



Town Hall Meeting *with*

**Ward 5 Councilmember
Harry Thomas, Jr.**

and

DC WASA

Wednesday, May 12, 2010

Who's in the room?

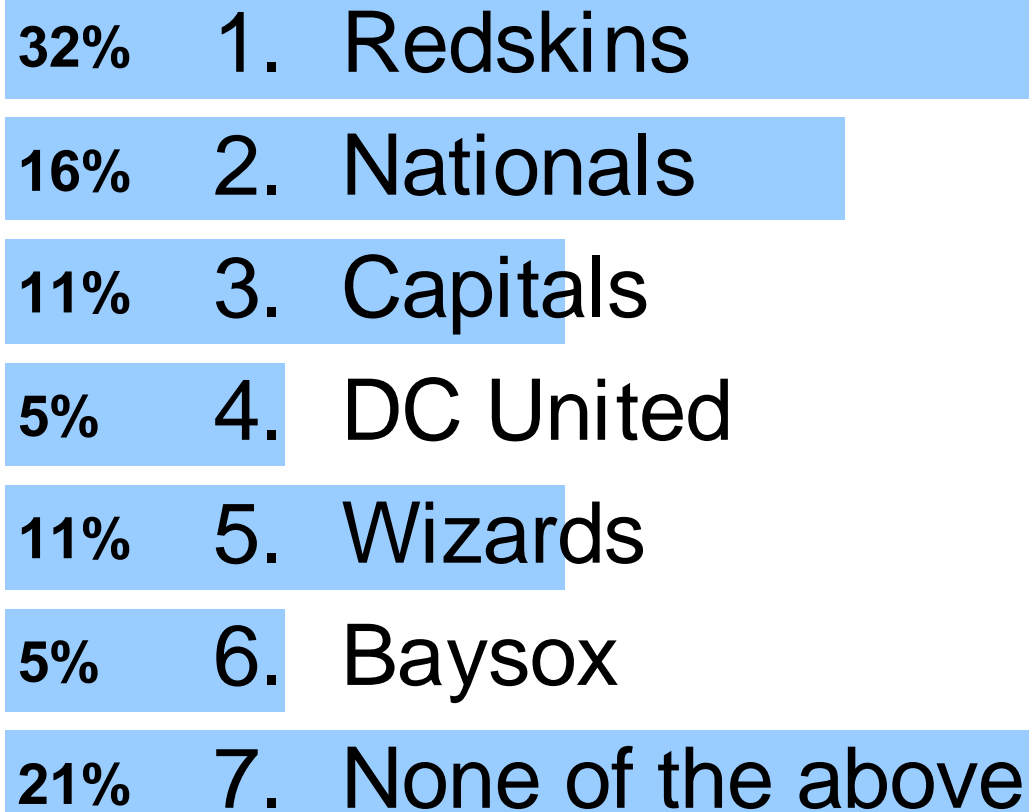
Demographic Polling

**Press the
button
corresponding
to your
choice...**



**If You Make a
Mistake, Just
Vote Again!**

What is your favorite local team?



What is your Gender

43% 1. Male

57% 2. Female

What is your age?

9% 1. 15 . 24

9% 2. 25 . 34

18% 3. 35 . 44

45% 4. 45 . 54

14% 5. 55 . 64

5% 6. 65 and better

What is your household income level?

0%	1.	0 - 24,999
14%	2.	25,000 - 49,999
10%	3.	50,000 - 74,999
10%	4.	75,000 - 99,999
19%	5.	100,000 . 150,000 above
33%	6.	150,000 and above
14%	7.	Not sure / prefer not to say



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Knowledge of DC WASA

How many miles of sewer lines does DC WASA operate and manage? (Select one response.)

- | | | |
|-----|------|-------------------------------|
| 0% | 1. | Less than 250 miles |
| 0% | 2. | Between 250 and 499 miles |
| 10% | 3. | Between 500 and 999 miles |
| 25% | 4. | Between 1,000 and 1,499 miles |
| 65% | ✓ 5. | More than 1,500 miles |

**DC WASA delivers _____ million gallons of water a day to the District.
(Select one response.)**

- 0% 1. 24 million gallons
- 0% 2. 52 million gallons
- 0% 3. 76 million gallons
- 10% 4. 95 million gallons
- 40% ✓ 5. 108 million gallons
- 50% 6. 136 million gallons

CSO stands for (Select one response.)

- 0% 1. Captive security outages
- 95% ✓ 2. Combined sewer overflow
- 0% 3. Capital safety operations
- 5% 4. City standards optimization

**DC WASA provides wholesale
wastewater treatment to
(Select one response.)**

15%

1. DC residents only

5%

2. DC and MD residents

10%

3. DC and VA residents

70%



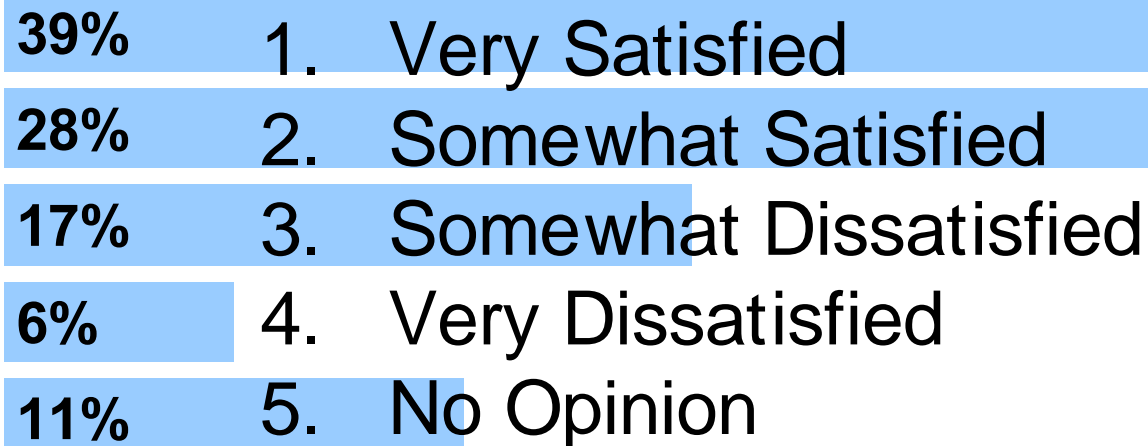
4. DC, MD, and VA residents



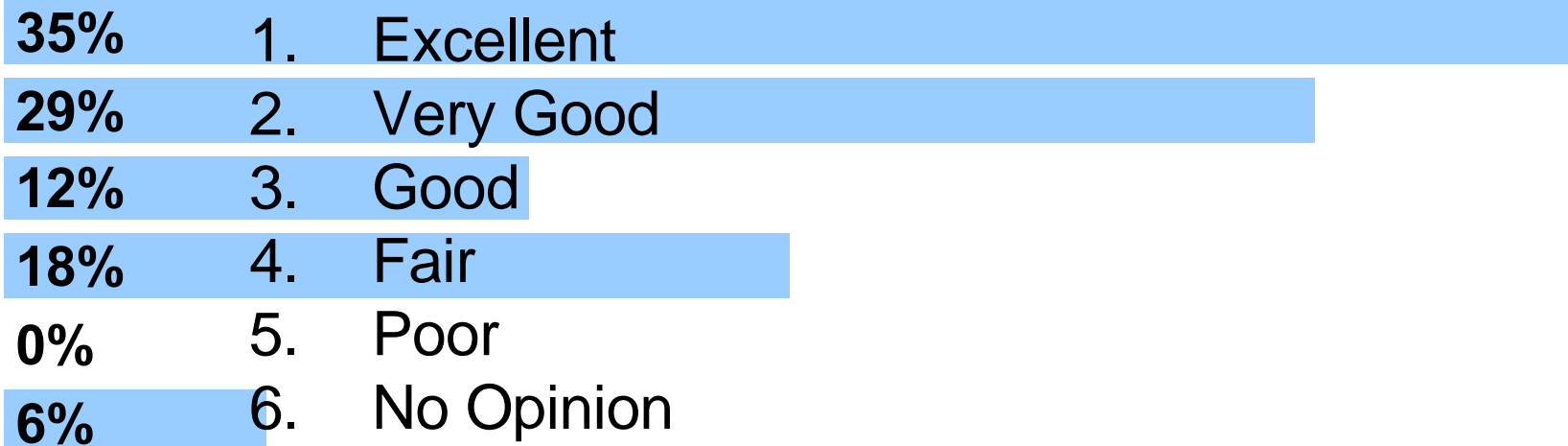
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Service Quality and Value

**Overall, how satisfied are you with the quality of service you receive from the DC Water and Sewer Authority (DC WASA)?
(Select one response.)**



Given the monthly charges you pay for water service, how would you rate the quality of service you receive from the DC Water and Sewer Authority (DC WASA)? (Select one response.)



**How would you rate the currently
monthly water and sewer usage
charges you pay to DC WASA?
(Select one response.)**



The proposed FY2011 budget for DC WASA includes an average monthly increase of \$8.66 to residential bills to fund its FY2011 \$398 million operations budget and its 10-year \$3.8 billion capital budget. How would you rate your level of support for the proposed monthly increase?

- 35%** 1. Very Supportive
- 25%** 2. Somewhat Supportive
- 5%** 3. Somewhat Unsupportive
- 20%** 4. Very Unsupportive
- 15%** 5. No Opinion



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Water Conservation

Saving water saves money, energy, and natural resources. Which of the following indoor water-saving habits have you adopted? (Select all that apply.)

- 23%** 1. Plug drain, use only the water you need to wash, shave, or bathe.
- 68%** 2. Don't let water run when you brush your teeth.
- 55%** 3. Chill water in the refrigerator instead of running tap until water is cold.
- 59%** 4. Take shorter showers.
- 9%** 5. Scrape dishes, but don't pre-rinse.
- 45%** 6. Soak pots and pans before washing.
- 55%** 7. Run dishwasher only when it's full.
- 68%** 8. Use the laundry load selector to match water level to the load size.
- 18%** 9. Presoak heavily soiled laundry.

Which of the following outdoor water-saving habits have you adopted? (Select all that apply.)

74% 1. Water your yard only when it yard needs it.

42% 2. Let grass grow taller in hot weather to preserve moisture.

53% 3. Use mulch in the garden to save moisture.

58% 4. Use plants and shrubs that don't need a lot of water.

16% 5. Use an automatic sprinkler with a timer.

53% 6. Use a hose nozzle that can be shut off.



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Evaluation

Did you learn any thing new tonight?

0% 1. No

17% 2. A little bit

28% 3. Quite a bit

56% 4. A lot

What is your level of satisfaction with the meeting?

0% 1. Very Low

0% 2. Low

0% 3. Medium

47% 4. High

53% 5. Very High