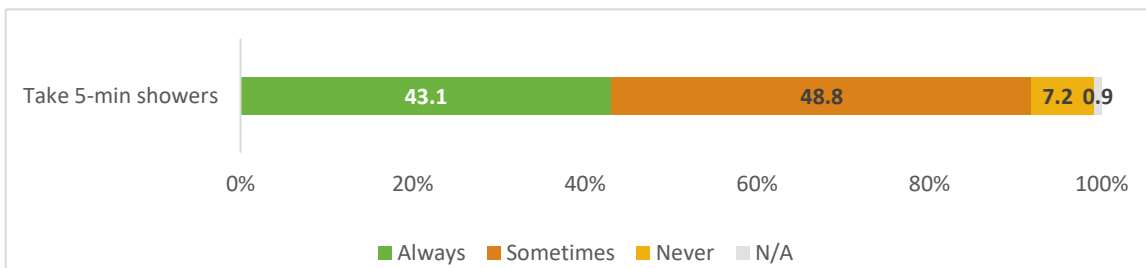
FIGURE 3: COMPLETION OF WATER-SAVING ACTIVITIES



Most customers did not report completing the proposed actions. The activities with the lowest levels of participation were *set up a rain barrel*, *installed aerator at every tap*, and *removed lawn from your yard*.

One activity, (*take 5-minute showers*) was considered repetitive.

FIGURE 4: FREQUENCY OF REPETITIVE WATER-SAVING ACTIVITY

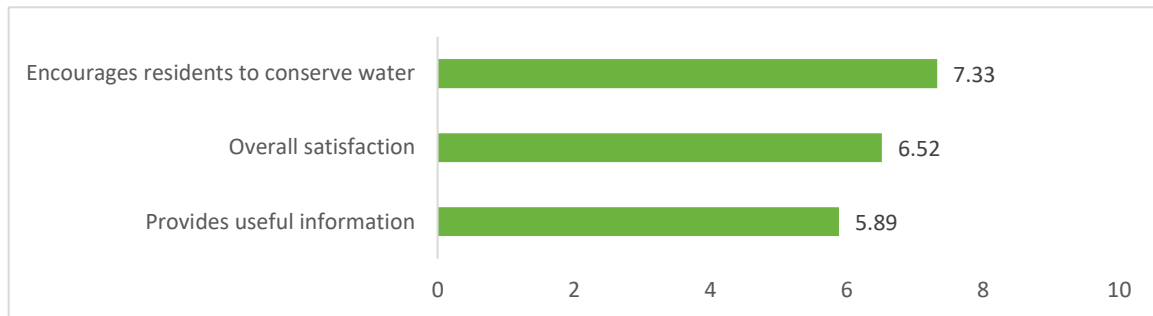


Almost all respondents (91.9%) reported taking five-minute showers *always* or *sometimes*.

## Satisfaction

To assess satisfaction with their water service, the respondents were asked to rate their level of agreement with a few statements on a 0 (strongly disagree) to 10 (strongly agree) scale.

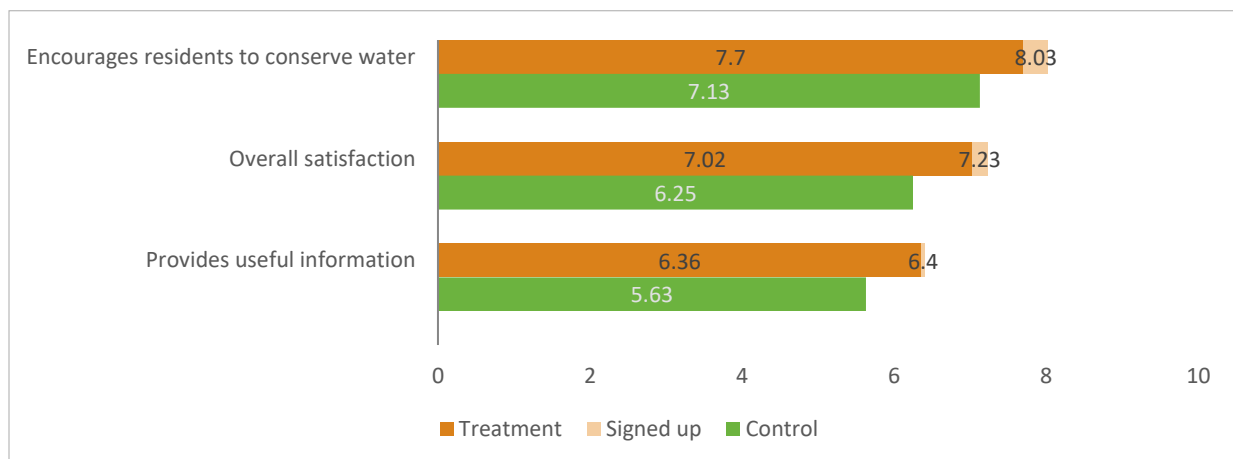
FIGURE 5: SATISFACTION WITH WATER SERVICE



On average, respondents were satisfied with the services provided by San Jose Water Company.

When comparing the treatment group to the control group, the treatment group gave ratings significantly higher for all three of the satisfaction questions. Additionally, when only looking at respondents who signed up for the program, the ratings were even higher.

FIGURE 6: SATISFACTION WITH WATER SERVICE BY GROUP



Respondents in the treatment group reported that SJWC encourages residents to conserve water significantly more than respondents in the control group  $t(322)=2.4, p=.02$ .

Respondents in the treatment group reported significantly greater overall satisfaction with SJWC than respondents in the control group  $t(320)=2.63, p=.009$ .

Respondents in the treatment group reported that SJWC provides useful information significantly more than respondents in the control group  $t(322)=2.77, p=.006$ .

## Treatment Surveys

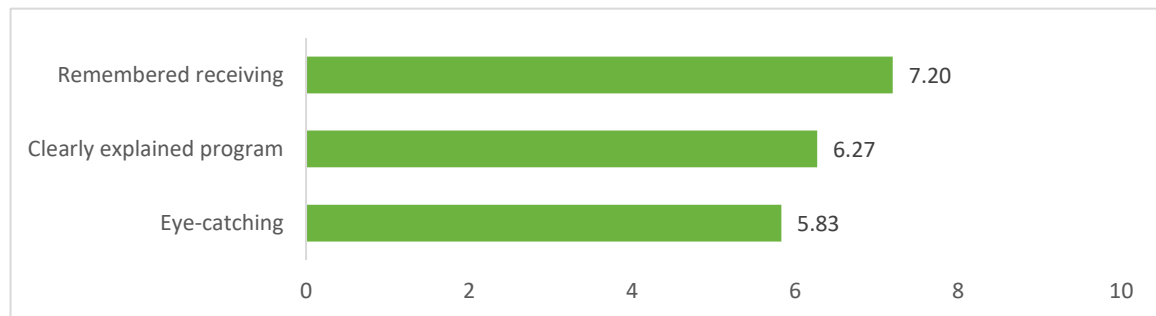
The following results are only from the respondents in the treatment condition.

### Program Announcements

Respondents were first asked if they recalled receiving the announcements explaining the program; 36% indicated that they did not.

Respondents that did recall receiving the announcements were asked to rate statements about the announcements on a 0 (strongly disagree) to 10 (strongly agree) scale.

FIGURE 7: LEVEL OF AGREEMENT WITH STATEMENTS ABOUT THE POSTCARDS



Respondents were generally in agreement with the statements about the announcements.

When respondents were asked what they did with the announcements, just over half of them (52.2%) reported reading and discarding them, 20.3% responded that they read them and signed up for the program, and 18.8% discarded them without reading.

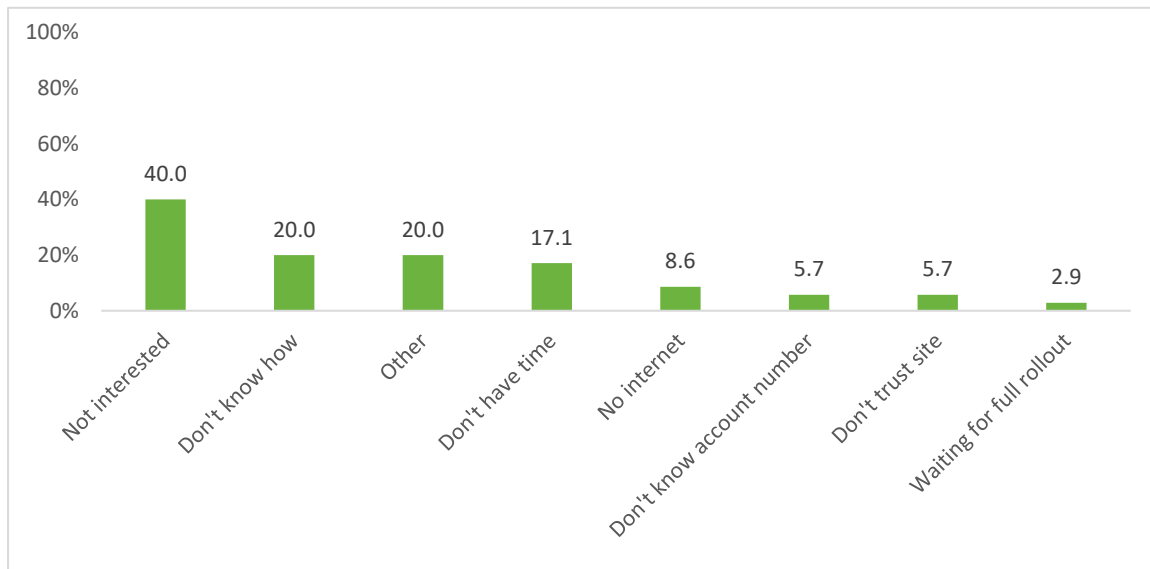
### Online Access

When respondents were asked how they typically accessed the program website, 28.2% responded that they accessed the website via computer and 4.2% accessed the website via a mobile device. Two-thirds of respondents (67.6%) responded that they did not sign up for the program.

### No Sign Up

Respondents who did not sign up for the program were asked why, and given a list of possible reasons to choose from including a write-in *other* choice. Thirty-five respondents provided reasons. Because respondents could check more than one option, percentages in the figure below do not add up to 100%.

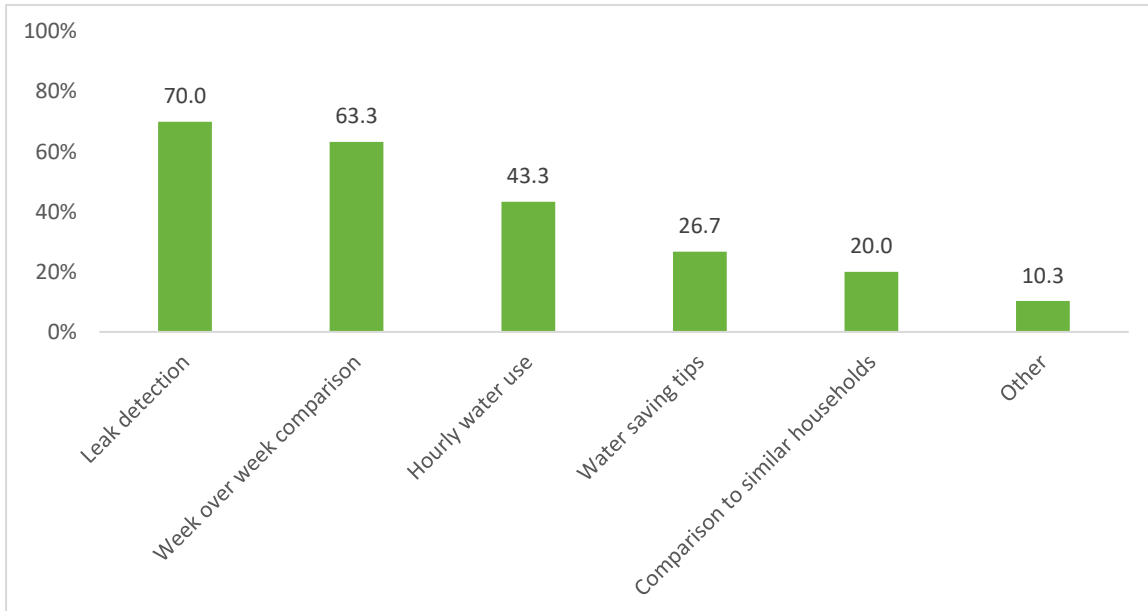
**FIGURE 8: REASONS FOR NOT SIGNING UP FOR THE PROGRAM**



### Valuable Information

Respondents were asked what information on the website they found most valuable and given a list of options to choose from including a write-in *other* choice. Because respondents could check more than one option, percentages in the figure below do not add up to 100%.

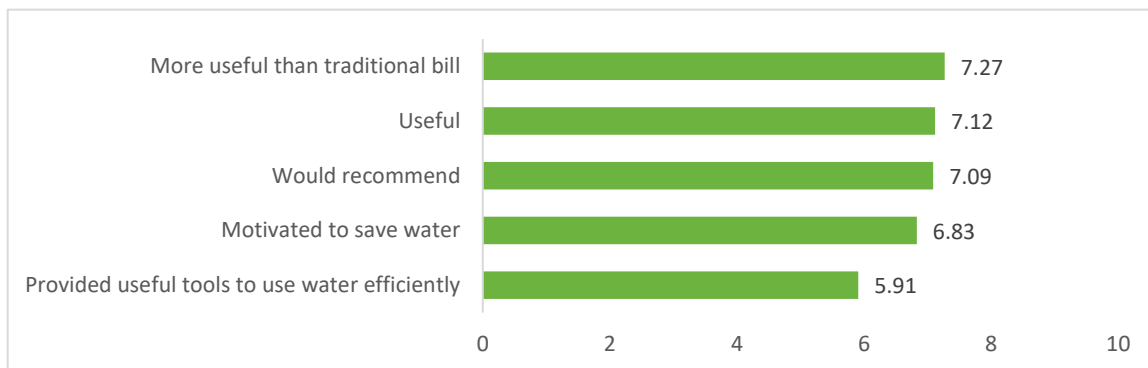
FIGURE 9: VALUABLE INFORMATION ON WEBSITE



### Website Experience

To determine their experience with the website, respondents were asked to rate a series of statements on a 0 (strongly disagree) to 10 (strongly agree) scale.

FIGURE 10: EXPERIENCE WITH WEBSITE



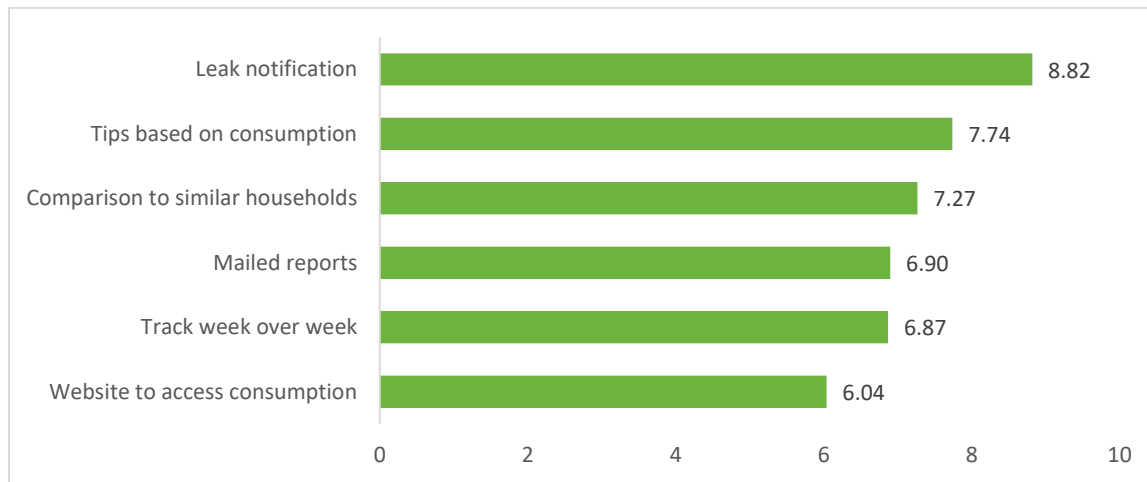
## Control Surveys

The following results are only from the respondents in the control condition.

### Possible Features

Because participants in the control condition did not receive information about the program, the survey stated that SJWC was exploring advanced meters. Respondents were given a list of possible features and asked to rate their level of *interest* in each one on a 0 (not at all interested) to 10 (extremely interested) scale.

FIGURE 11: LEVEL OF INTEREST IN POSSIBLE FEATURES

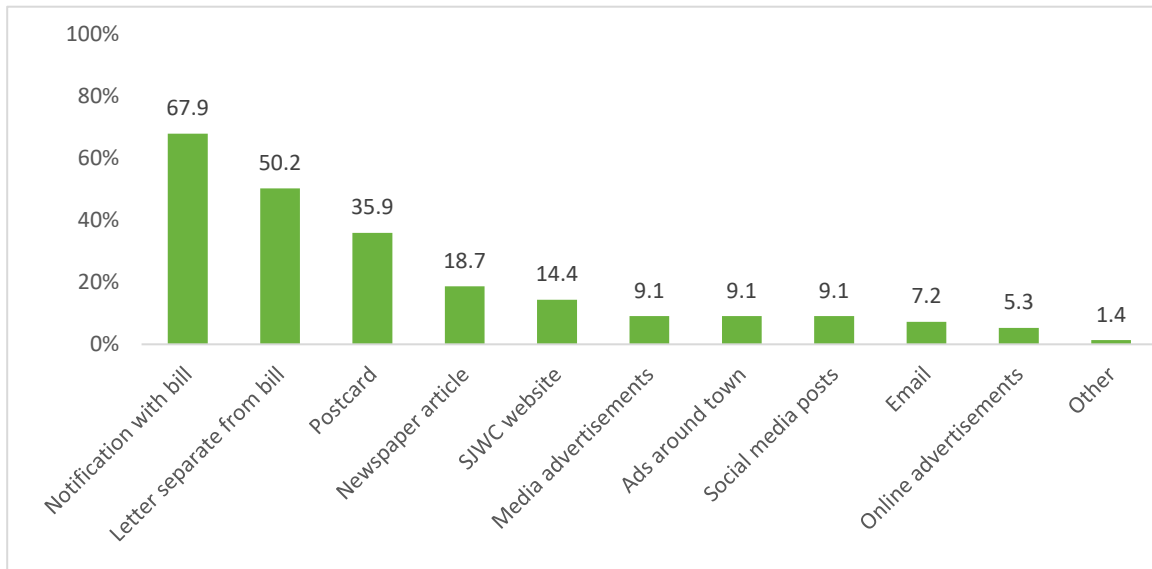


While all possible features were rated moderate interest or better (at least a 5), *website to access consumption* was the least popular feature and *leak notification* was the most popular.

### Communication

Respondents were given a list of ways they could be notified about new features when they become available and asked to indicate which ways would be effective communications. Because respondents could check more than one option, percentages in the figure below do not add up to 100%.

FIGURE 12: BEST METHODS OF COMMUNICATING NEW FEATURES



The most popular method of receiving information was *notification with water bill* (67.9%), followed by a *letter mailed separately from water bill* (50.2%).

## Sensus

### Responses

The survey was mailed out to 798 single-family households in the pilot. Of the original 798 addresses, 2 were vacant, which brought the final sample to 796. The final response rates are detailed in the table below.

TABLE 2. SURVEY RESPONSE RATES

| Response | Returned | % of 796 |
|----------|----------|----------|
| Refused  | 17       | 2%       |
| Complete | 278      | 35%      |
| Total    | 295      | 37%      |

The positive response rate of 35% indicates that the customers in San Jose are engaged in the topic and willing to provide input. Of the returned surveys, 161 (58%) were in the control group. These households had no contact prior to receiving the survey.

Statistical tests indicated no significant differences between the treatment and control groups for survey sections 1 and 2. Because of this, results below are presented for the full sample where relevant.

### Sample Characteristics

- **Age:** The average respondent age was 60 years old, with ages ranging from 31 to 95. Just over one-fourth of the respondents (26.4%) were under the age of 50.
- **Gender:** Respondents were almost evenly split between genders, 46.4% female and 53.6% male.
- **Employment:** The majority of respondents reported being employed full time (47.2%), followed by those who are retired (39.3%).
- **Household Size:** Household sizes ranged from one to eight, with the average household having three persons.
- **Children:** The majority of respondents reported having no children under 18 in their household (64.3%). The number of children reported by the remaining 35.7% of households ranged from one to five, with 33.3% having one child, and 52.1% having two.
- **Length of Residence:** The average length of time that the respondents reported living in their home was 22.9 years, ranging from less than 1 to 70 years.
- **Language:** Fewer than one-fifth of the respondents (15.7%) stated that they spoke a language other than English in their household. Of those, the most frequently reported other language was Spanish (29.5%).

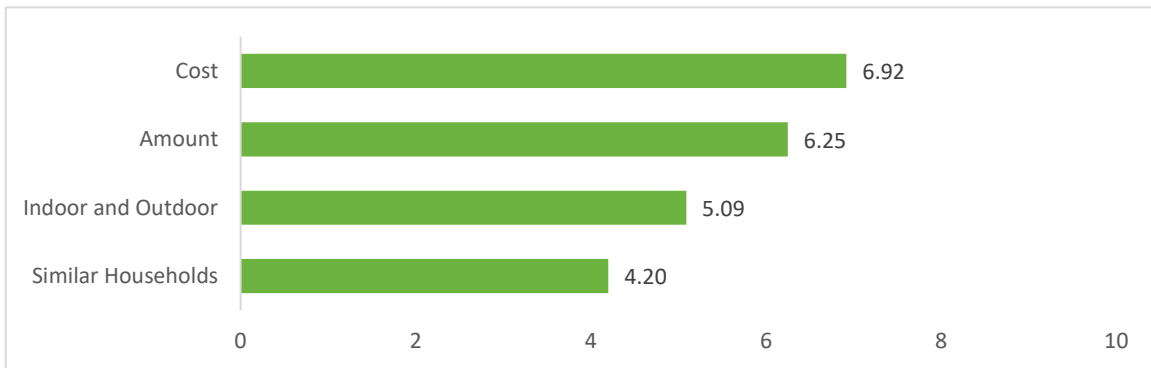


## General Water Use

### Knowledge

Respondents were asked to rate knowledge of water consumption in a series of situations. Respondents were asked to rate how much they *know* about the following on a 0 (very little) to 10 (a great deal) scale.

FIGURE 13: KNOWLEDGE OF WATER CONSUMPTION



Respondents reported being most knowledgeable about the cost and amount of *water use in their home* and least about *indoor vs. outdoor use* and *how water use in their home compares to water use in similar households*.

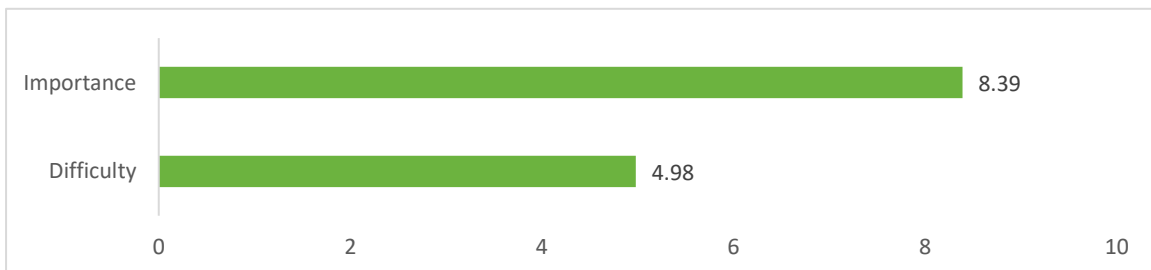
### Leaks

Just under one-fourth of respondents (23.9%) reported discovering a leak in their home within the past three months, with well over three-fourths of them (86.3%) providing a method of detection. Eighty-one percent (81%) found the leak or leaks through physical means (e.g., damp carpet, hearing drips), 15.8% discovered the leak due to notification from SJWC or a high water bill, and 1% discovered the leak by some other means (e.g., inspections, neighbors).

### Importance and Difficulty

To assess attitudes about conserving water, the respondents were asked to rate the *importance* of conserving water on a 0 (not at all important) to 10 (extremely important) scale, and the *difficulty* of conserving water on a 0 (not at all difficult) to 10 (extremely difficult) scale.

FIGURE 14: IMPORTANCE AND DIFFICULTY OF CONSERVING WATER

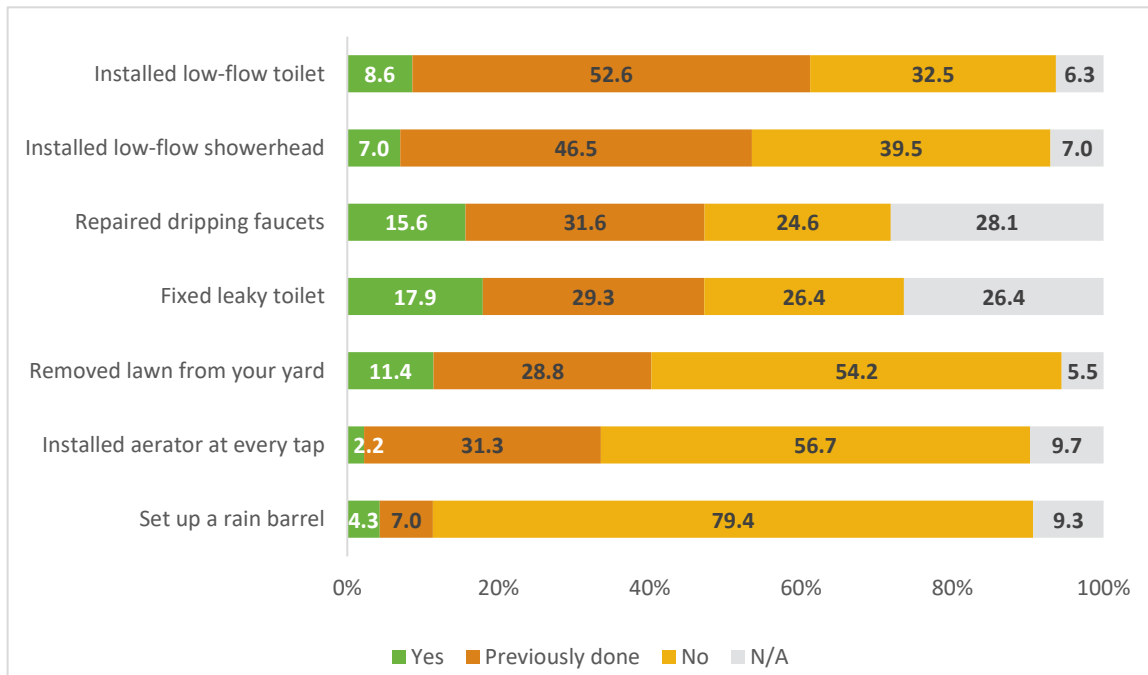


Overall, the respondents rated the *importance* high and the *difficulty* low.

## Household Water Saving Activities

Respondents were asked to indicate what water saving activities they may or may not have done in their household in the past three months. For each item, the respondent indicated *yes* if they did the activity in the past three months, *previously done* if done before the past three months, *no* if not done, or *N/A* if the activity did not apply.

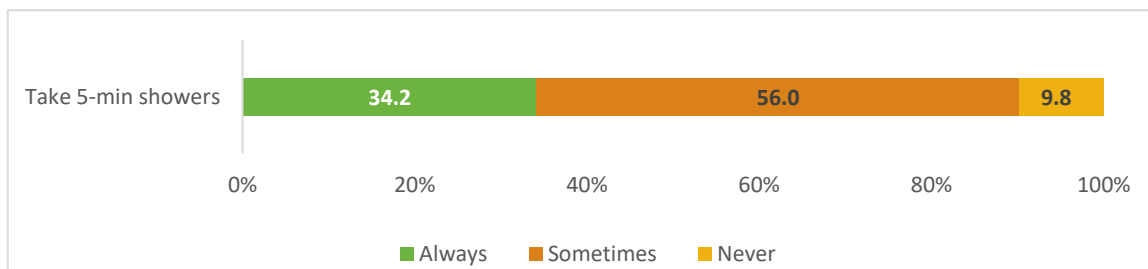
FIGURE 15: COMPLETION OF WATER-SAVING ACTIVITIES



Most customers did not report completing the proposed actions. The activities with the lowest levels of participation were *set up a rain barrel*, *installed aerator at every tap*, and *removed lawn from your yard*.

One activity, (*take 5-minute showers*) was considered repetitive.

FIGURE 16: FREQUENCY OF REPETITIVE WATER-SAVING ACTIVITY

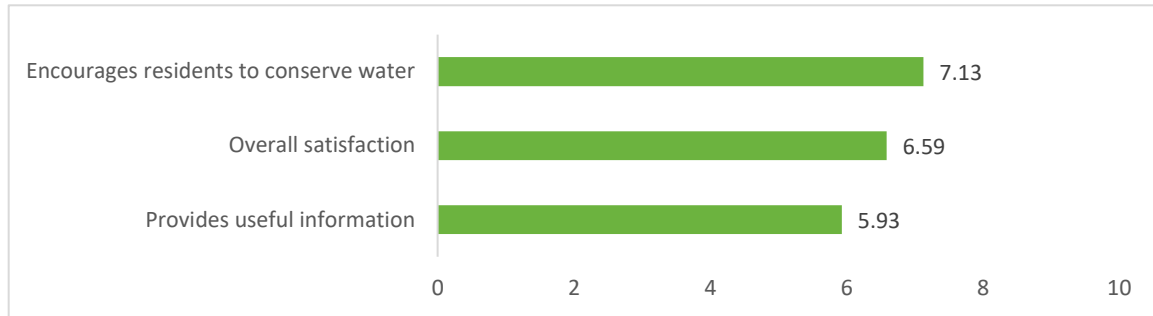


Almost all respondents (90.2%) reported taking five-minute showers *always* or *sometimes*.

## Satisfaction

To assess satisfaction with their water service, the respondents were asked to rate their level of agreement with a few statements on a 0 (strongly disagree) to 10 (strongly agree) scale.

FIGURE 17: SATISFACTION WITH WATER SERVICE



On average, respondents were satisfied with the services provided by San Jose Water Company. There were no significant differences in the ratings given these questions by those in the treatment group compared to those in the control group.

## Treatment Surveys

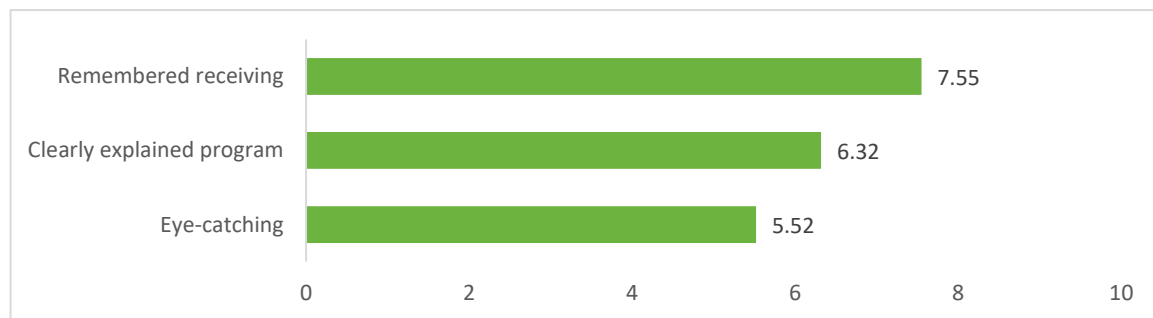
The following results are only from the respondents in the treatment condition.

### Program Announcements

Respondents were first asked if they recalled receiving the announcements explaining the program and 37% indicated that they did not.

Respondents that did recall receiving the announcements were asked to rate statements about the announcements on a 0 (strongly disagree) to 10 (strongly agree) scale.

FIGURE 18: LEVEL OF AGREEMENT WITH STATEMENTS ABOUT THE POSTCARDS



Respondents were generally in agreement with the statements about the announcements.

When respondents were asked what they did with the announcements, just under half of them (48.6%) reported reading and discarding them, 21.4% responded that they read them and signed up for the program, and 10.0% discarded them without reading.

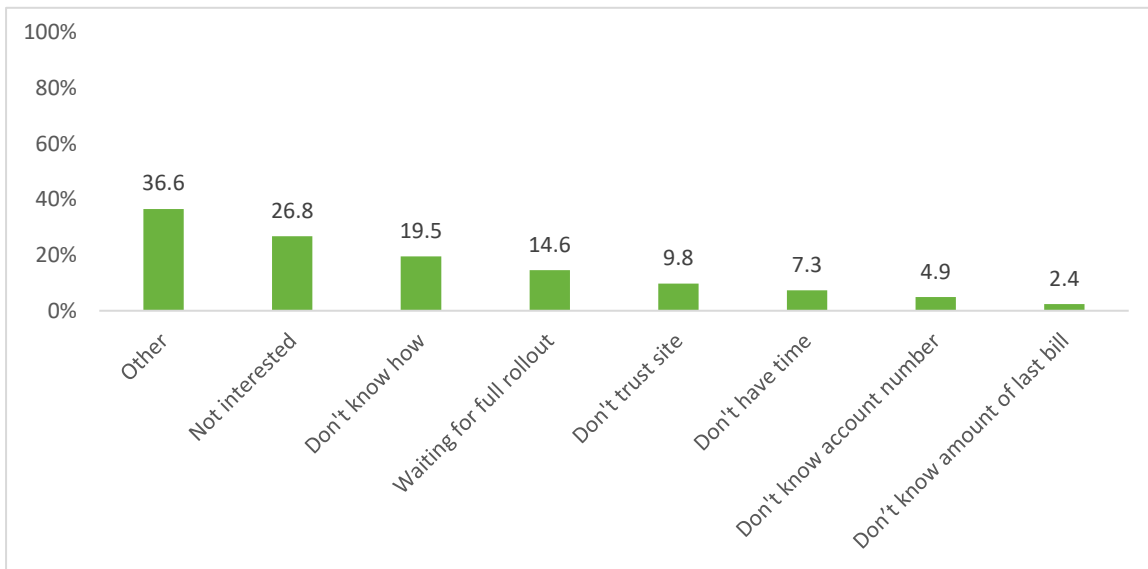
### Online Access

When respondents were asked how they typically accessed the program website, 36.2% responded that they accessed the website via computer and 4.3% accessed the website via a mobile device. Almost two-thirds of respondents (62.3%) stated that they did not sign up for the program.

### No Sign Up

Respondents not signing up for the program were asked why and given a list of possible reasons to choose from including a write-in *other* choice. Forty-one respondents provided reasons. Because respondents could check more than one option, percentages in the figure below do not add up to 100%.

FIGURE 19: REASONS FOR NOT SIGNING UP FOR THE PROGRAM

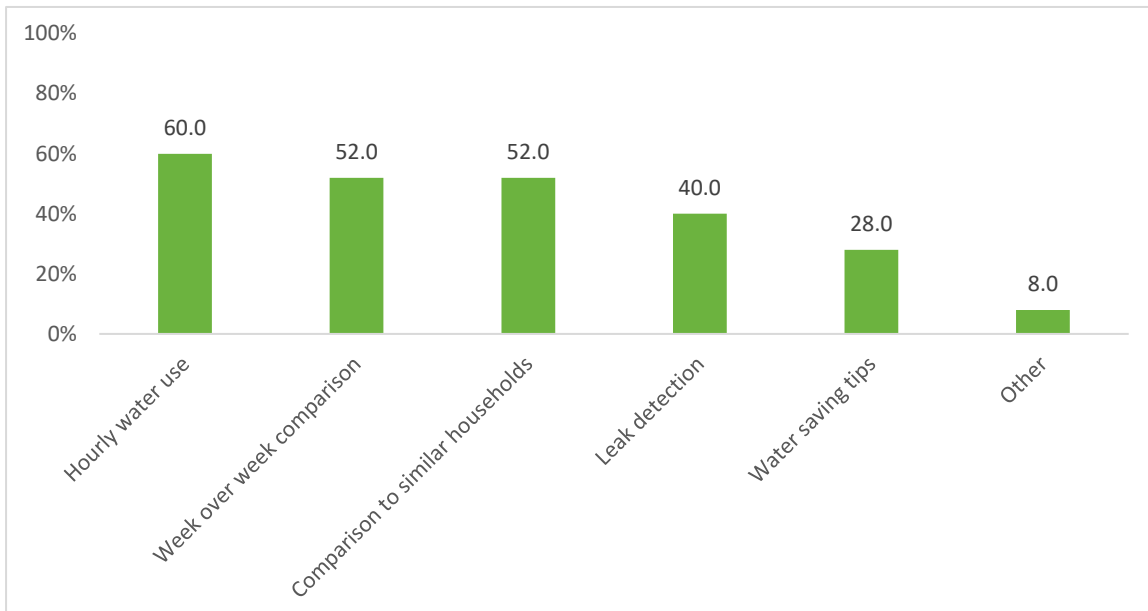


Among the write-in *Other* responses were not being comfortable using a computer and not being able to sign up due to website problems.

### Valuable Information

Respondents were asked what information on the website they found most valuable and given a list of options to choose from including a write-in *other* choice. Because respondents could check more than one option, percentages in the figure below do not add up to 100%.

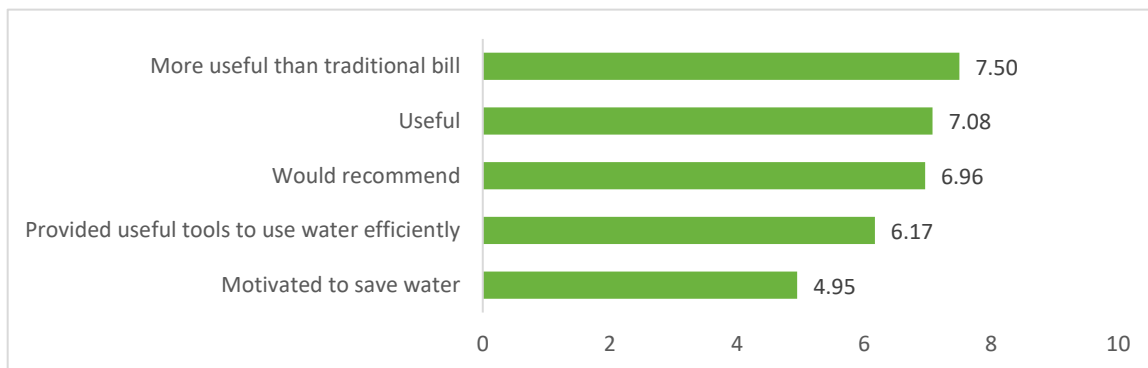
FIGURE 20: VALUABLE INFORMATION ON WEBSITE



### Website Experience

To determine their experience with the website respondents were asked to rate a series of statements on a 0 (strongly disagree) to 10 (strongly agree) scale.

FIGURE 21: EXPERIENCE WITH WEBSITE



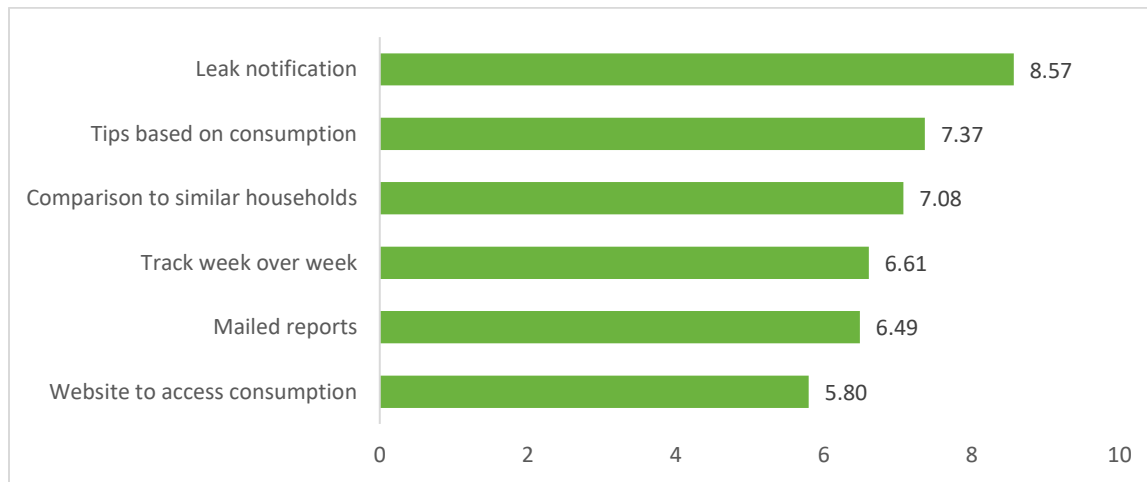
## Control Surveys

The following results are only from the respondents in the control condition.

### Possible Features

Because participants in the control condition did not receive information about the program, the survey stated that SJWC was exploring advanced meters. Respondents were given a list of possible features and asked to rate their level of *interest* in each one on a 0 (not at all interested) to 10 (extremely interested) scale.

FIGURE 22: LEVEL OF INTEREST IN POSSIBLE FEATURES

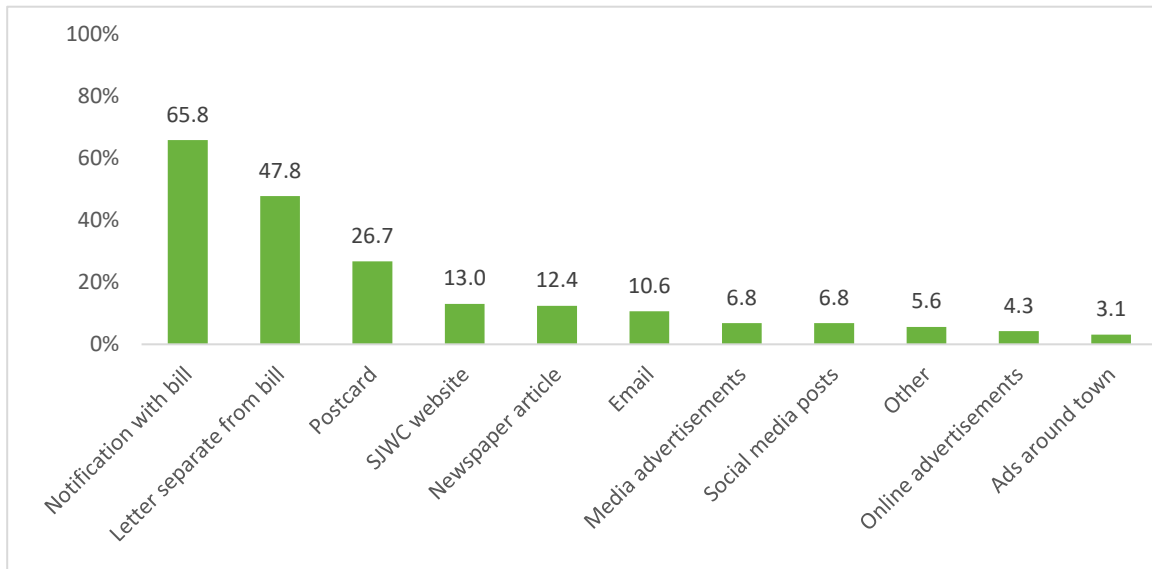


While all possible features were rated moderate interest or better (at least a 5), *website to access consumption* was the least popular feature and *leak notification* was the most popular.

### Communication

Respondents were given a list of ways they could be notified about new features when they become available and asked to indicate which ways would be effective communications. Because respondents could check more than one option, percentages in the figure below do not add up to 100%.

FIGURE 23: BEST METHODS OF COMMUNICATING NEW FEATURES



The most popular method of receiving information was *notification with water bill* (65.8%), followed by a *letter mailed separately from water bill* (47.8%).

## Conclusions

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- San Jose customers are interested and engaged in this type of information from SJWC.
  - This is particularly clear from the high response rate from control households with no prior contact.
- Customers in the Badger pilot group were significantly more satisfied with SJWC.
  - This effect was even higher for participants that signed up for the website access.
- Customers in the Sensus pilot group were not significantly more satisfied with SJWC.
- Future program promotion should focus on popular features
  - Leak notification
  - Tips based on consumption
  - Mailed reports.
  - *Not interested* was the top reason respondents cited for not signing up.
- Customers primarily detected leaks through physical means such as finding wet spots in the landscaping, hearing drips, or wet carpet.
  - Some customers reported finding leaks through high bills or notifications from SJWC.
  - Promoting the leak detection feature may encourage customers to sign up to find leaks before too much water is wasted or a high bill is received.
- To announce the program, customers preferred notifications with water bills and letters separate from water bills.
  - Postcards like the ones used in this pilot were only rated as a good communication method by a third of customers in the control condition.
- There is a lot of room to move customers on water saving activities, particularly removing turf and installing aerators. These activities could be cross promoted to encourage customers to engage in the activities and to sign up for the program. Overall, the respondents rated the importance of conserving water as high and the difficulty as low. Promoting water saving activities should focus on the ease of the activity.
- In a future program rollout additional customer communication should be utilized. Customers were interested in the features, but they were not fully communicated. The top reason for not signing up was “Not Interested”. Regular communication can explain why they should be interested in the program.



## Appendix A – Mail Survey

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Notification materials for Sensus are presented below. Materials were nearly identical between Badger and Sensus, only participant numbers and dates were changed. The treatment survey presented below is from the Sensus mailing. In section 5, the Badger survey had a different website, [SJWater.EyeOnWater.com](http://SJWater.EyeOnWater.com), and did not have the option *I do not know the amount of my last bill*. The bill amount was a requirement to sign up for the Sensus website, but not the Badger website.

### Pre-Notification Postcard

#### YOU WILL BE RECEIVING A SURVEY

Dear San Jose Water Company Customer,

Within the next few days, you will receive a request to complete a brief survey regarding water usage. **Your household, one of only 858 throughout the city, was selected to complete this important survey.**

The survey should only take about five minutes to complete, and your responses will be confidential. When you receive your survey, please take a moment to fill it out and send it back in the envelope provided. Your help and participation are greatly appreciated.

If you have any questions, please contact Sharon Whaley, Water Resources and Outreach Specialist, at (408) 918-7352.

Regards,

Robert Day  
Director of Customer Service



### Reminder Postcard

#### HAVE YOU COMPLETED YOUR SURVEY?

Dear San Jose Water Company Customer,

You recently received a brief survey regarding water usage. If you have already completed and returned the survey, thank you. **If you have not completed the survey, please take the time to do so today.** Your household, one of only 858 throughout the city, was selected to complete this important survey. Your help and participation are greatly appreciated.

If you have any questions, please contact Sharon Whaley, Water Resources and Outreach Specialist, at (408) 918-7352.

Regards,

Robert Day  
Director of Customer Service



## Cover letter

(Originally Printed on SJWC Letterhead)

March 20, 2018

Dear San Jose Resident,

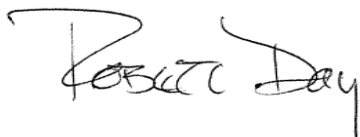
I am writing to you on behalf of San Jose Water Company to ask for your help and participation in completing the attached survey regarding your water usage. Recently, we began testing new advanced water meters in your neighborhood. These new meters are a part of our ongoing effort to improve services we provide and we would like your feedback. Your household, one of only 858 throughout the city, was selected to complete this important survey.

The enclosed survey should only take about five minutes to complete. Please return your completed survey by using the postage-paid envelope provided. If for some reason you prefer not to respond, kindly return the blank survey and we will remove you from future mailings.

If you have any questions, please contact Sharon Whaley, Water Resources and Outreach Specialist, at (408) 918-7352. For water-related emergencies, you may contact Customer Service at 408-279-7900.

We look forward to hearing from you.

Regards,

A handwritten signature in black ink that reads "Robert Day". The signature is written in a cursive style with a large, stylized "R" at the beginning.

Robert Day

Director of Customer Service

## Treatment Survey

Please help San Jose Water Company by taking a few minutes to complete this survey.

The survey should be completed by an adult household member. Responses will be kept completely confidential.

We are interested in your opinions and perceptions, so please answer as honestly and completely as possible.

### SECTION 1. General Water Use

1. Using a scale from 0, *very little*, to 10, *a great deal*,  
How much **do you know** about the following?

|  | Very Little |   |   |   |   | A Great Deal |   |   |   |   |    |
|--|-------------|---|---|---|---|--------------|---|---|---|---|----|
|  | 0           | 1 | 2 | 3 | 4 | 5            | 6 | 7 | 8 | 9 | 10 |
| a. The overall amount of water used in your home.                          | 0           | 1 | 2 | 3 | 4 | 5            | 6 | 7 | 8 | 9 | 10 |
| b. The cost of water used at your home.                                    | 0           | 1 | 2 | 3 | 4 | 5            | 6 | 7 | 8 | 9 | 10 |
| c. How water use in your home compares to water use in similar households. | 0           | 1 | 2 | 3 | 4 | 5            | 6 | 7 | 8 | 9 | 10 |
| d. How much water is used for indoor versus outdoor purposes.              | 0           | 1 | 2 | 3 | 4 | 5            | 6 | 7 | 8 | 9 | 10 |

2. During the past three months, how frequently have you discovered a water leak in your home?

☐ Never

☐ Once →

☐ Two or more times →

How did you discover the leak or leaks? (describe) \_\_\_\_\_

Where were your leaks located? (describe) \_\_\_\_\_

3. Using a scale from 0, *not at all important*, to 10, *extremely important*,  
how important is it for your household to conserve water?

|  | Not at all Important |   |   |   |   | Extremely Important |   |   |   |   |    |
|--|----------------------|---|---|---|---|---------------------|---|---|---|---|----|
|  | 0                    | 1 | 2 | 3 | 4 | 5                   | 6 | 7 | 8 | 9 | 10 |
| 4. Using a scale from 0, <i>not at all difficult</i> , to 10, <i>extremely difficult</i> ,<br>how <u>difficult</u> is it for your household to conserve water? | 0                    | 1 | 2 | 3 | 4 | 5                   | 6 | 7 | 8 | 9 | 10 |

### SECTION 2. Household Water Saving Activities

This next section is about water saving activities that you may or may not have done in your household.

5. In the past three months, have you done any of the following water saving activities?

If you did an activity more than three months ago, please check "Previously Done."  
If an activity does not apply to you, check "N/A."

|  | Yes                      | No                       | Previously Done          | NA                       |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Fix a leaky toilet.                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Install a low-flow shower head.         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Install a low-flow toilet.              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Install an aerator at every tap.        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Remove some of the lawn from your yard. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Repair dripping faucets.                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Set up a rain barrel.                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Take 5-minute showers.                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

☐ Always    ☐ Sometimes    ☐ Never

### SECTION 3. Satisfaction

This section asks your opinions regarding the water service provided by San Jose Water Company.

6. Using a scale from 0, *strongly disagree*, to 10, *strongly agree*,  
please rate the following statements about your water service:

|   | Strongly Disagree |   |   |   |   | Strongly Agree |   |   |   |   |    |
|---|-------------------|---|---|---|---|----------------|---|---|---|---|----|
|   | 0                 | 1 | 2 | 3 | 4 | 5              | 6 | 7 | 8 | 9 | 10 |
| a. San Jose Water Company sends me useful information about saving water. | 0                 | 1 | 2 | 3 | 4 | 5              | 6 | 7 | 8 | 9 | 10 |
| b. San Jose Water Company encourages residents to conserve water.         | 0                 | 1 | 2 | 3 | 4 | 5              | 6 | 7 | 8 | 9 | 10 |
| c. Overall, I am satisfied with the water services provided.              | 0                 | 1 | 2 | 3 | 4 | 5              | 6 | 7 | 8 | 9 | 10 |

#### SECTION 4. Program Announcements

When the project began you should have received program announcements from San Jose Water Company.

These letters and postcards announced the new pilot program available to a select group of residents.

If you do not recall receiving any announcements please check here: ☐ and skip to SECTION 6 at the bottom of this page.

**7.** Using a scale from 0, *strongly disagree*, to 10, *strongly agree*,

please rate the following statements as they relate to the materials you received:

|  | Strongly Disagree |   |   |   |   |   |   |   |   |   | Strongly Agree |  |  |  |  |  |  |  |  |  |
|--|-------------------|---|---|---|---|---|---|---|---|---|----------------|--|--|--|--|--|--|--|--|--|
| a. I remember receiving the program announcements in the mail.         | 0                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |  |  |  |  |  |  |  |  |  |
| b. The letters and postcards were eye-catching.                        | 0                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |  |  |  |  |  |  |  |  |  |
| c. The materials clearly explained how to sign up for the new program. | 0                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |  |  |  |  |  |  |  |  |  |

**8.** What did you do with the announcements?

☐ Read and signed up for program.

☐ Read and discarded them.

☐ Discarded them without reading.

☐ Other (please describe): \_\_\_\_\_

#### SECTION 5. Online Access

This next set of questions is about the website, <http://sjwc.co/customer-connect>, where you can access information about your water meter readings.

**9.** How did you typically access the website?

☐ Computer ☐ Mobile (Android or iOS)

☐ I did not sign up for online access for the following reasons: (check all that apply)

☐ Not interested

☐ No internet access

☐ Waiting for full rollout

☐ Don't trust the site

☐ Don't know how

☐ Don't have time

☐ I am a renter

☐ Don't know my account number

☐ Don't know the amount of my last bill

☐ Other (please describe): \_\_\_\_\_

*Skip to SECTION 6*

**10.** What information on the website was most valuable to you? (check all that apply)

☐ Hourly water use

☐ Week over week comparison

☐ Comparison to similar households

☐ Leak detection

☐ Water saving tips

☐ Other (please describe): \_\_\_\_\_

**11.** Using a scale from 0, *strongly disagree*, to 10, *strongly agree*,

please rate the following statements about your experience with the website:

|   | Strongly Disagree |   |   |   |   |   |   |   |   |   | Strongly Agree |  |  |  |  |  |  |  |  |  |
|---|-------------------|---|---|---|---|---|---|---|---|---|----------------|--|--|--|--|--|--|--|--|--|
| a. I found the website to be useful.  | 0                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |  |  |  |  |  |  |  |  |  |
| b. I found the website to be more useful than my traditional water bill.    | 0                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |  |  |  |  |  |  |  |  |  |
| c. I would recommend this website to friends and family in San Jose.        | 0                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |  |  |  |  |  |  |  |  |  |
| d. The website motivated me to save water.                                  | 0                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |  |  |  |  |  |  |  |  |  |
| e. The website provided useful tools to help me use water more efficiently. | 0                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |  |  |  |  |  |  |  |  |  |

#### SECTION 6. Demographics

This section is optional and used for classification purposes only.

**12.** In what year were you born? \_\_\_\_\_

**13.** What is your gender? \_\_\_\_\_

**14.** What is your employment status?

☐ Employed full-time

☐ Employed part-time

☐ Active duty or Military Reserve

☐ Student

☐ Retired

☐ Unemployed

**15.** Including yourself, how many people live in your household? \_\_\_\_\_ How many are children under 18? \_\_\_\_\_

**16.** How long have you lived at your current address? \_\_\_\_\_ years

**17.** Is there a language other than English spoken in your home? ☐ Yes ☐ No If yes, please list: \_\_\_\_\_

## Control Survey

Please help San Jose Water Company by taking a few minutes to complete this survey.

The survey should be completed by an adult household member. Responses will be kept completely confidential.

We are interested in your opinions and perceptions, so please answer as honestly and completely as possible.

### SECTION 1. General Water Use

1. Using a scale from 0, *very little*, to 10, *a great deal*,  
How much **do you know** about the following?

| How much do you know about the following:                                  | Very Little |   |   |   |   |   |   | A Great Deal |   |   |    |  |
|--|-------------|---|---|---|---|---|---|--------------|---|---|----|--|
|  | 0           | 1 | 2 | 3 | 4 | 5 | 6 | 7            | 8 | 9 | 10 |  |
| a. The overall amount of water used in your home.                          | 0           | 1 | 2 | 3 | 4 | 5 | 6 | 7            | 8 | 9 | 10 |  |
| b. The cost of water used at your home.                                    | 0           | 1 | 2 | 3 | 4 | 5 | 6 | 7            | 8 | 9 | 10 |  |
| c. How water use in your home compares to water use in similar households. | 0           | 1 | 2 | 3 | 4 | 5 | 6 | 7            | 8 | 9 | 10 |  |
| d. How much water is used for indoor versus outdoor purposes.              | 0           | 1 | 2 | 3 | 4 | 5 | 6 | 7            | 8 | 9 | 10 |  |

2. During the past three months, how frequently have you discovered a water leak in your home?

☐ Never

☐ Once →

How did you discover the leak or leaks? (describe) \_\_\_\_\_

☐ Two or more times →

Where were your leaks located? (describe) \_\_\_\_\_

3. Using a scale from 0, *not at all important*, to 10, *extremely important*,  
how important is it for your household to conserve water?

| Not at all Important |   |   |   |   | Extremely Important |   |   |   |   |    |
|----------------------|---|---|---|---|---------------------|---|---|---|---|----|
| 0                    | 1 | 2 | 3 | 4 | 5                   | 6 | 7 | 8 | 9 | 10 |

4. Using a scale from 0, *not at all difficult*, to 10, *extremely difficult*,  
how difficult is it for your household to conserve water?

| Not at all Difficult |   |   |   |   | Extremely Difficult |   |   |   |   |    |
|----------------------|---|---|---|---|---------------------|---|---|---|---|----|
| 0                    | 1 | 2 | 3 | 4 | 5                   | 6 | 7 | 8 | 9 | 10 |

### SECTION 2. Household Water Saving Activities

This next section is about water saving activities that you may or may not have done in your household.

5. In the past three months, have you done any of the following water saving activities?

If you did an activity more than three months ago, please check "Previously Done."

If an activity does not apply to you, check "N/A."

|  | Yes                             | No                                 | Previously Done                | NA                       |
|--|---------------------------------|------------------------------------|--------------------------------|--------------------------|
| a. Fix a leaky toilet.                     | <input type="checkbox"/>        | <input type="checkbox"/>           | <input type="checkbox"/>       | <input type="checkbox"/> |
| b. Install a low-flow shower head.         | <input type="checkbox"/>        | <input type="checkbox"/>           | <input type="checkbox"/>       | <input type="checkbox"/> |
| c. Install a low-flow toilet.              | <input type="checkbox"/>        | <input type="checkbox"/>           | <input type="checkbox"/>       | <input type="checkbox"/> |
| d. Install an aerator at every tap.        | <input type="checkbox"/>        | <input type="checkbox"/>           | <input type="checkbox"/>       | <input type="checkbox"/> |
| e. Remove some of the lawn from your yard. | <input type="checkbox"/>        | <input type="checkbox"/>           | <input type="checkbox"/>       | <input type="checkbox"/> |
| f. Repair dripping faucets.                | <input type="checkbox"/>        | <input type="checkbox"/>           | <input type="checkbox"/>       | <input type="checkbox"/> |
| g. Set up a rain barrel.                   | <input type="checkbox"/>        | <input type="checkbox"/>           | <input type="checkbox"/>       | <input type="checkbox"/> |
| h. Take 5-minute showers.                  | <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never | <input type="checkbox"/> |

### SECTION 3. Satisfaction

This section asks your opinions regarding the water service provided by San Jose Water Company.

6. Using a scale from 0, *strongly disagree*, to 10, *strongly agree*,  
please rate the following statements about your water service:

| please rate the following statements about your water service:            |  |  |  |  |  |  |  |  |  |  | Strongly Disagree |   |   |   |   | Strongly Agree |   |   |   |   |    |
|---|--|--|--|--|--|--|--|--|--|--|-------------------|---|---|---|---|----------------|---|---|---|---|----|
|   |  |  |  |  |  |  |  |  |  |  | 0                 | 1 | 2 | 3 | 4 | 5              | 6 | 7 | 8 | 9 | 10 |
| a. San Jose Water Company sends me useful information about saving water. |  |  |  |  |  |  |  |  |  |  | 0                 | 1 | 2 | 3 | 4 | 5              | 6 | 7 | 8 | 9 | 10 |
| b. San Jose Water Company encourages residents to conserve water.         |  |  |  |  |  |  |  |  |  |  | 0                 | 1 | 2 | 3 | 4 | 5              | 6 | 7 | 8 | 9 | 10 |
| c. Overall, I am satisfied with the water services provided.              |  |  |  |  |  |  |  |  |  |  | 0                 | 1 | 2 | 3 | 4 | 5              | 6 | 7 | 8 | 9 | 10 |

#### SECTION 4. Possible Features

Advanced water meters have the capability to show you hourly water consumption via a website accessed using your account number. Additionally, you can set leak alerts to notify you when a possible leak is detected. San Jose Water Company is exploring this metering technology. The following questions are about your interest in possible features.

7. Using a scale from 0, *not at all interested*, to 10, *extremely interested*, please rate your interest in the following possible features:

| please rate your interest in the following possible features:    | Not at all Interested |   |   |   |   | Extremely Interested |   |   |   |   |    |
|--|-----------------------|---|---|---|---|----------------------|---|---|---|---|----|
| a. Website access to your hourly water consumption.              | 0                     | 1 | 2 | 3 | 4 | 5                    | 6 | 7 | 8 | 9 | 10 |
| b. The ability to track your water consumption week over week.   | 0                     | 1 | 2 | 3 | 4 | 5                    | 6 | 7 | 8 | 9 | 10 |
| c. Notification of possible leaks.                               | 0                     | 1 | 2 | 3 | 4 | 5                    | 6 | 7 | 8 | 9 | 10 |
| d. Water saving tips based on your water consumption patterns.   | 0                     | 1 | 2 | 3 | 4 | 5                    | 6 | 7 | 8 | 9 | 10 |
| e. A comparison of your water consumption to similar households. | 0                     | 1 | 2 | 3 | 4 | 5                    | 6 | 7 | 8 | 9 | 10 |
| f. Personalized water reports mailed to you.                     | 0                     | 1 | 2 | 3 | 4 | 5                    | 6 | 7 | 8 | 9 | 10 |

8. If advanced meters and new features like the ones described above become available, which of the following ways would be the best way to notify you? (check all that apply)

- ☐ Notification with my water bill.
- ☐ A letter mailed separately from my water bill.
- ☐ A postcard.
- ☐ Advertisements around town (billboards, bus benches, etc.).
- ☐ Media advertisements (TV, radio).
- ☐ Online advertisements.
- ☐ Information on the San Jose Water Company website.
- ☐ An article in the newspaper.
- ☐ Social media posts.
- ☐ Other (please describe): \_\_\_\_\_

#### SECTION 5. Demographics

This section is optional and used for classification purposes only.

9. In what year were you born? \_\_\_\_\_

10. What is your gender? \_\_\_\_\_

11. What is your employment status?

- ☐ Employed full-time      ☐ Employed part-time      ☐ Active duty or Military Reserve
- ☐ Student      ☐ Retired      ☐ Unemployed

12. Including yourself, how many people live in your household? \_\_\_\_\_ How many are children under 18? \_\_\_\_\_

13. How long have you lived at your current address? \_\_\_\_\_ years

14. Is there a language other than English spoken in your home?    ☐ Yes    ☐ No    If yes, please list: \_\_\_\_\_

## Badger

## Treatment Survey

**SECTION 1. General Water Use**

1. Using a scale from 0, *very little*, to 10, *a great deal*, How much **do you know** about the following?
- |  | Very Little              |  | A Great Deal |  |
|--|--------------------------|--|--------------|--|
|  | 0 1 2 3 4 5 6 7 8 9 10   |  |              |  |
| a. The overall amount of water used in your home.                          | (M=6.54, SD=2.65, N=112) |  |              |  |
| b. The cost of water used at your home.                                    | (M=7.17, SD=2.61, N=112) |  |              |  |
| c. How water use in your home compares to water use in similar households. | (M=4.51, SD=2.76, N=111) |  |              |  |
| d. How much water is used for indoor versus outdoor purposes.              | (M=4.64, SD=2.87, N=112) |  |              |  |
2. During the past three months, how frequently have you discovered a water leak in your home?
- ☐ Never 74 (66.1%)
- ☐ Once → 31 (27.7%)
- ☐ Two or more times → 7 (6.3%)
- How did you discover the leak or leaks? (describe) \_\_\_\_\_
- Where were your leaks located? (describe) \_\_\_\_\_
3. Using a scale from 0, *not at all important*, to 10, *extremely important*, how important is it for your household to conserve water?
- |  | Not at all Important     |  | Extremely Important |  |
|--|--------------------------|--|---------------------|--|
|  | 0 1 2 3 4 5 6 7 8 9 10   |  |                     |  |
|  | (M=8.27, SD=1.54, N=114) |  |                     |  |
4. Using a scale from 0, *not at all difficult*, to 10, *extremely difficult*, how difficult is it for your household to conserve water?
- |  | Not at all Difficult     |  | Extremely Difficult |  |
|--|--------------------------|--|---------------------|--|
|  | 0 1 2 3 4 5 6 7 8 9 10   |  |                     |  |
|  | (M=4.72, SD=2.53, N=113) |  |                     |  |

**SECTION 2. Household Water Saving Activities**

This next section is about water saving activities that you may or may not have done in your household.

5. In the past three months, have you done any of the following water saving activities?
- If you did an activity more than three months ago, please check "Previously Done."
- If an activity does not apply to you, check "N/A."
- |  | Yes  | No  | Previously Done                         | NA                                |
|--|--|---|---|-----------------------------------|
| a. Fix a leaky toilet.                     | 12 (10.5%)                                 | 28 (24.6%)                                    | 36 (31.6%)                              | 38 (33.3%)                        |
| b. Install a low-flow shower head.         | 3 (2.6%)                                   | 38 (33.3%)                                    | 63 (55.3%)                              | 10 (8.8%)                         |
| c. Install a low-flow toilet.              | 5 (4.4%)                                   | 33 (28.9%)                                    | 61 (53.5%)                              | 15 (13.2%)                        |
| d. Install an aerator at every tap.        | 0 (0.0%)                                   | 67 (58.8%)                                    | 31 (27.2%)                              | 15 (13.2%)                        |
| e. Remove some of the lawn from your yard. | 12 (10.6%)                                 | 67 (59.3%)                                    | 27 (23.9%)                              | 7 (6.2%)                          |
| f. Repair dripping faucets.                | 27 (23.7%)                                 | 27 (23.7%)                                    | 33 (28.9%)                              | 27 (23.7%)                        |
| g. Set up a rain barrel.                   | 3 (2.8%)                                   | 88 (80.7%)                                    | 8 (7.3%)                                | 10 (9.2%)                         |
| h. Take 5-minute showers.                  | <input type="checkbox"/> Always 55 (48.7%) | <input type="checkbox"/> Sometimes 50 (44.2%) | <input type="checkbox"/> Never 8 (7.1%) | <input type="checkbox"/> 0 (0.0%) |

**SECTION 3. Satisfaction**

This section asks your opinions regarding the water service provided by San Jose Water Company.

6. Using a scale from 0, *strongly disagree*, to 10, *strongly agree*, please rate the following statements about your water service:
- |   | Strongly Disagree        |  | Strongly Agree |  |
|---|--------------------------|--|----------------|--|
|   | 0 1 2 3 4 5 6 7 8 9 10   |  |                |  |
| a. San Jose Water Company sends me useful information about saving water. | (M=6.36, SD=2.16, N=114) |  |                |  |
| b. San Jose Water Company encourages residents to conserve water.         | (M=7.70, SD=1.91, N=114) |  |                |  |
| c. Overall, I am satisfied with the water services provided.              | (M=7.02, SD=2.46, N=113) |  |                |  |

#### SECTION 4. Program Announcements

When the project began you should have received program announcements from San Jose Water Company.

These letters and postcards announced the new pilot program available to a select group of residents.

If you do not recall receiving any announcements please check here: ☐ 41 (36.0%) and skip to SECTION 6.

7. Using a scale from 0, *strongly disagree*, to 10, *strongly agree*, please rate the following statements as they relate to the materials you received:
- |  | Strongly Disagree       | Strongly Agree |
|--|-------------------------|----------------|
|  | 0 1 2 3 4 5 6 7 8 9 10  |                |
| a. I remember receiving the program announcements in the mail.         | (M=7.20, SD=2.66, N=70) |                |
| b. The letters and postcards were eye-catching.                        | (M=5.83, SD=2.15, N=69) |                |
| c. The materials clearly explained how to sign up for the new program. | (M=6.27, SD=2.71, N=67) |                |
8. What did you do with the announcements?
- |  |            |
|--|------------|
| <input type="checkbox"/> Read and signed up for program. | 14 (20.3%) |
| <input type="checkbox"/> Read and discarded them.        | 36 (52.2%) |
| <input type="checkbox"/> Discarded them without reading. | 13 (18.8%) |
| <input type="checkbox"/> Other (please describe): _____  | 6 (8.7%)   |

#### SECTION 5. Online Access

This next set of questions is about the website, [SJWater.EyeOnWater.com](http://SJWater.EyeOnWater.com), where you can access information about your water meter readings.

9. How did you typically access the website?
- |  |  |  |           |   |           |
|--|--|--|-----------|---|-----------|
| <input type="checkbox"/> Computer                | <input type="checkbox"/> Mobile (Android or iOS) | <input type="checkbox"/> I did not sign up for online access for the following reasons: (check all that apply) |           |   |           |
| 20 (28.2%)                                       | 3 (4.2%)   | 48 (67.6%)   |           |   |           |
| <input type="checkbox"/> Not interested          | 14 (40.0%)                                       | <input type="checkbox"/> No internet access  | 3 (8.6%)  | <input type="checkbox"/> Waiting for full rollout | 1 (2.9%)  |
| <input type="checkbox"/> Don't trust the site    | 2 (5.7%)   | <input type="checkbox"/> Don't know how  | 7 (20.0%) | <input type="checkbox"/> Don't have time          | 6 (17.1%) |
| <input type="checkbox"/> I am a renter           | 0 (0%)   | <input type="checkbox"/> Don't know my account number  | 2 (5.7%)  |   |           |
| <input type="checkbox"/> Other (please describe) | 7 (20%)  |  |           |   |           |
- Skip to SECTION 6

10. What information on the website was most valuable to you? (check all that apply)
- |   |            |  |            |   |           |
|---|------------|--|------------|---|-----------|
| <input type="checkbox"/> Hourly water use | 13 (43.3%) | <input type="checkbox"/> Week over week comparison | 19 (63.3%) | <input type="checkbox"/> Comparison to similar households | 6 (20.0%) |
| <input type="checkbox"/> Leak detection   | 21 (70.0%) | <input type="checkbox"/> Water saving tips         | 8 (26.7%)  | <input type="checkbox"/> Other (please describe):         | 3 (10.3%) |
11. Using a scale from 0, *strongly disagree*, to 10, *strongly agree*, please rate the following statements about your experience with the website:
- |   | Strongly Disagree       | Strongly Agree |
|---|-------------------------|----------------|
|   | 0 1 2 3 4 5 6 7 8 9 10  |                |
| a. I found the website to be useful.  | (M=7.12, SD=2.55, N=33) |                |
| b. I found the website to be more useful than my traditional water bill.    | (M=7.27, SD=2.67, N=33) |                |
| c. I would recommend this website to friends and family in San Jose.        | (M=7.09, SD=2.69, N=33) |                |
| d. The website motivated me to save water.                                  | (M=6.83, SD=3.28, N=33) |                |
| e. The website provided useful tools to help me use water more efficiently. | (M=5.91, SD=2.55, N=33) |                |

#### SECTION 6. Demographics

This section is optional and used for classification purposes only.

12. In what year were you born? Age calculated: (M=61.5, Range 29 to 91, N=106)
13. What is your gender? Male 59 (53.6%) Female 51 (46.4%)
14. What is your employment status?
- |   |            |   |            |  |          |
|---|------------|---|------------|--|----------|
| <input type="checkbox"/> Employed full-time | 50 (45.0%) | <input type="checkbox"/> Employed part-time | 7 (6.3%)   | <input type="checkbox"/> Active duty or Military Reserve | 0 (0.0%) |
| <input type="checkbox"/> Student            | 0 (0.0%)   | <input type="checkbox"/> Retired            | 51 (45.9%) | <input type="checkbox"/> Unemployed                      | 3 (2.7%) |
15. Including yourself, how many people live in your household? (M=2.43, Range 1 to 6, N=110)
- How many are children under 18? (M=0.79, Range 0 to 4, N=67)
16. How long have you lived at your current address? (in years) (M=23.49, Range 2 to 65, N=111)
17. Is there a language other than English spoken in your home? ☐ Yes 6 (5.4%) ☐ No 105 (94.6%) If yes, please list



**SECTION 1. General Water Use**

|  |   |
|--|---|
| 1. Using a scale from 0, <i>very little</i> , to 10, <i>a great deal</i> ,<br>How much <b>do you know</b> about the following? | Very Little<br>0 1 2 3 4 5 6 7 8 9 10<br>A Great Deal |
| a. The overall amount of water used in your home.  | (M=6.35, SD=2.47, N=208)                              |
| b. The cost of water used at your home.  | (M=7.12, SD=2.57, N=208)                              |
| c. How water use in your home compares to water use in similar households.   | (M=4.34, SD=3.04, N=208)                              |
| d. How much water is used for indoor versus outdoor purposes.  | (M=4.48, SD=2.93, N=208)                              |

2. During the past three months, how frequently have you discovered a water leak in your home?

☐ Never 153 (73.9%)

☐ Once → 43 (20.8%)

☐ Two or more times → 11 (5.3%)

How did you discover the leak or leaks? (describe) \_\_\_\_\_

Where were your leaks located? (describe) \_\_\_\_\_

|  |   |
|--|---|
| 3. Using a scale from 0, <i>not at all important</i> , to 10, <i>extremely important</i> ,<br>how <u>important</u> is it for your household to conserve water? | Not at all Important<br>0 1 2 3 4 5 6 7 8 9 10<br>Extremely Important |
|  | (M=8.06, SD=1.88, N=209)  |

|  |   |
|--|---|
| 4. Using a scale from 0, <i>not at all difficult</i> , to 10, <i>extremely difficult</i> ,<br>how <u>difficult</u> is it for your household to conserve water? | Not at all Difficult<br>0 1 2 3 4 5 6 7 8 9 10<br>Extremely Difficult |
|  | (M=4.77, SD=2.33, N=209)  |

**SECTION 2. Household Water Saving Activities**

This next section is about water saving activities that you may or may not have done in your household.

5. In the past three months, have you done any of the following water saving activities?

If you did an activity more than three months ago, please check "Previously Done."

If an activity does not apply to you, check "N/A."

|  | Yes  | No   | Previously Done                          | NA                                |
|--|--|--|--|-----------------------------------|
| a. Fix a leaky toilet.                     | 35 (16.8%)                                 | 71 (34.1%)                                     | 63 (30.3%)                               | 39 (18.8%)                        |
| b. Install a low-flow shower head.         | 21 (10.1%)                                 | 73 (35.3%)                                     | 99 (47.8%)                               | 14 (6.8%)                         |
| c. Install a low-flow toilet.              | 19 (9.1%)                                  | 78 (37.5%)                                     | 98 (47.1%)                               | 13 (6.3%)                         |
| d. Install an aerator at every tap.        | 8 (3.9%)                                   | 115 (55.8%)                                    | 67 (32.5%)                               | 16 (7.8%)                         |
| e. Remove some of the lawn from your yard. | 35 (16.7%)                                 | 120 (57.4%)                                    | 43 (20.6%)                               | 11 (5.3%)                         |
| f. Repair dripping faucets.                | 52 (24.9%)                                 | 55 (26.3%)                                     | 62 (29.7%)                               | 40 (19.1%)                        |
| g. Set up a rain barrel.                   | 17 (8.6%)                                  | 158 (80.2%)                                    | 12 (6.1%)                                | 10 (5.1%)                         |
| h. Take 5-minute showers.                  | <input type="checkbox"/> Always 83 (40.1%) | <input type="checkbox"/> Sometimes 106 (51.2%) | <input type="checkbox"/> Never 15 (7.2%) | <input type="checkbox"/> 3 (1.4%) |

**SECTION 3. Satisfaction**

This section asks your opinions regarding the water service provided by San Jose Water Company.

|  |   |
|--|---|
| 6. Using a scale from 0, <i>strongly disagree</i> , to 10, <i>strongly agree</i> ,<br>please rate the following statements about your water service: | Strongly Disagree<br>0 1 2 3 4 5 6 7 8 9 10<br>Strongly Agree |
| a. San Jose Water Company sends me useful information about saving water.  | (M=5.63, SD=2.30, N=210)                                      |
| b. San Jose Water Company encourages residents to conserve water.  | (M=7.13, SD=2.25, N=210)                                      |
| c. Overall, I am satisfied with the water services provided.   | (M=6.25, SD=2.50, N=209)                                      |

## SECTION 4. Possible Features

Advanced water meters have the capability to show you hourly water consumption via a website accessed using your account number. Additionally, you can set leak alerts to notify you when a possible leak is detected. San Jose Water Company is exploring this metering technology. The following questions are about your interest in possible features.

| 7. Using a scale from 0, <i>not at all interested</i> , to 10, <i>extremely interested</i> , please rate your interest in the following possible features: | Not at all Interested | Extremely Interested |   |   |   |   |   |   |   |   |    |                          |
|--|-----------------------|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|
|  | 0                     | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |
| a. Website access to your hourly water consumption.  |                       |                      |   |   |   |   |   |   |   |   |    | (M=6.04, SD=3.56, N=208) |
| b. The ability to track your water consumption week over week.   |                       |                      |   |   |   |   |   |   |   |   |    | (M=6.87, SD=3.21, N=210) |
| c. Notification of possible leaks.   |                       |                      |   |   |   |   |   |   |   |   |    | (M=8.82, SD=1.84, N=209) |
| d. Water saving tips based on your water consumption patterns.   |                       |                      |   |   |   |   |   |   |   |   |    | (M=7.74, SD=2.44, N=210) |
| e. A comparison of your water consumption to similar households.   |                       |                      |   |   |   |   |   |   |   |   |    | (M=7.27, SD=2.94, N=209) |
| f. Personalized water reports mailed to you.   |                       |                      |   |   |   |   |   |   |   |   |    | (M=6.90, SD=3.07, N=210) |

8. If advanced meters and new features like the ones described above become available, which of the following ways would be the best way to notify you? (check all that apply)

|  |             |
|--|-------------|
| <input type="checkbox"/> Notification with my water bill.                            | 142 (67.9%) |
| <input type="checkbox"/> A letter mailed separately from my water bill.              | 105 (50.2%) |
| <input type="checkbox"/> A postcard.   | 75 (35.9%)  |
| <input type="checkbox"/> Advertisements around town (billboards, bus benches, etc.). | 19 (9.1%)   |
| <input type="checkbox"/> Media advertisements (TV, radio).                           | 19 (9.1%)   |
| <input type="checkbox"/> Online advertisements.                                      | 11 (5.3%)   |
| <input type="checkbox"/> Information on the San Jose Water Company website.          | 30 (14.4%)  |
| <input type="checkbox"/> An article in the newspaper.                                | 39 (18.7%)  |
| <input type="checkbox"/> Social media posts.   | 19 (9.1%)   |
| <input type="checkbox"/> Email (from other responses)                                | 15 (7.2%)   |
| <input type="checkbox"/> Other (please describe): _____                              | 3 (1.4%)    |

## SECTION 5. Demographics

This section is optional and used for classification purposes only.

9. In what year were you born? Age calculated: (M=61.5, Range 29 to 91, N=106)

10. What is your gender? Male 89 (45.4%) Female 107 (54.6%)

11. What is your employment status?

|   |            |   |            |  |          |
|---|------------|---|------------|--|----------|
| <input type="checkbox"/> Employed full-time | 89 (45.4%) | <input type="checkbox"/> Employed part-time | 19 (9.7%)  | <input type="checkbox"/> Active duty or Military Reserve | 0 (0.0%) |
| <input type="checkbox"/> Student            | 1 (0.5%)   | <input type="checkbox"/> Retired            | 79 (40.3%) | <input type="checkbox"/> Unemployed                      | 8 (4.1%) |

12. Including yourself, how many people live in your household? (M=2.56, Range 1 to 7, N=197)

How many are children under 18? (M=0.62, Range 0 to 5, N=157)

13. How long have you lived at your current address? (in years) (M=21.00, Range 1 to 68, N=200)

14. Is there a language other than English spoken in your home? ☐ Yes 24 (12.1%) ☐ No 175 (87.9%) If yes, please list

**SECTION 1. General Water Use**

1. Using a scale from 0, *very little*, to 10, *a great deal*, How much **do you know** about the following?
- |  | Very Little              |   |   |   |   |   |   |   |   |   | A Great Deal |
|--|--------------------------|---|---|---|---|---|---|---|---|---|--------------|
|  | 0                        | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10           |
| a. The overall amount of water used in your home.                          | (M=6.09, SD=2.80, N=116) |   |   |   |   |   |   |   |   |   |              |
| b. The cost of water used at your home.                                    | (M=6.47, SD=2.97, N=116) |   |   |   |   |   |   |   |   |   |              |
| c. How water use in your home compares to water use in similar households. | (M=4.44, SD=3.24, N=114) |   |   |   |   |   |   |   |   |   |              |
| d. How much water is used for indoor versus outdoor purposes.              | (M=5.11, SD=3.29, N=115) |   |   |   |   |   |   |   |   |   |              |
2. During the past three months, how frequently have you discovered a water leak in your home?
- ☐ Never 84 (72.4%)
- ☐ Once → 23 (19.8%)
- ☐ Two or more times → 9 (7.8%)
- How did you discover the leak or leaks? (describe) \_\_\_\_\_
- Where were your leaks located? (describe) \_\_\_\_\_
3. Using a scale from 0, *not at all important*, to 10, *extremely important*, how important is it for your household to conserve water?
- |  | Not at all Important     |   |   |   |   |   | Extremely Important |   |   |   |    |
|--|--------------------------|---|---|---|---|---|---------------------|---|---|---|----|
|  | 0                        | 1 | 2 | 3 | 4 | 5 | 6                   | 7 | 8 | 9 | 10 |
|  | (M=8.51, SD=1.67, N=117) |   |   |   |   |   |                     |   |   |   |    |
4. Using a scale from 0, *not at all difficult*, to 10, *extremely difficult*, how difficult is it for your household to conserve water?
- |  | Not at all Difficult     |   |   |   |   |   | Extremely Difficult |   |   |   |    |
|--|--------------------------|---|---|---|---|---|---------------------|---|---|---|----|
|  | 0                        | 1 | 2 | 3 | 4 | 5 | 6                   | 7 | 8 | 9 | 10 |
|  | (M=4.74, SD=2.53, N=117) |   |   |   |   |   |                     |   |   |   |    |

**SECTION 2. Household Water Saving Activities**

This next section is about water saving activities that you may or may not have done in your household.

5. In the past three months, have you done any of the following water saving activities?
- If you did an activity more than three months ago, please check "Previously Done."
- If an activity does not apply to you, check "N/A."
- |  | Yes  | No  | Previously Done                           | NA                                |
|--|--|---|---|-----------------------------------|
| a. Fix a leaky toilet.                     | 20 (17.6%)                                 | 29 (25.4%)                                    | 36 (31.6%)                                | 29 (25.4%)                        |
| b. Install a low-flow shower head.         | 11 (9.5%)                                  | 51 (44.0%)                                    | 45 (38.7%)                                | 9 (7.8%)                          |
| c. Install a low-flow toilet.              | 12 (10.5%)                                 | 45 (39.5%)                                    | 49 (43.0%)                                | 8 (7.0%)                          |
| d. Install an aerator at every tap.        | 1 (0.9%)                                   | 72 (63.7%)                                    | 29 (25.7%)                                | 11 (9.7%)                         |
| e. Remove some of the lawn from your yard. | 11 (9.6%)                                  | 64 (55.6%)                                    | 36 (31.3%)                                | 4 (3.5%)                          |
| f. Repair dripping faucets.                | 14 (12.8%)                                 | 27 (24.8%)                                    | 36 (33.0%)                                | 32 (29.4%)                        |
| g. Set up a rain barrel.                   | 5 (4.5%)                                   | 87 (79.1%)                                    | 12 (10.9%)                                | 6 (5.5%)                          |
| h. Take 5-minute showers.                  | <input type="checkbox"/> Always 38 (33.0%) | <input type="checkbox"/> Sometimes 65 (56.6%) | <input type="checkbox"/> Never 12 (10.4%) | <input type="checkbox"/> 0 (0.0%) |

**SECTION 3. Satisfaction**

This section asks your opinions regarding the water service provided by San Jose Water Company.

6. Using a scale from 0, *strongly disagree*, to 10, *strongly agree*, please rate the following statements about your water service:
- |   | Strongly Disagree        |   |   |   |   |   | Strongly Agree |   |   |   |    |
|---|--------------------------|---|---|---|---|---|----------------|---|---|---|----|
|   | 0                        | 1 | 2 | 3 | 4 | 5 | 6              | 7 | 8 | 9 | 10 |
| a. San Jose Water Company sends me useful information about saving water. | (M=5.89, SD=2.67, N=116) |   |   |   |   |   |                |   |   |   |    |
| b. San Jose Water Company encourages residents to conserve water.         | (M=6.95, SD=2.59, N=116) |   |   |   |   |   |                |   |   |   |    |
| c. Overall, I am satisfied with the water services provided.              | (M=6.42, SD=2.74, N=115) |   |   |   |   |   |                |   |   |   |    |

#### SECTION 4. Program Announcements

When the project began you should have received program announcements from San Jose Water Company.

These letters and postcards announced the new pilot program available to a select group of residents.

If you do not recall receiving any announcements please check here: ☐ 43 (36.8%) and skip to SECTION 6.

7. Using a scale from 0, *strongly disagree*, to 10, *strongly agree*, please rate the following statements as they relate to the materials you received:
- |  | Strongly Disagree       | Strongly Agree |
|--|-------------------------|----------------|
|  | 0 1 2 3 4 5 6 7 8 9 10  |                |
| a. I remember receiving the program announcements in the mail.         | (M=7.55, SD=2.70, N=73) |                |
| b. The letters and postcards were eye-catching.                        | (M=5.52, SD=2.70, N=73) |                |
| c. The materials clearly explained how to sign up for the new program. | (M=6.32, SD=2.68, N=71) |                |
8. What did you do with the announcements?
- |  |            |
|--|------------|
| <input type="checkbox"/> Read and signed up for program. | 15 (21.4%) |
| <input type="checkbox"/> Read and discarded them.        | 34 (48.6%) |
| <input type="checkbox"/> Discarded them without reading. | 7 (10.0%)  |
| <input type="checkbox"/> Other (please describe): _____  | 14 (20.0%) |

#### SECTION 5. Online Access

This next set of questions is about the website, <https://sjose-cc.flexnet.net/CC/connect/authentication/Login.xml>, where you can access information about your water meter readings.

9. How did you typically access the website?
- |  |  |  |           |   |           |
|--|--|--|-----------|---|-----------|
| <input type="checkbox"/> Computer                              | <input type="checkbox"/> Mobile (Android or iOS) | <input type="checkbox"/> I did not sign up for online access for the following reasons: (check all that apply) |           |   |           |
| 25 (36.2%)   | 3 (4.3%)   | 43 (62.3%)   |           |   |           |
| <input type="checkbox"/> Not interested                        | 11 (26.8%)                                       | <input type="checkbox"/> No internet access  | 0 (0.0%)  | <input type="checkbox"/> Waiting for full rollout | 6 (14.6%) |
| <input type="checkbox"/> Don't trust the site                  | 4 (9.8%)   | <input type="checkbox"/> Don't know how  | 8 (19.5%) | <input type="checkbox"/> Don't have time          | 3 (7.3%)  |
| <input type="checkbox"/> I am a renter                         | 2 (4.9%)   | <input type="checkbox"/> Don't know my account number  | 2 (4.9%)  |   |           |
| <input type="checkbox"/> Don't know the amount of my last bill | 1 (2.4%)   |  |           |   |           |
| <input type="checkbox"/> Other (please describe)               | 15 (36.6%)                                       |  |           |   |           |
- Skip to SECTION 6
10. What information on the website was most valuable to you? (check all that apply)
- |   |            |  |            |   |            |
|---|------------|--|------------|---|------------|
| <input type="checkbox"/> Hourly water use | 15 (60.0%) | <input type="checkbox"/> Week over week comparison | 13 (52.0%) | <input type="checkbox"/> Comparison to similar households | 13 (52.0%) |
| <input type="checkbox"/> Leak detection   | 10 (40.0%) | <input type="checkbox"/> Water saving tips         | 7 (28.0%)  | <input type="checkbox"/> Other (please describe):         | 2 (8.0%)   |

11. Using a scale from 0, *strongly disagree*, to 10, *strongly agree*, please rate the following statements about your experience with the website:
- |   | Strongly Disagree       | Strongly Agree |
|---|-------------------------|----------------|
|   | 0 1 2 3 4 5 6 7 8 9 10  |                |
| a. I found the website to be useful.  | (M=7.08, SD=2.43, N=24) |                |
| b. I found the website to be more useful than my traditional water bill.    | (M=7.50, SD=2.74, N=24) |                |
| c. I would recommend this website to friends and family in San Jose.        | (M=6.96, SD=2.55, N=24) |                |
| d. The website motivated me to save water.                                  | (M=4.95, SD=3.18, N=22) |                |
| e. The website provided useful tools to help me use water more efficiently. | (M=6.17, SD=2.79, N=24) |                |

#### SECTION 6. Demographics

This section is optional and used for classification purposes only.

12. In what year were you born? Age calculated: (M=57.1, Range 31 to 92, N=103)
13. What is your gender? Male 59 (53.6%) Female 51 (46.4%)
14. What is your employment status?
- |   |            |   |            |  |          |
|---|------------|---|------------|--|----------|
| <input type="checkbox"/> Employed full-time | 50 (45.0%) | <input type="checkbox"/> Employed part-time | 7 (6.4%)   | <input type="checkbox"/> Active duty or Military Reserve | 0 (0.0%) |
| <input type="checkbox"/> Student            | 0 (0.0%)   | <input type="checkbox"/> Retired            | 51 (45.9%) | <input type="checkbox"/> Unemployed                      | 3 (2.7%) |
15. Including yourself, how many people live in your household? (M=2.66, Range 1 to 7, N=107)  
How many are children under 18? (M=0.66, Range 0 to 5, N=91)
16. How long have you lived at your current address? (in years) (M=22.06, Range 0 to 68, N=109)
17. Is there a language other than English spoken in your home? ☐ Yes 6 (5.4%) ☐ No 105 (94.6%) If yes, please list

**SECTION 1. General Water Use**

|  |   |
|--|---|
| 1. Using a scale from 0, <i>very little</i> , to 10, <i>a great deal</i> ,<br>How much <b>do you know</b> about the following? | Very Little<br>0 1 2 3 4 5 6 7 8 9 10<br>A Great Deal |
| a. The overall amount of water used in your home.  | (M=6.36, SD=2.70, N=159)                              |
| b. The cost of water used at your home.  | (M=7.25, SD=2.54, N=159)                              |
| c. How water use in your home compares to water use in similar households.   | (M=4.02, SD=2.81, N=157)                              |
| d. How much water is used for indoor versus outdoor purposes.  | (M=5.08, SD=2.91, N=159)                              |

2. During the past three months, how frequently have you discovered a water leak in your home?

☐ Never 126 (78.8%)

☐ Once → 31 (19.3%)

☐ Two or more times → 3 (1.9%)

How did you discover the leak or leaks? (describe) \_\_\_\_\_

Where were your leaks located? (describe) \_\_\_\_\_

|  |   |
|--|---|
| 3. Using a scale from 0, <i>not at all important</i> , to 10, <i>extremely important</i> ,<br>how <u>important</u> is it for your household to conserve water? | Not at all Important<br>0 1 2 3 4 5 6 7 8 9 10<br>Extremely Important |
|  | (M=8.30, SD=1.66, N=160)  |
| 4. Using a scale from 0, <i>not at all difficult</i> , to 10, <i>extremely difficult</i> ,<br>how <u>difficult</u> is it for your household to conserve water? | Not at all Difficult<br>0 1 2 3 4 5 6 7 8 9 10<br>Extremely Difficult |
|  | (M=5.16, SD=2.43, N=159)  |

**SECTION 2. Household Water Saving Activities**

This next section is about water saving activities that you may or may not have done in your household.

5. In the past three months, have you done any of the following water saving activities?

If you did an activity more than three months ago, please check "Previously Done."

If an activity does not apply to you, check "N/A."

|  | Yes  | No  | Previously Done                          | NA                                |
|--|--|---|--|-----------------------------------|
| a. Fix a leaky toilet.                     | 29 (18.3%)                                 | 43 (27.0%)                                    | 44 (27.7%)                               | 43 (27.0%)                        |
| b. Install a low-flow shower head.         | 8 (5.1%)                                   | 56 (36.1%)                                    | 81 (52.3%)                               | 10 (6.5%)                         |
| c. Install a low-flow toilet.              | 11 (7.1%)                                  | 42 (27.3%)                                    | 92 (59.8%)                               | 9 (5.8%)                          |
| d. Install an aerator at every tap.        | 5 (3.2%)                                   | 80 (51.6%)                                    | 55 (35.5%)                               | 15 (9.7%)                         |
| e. Remove some of the lawn from your yard. | 20 (12.8%)                                 | 83 (53.2%)                                    | 42 (26.9%)                               | 11 (7.1%)                         |
| f. Repair dripping faucets.                | 26 (17.7%)                                 | 36 (24.5%)                                    | 45 (30.6%)                               | 40 (27.2%)                        |
| g. Set up a rain barrel.                   | 6 (4.1%)                                   | 117 (79.6%)                                   | 6 (4.1%)                                 | 18 (12.2%)                        |
| h. Take 5-minute showers.                  | <input type="checkbox"/> Always 56 (35.0%) | <input type="checkbox"/> Sometimes 89 (55.6%) | <input type="checkbox"/> Never 15 (9.4%) | <input type="checkbox"/> 0 (0.0%) |

**SECTION 3. Satisfaction**

This section asks your opinions regarding the water service provided by San Jose Water Company.

|  |   |
|--|---|
| 6. Using a scale from 0, <i>strongly disagree</i> , to 10, <i>strongly agree</i> ,<br>please rate the following statements about your water service: | Strongly Disagree<br>0 1 2 3 4 5 6 7 8 9 10<br>Strongly Agree |
| a. San Jose Water Company sends me useful information about saving water.  | (M=5.97, SD=2.19, N=158)                                      |
| b. San Jose Water Company encourages residents to conserve water.  | (M=7.26, SD=2.28, N=160)                                      |
| c. Overall, I am satisfied with the water services provided.   | (M=6.72, SD=2.57, N=159)                                      |

#### SECTION 4. Possible Features

Advanced water meters have the capability to show you hourly water consumption via a website accessed using your account number. Additionally, you can set leak alerts to notify you when a possible leak is detected. San Jose Water Company is exploring this metering technology. The following questions are about your interest in possible features.

| 7. Using a scale from 0, <i>not at all interested</i> , to 10, <i>extremely interested</i> , please rate your interest in the following possible features: | Not at all Interested | Extremely Interested |   |   |   |   |   |   |   |   |                          |
|--|-----------------------|----------------------|---|---|---|---|---|---|---|---|--------------------------|
|  | 0                     | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                       |
| a. Website access to your hourly water consumption.  |                       |                      |   |   |   |   |   |   |   |   | (M=5.80, SD=3.56, N=156) |
| b. The ability to track your water consumption week over week.   |                       |                      |   |   |   |   |   |   |   |   | (M=6.61, SD=3.46, N=157) |
| c. Notification of possible leaks.   |                       |                      |   |   |   |   |   |   |   |   | (M=8.57, SD=2.42, N=159) |
| d. Water saving tips based on your water consumption patterns.   |                       |                      |   |   |   |   |   |   |   |   | (M=7.37, SD=2.60, N=158) |
| e. A comparison of your water consumption to similar households.   |                       |                      |   |   |   |   |   |   |   |   | (M=7.08, SD=3.11, N=158) |
| f. Personalized water reports mailed to you.   |                       |                      |   |   |   |   |   |   |   |   | (M=6.49, SD=3.10, N=158) |

8. If advanced meters and new features like the ones described above become available, which of the following ways would be the best way to notify you? (check all that apply)

|  |             |
|--|-------------|
| <input type="checkbox"/> Notification with my water bill.                            | 106 (65.8%) |
| <input type="checkbox"/> A letter mailed separately from my water bill.              | 77 (47.8%)  |
| <input type="checkbox"/> A postcard.   | 43 (26.7%)  |
| <input type="checkbox"/> Advertisements around town (billboards, bus benches, etc.). | 5 (3.1%)    |
| <input type="checkbox"/> Media advertisements (TV, radio).                           | 11 (6.8%)   |
| <input type="checkbox"/> Online advertisements.                                      | 7 (4.3%)    |
| <input type="checkbox"/> Information on the San Jose Water Company website.          | 21 (13.0%)  |
| <input type="checkbox"/> An article in the newspaper.                                | 20 (12.4%)  |
| <input type="checkbox"/> Social media posts.   | 11 (6.8%)   |
| <input type="checkbox"/> Email (from other responses)                                | 17 (10.6%)  |
| <input type="checkbox"/> Other (please describe): _____                              | 9 (5.6%)    |

#### SECTION 5. Demographics

This section is optional and used for classification purposes only.

9. In what year were you born? Age calculated: (M=62.2, Range 33 to 95, N=143)

10. What is your gender? Male 83 (56.1%) Female 65 (43.9%)

11. What is your employment status?

|   |            |   |            |  |          |
|---|------------|---|------------|--|----------|
| <input type="checkbox"/> Employed full-time | 64 (43.2%) | <input type="checkbox"/> Employed part-time | 11 (7.4%)  | <input type="checkbox"/> Active duty or Military Reserve | 0 (0.0%) |
| <input type="checkbox"/> Student            | 1 (0.7%)   | <input type="checkbox"/> Retired            | 63 (42.6%) | <input type="checkbox"/> Unemployed                      | 9 (6.1%) |

12. Including yourself, how many people live in your household? (M=2.77, Range 1 to 8, N=149)

How many are children under 18? (M=0.66, Range 0 to 4, N=119)

13. How long have you lived at your current address? (in years) (M=23.43, Range 1 to 70, N=151)

14. Is there a language other than English spoken in your home? ☐ Yes 21 (13.8%) ☐ No 131 (86.2%) If yes, please list