

# We asked...you told us

## 2016 survey summary



### Education and outreach

#### **Do you Know Your H<sub>2</sub>O?**

The City of Mesa Water Resources Department launched the Know Your H<sub>2</sub>O public education and outreach campaign to help Mesa residents learn more about the quality, reliability, and value of the water services they receive.

With recent concerns rising nation-wide over the integrity of municipal water systems, the City of Mesa wants residents to know they can feel confident about their water.

Know Your H<sub>2</sub>O brings water related tools, resources, and tips to residents through events, neighborhood meetings, school participation, public service announcements, online resources and social media campaigns. Know Your H<sub>2</sub>O offers an expanded K-12 water education program, increased public event participation, speakers bureau, Web resources, educational materials, contests, and much more.

To make Know Your H<sub>2</sub>O a valuable resource, Water Resources first wanted to know what customers know, need, think and expect from their water services. A survey was conducted in the Fall of 2016 with 281 city-wide respondents. Results of the survey will be used to target program offerings to the areas of most interest to water customers.

### Key findings from respondents

Over 80% were satisfied with their Mesa water service

Some are concerned about tap water safety

Only about half were aware of the annual water quality report

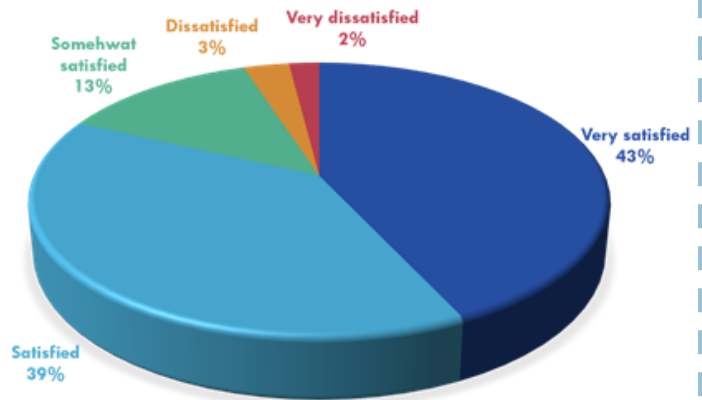
63% did not know that Mesa does not use lead pipes

75% thought that Mesa's water tastes "alright" or better

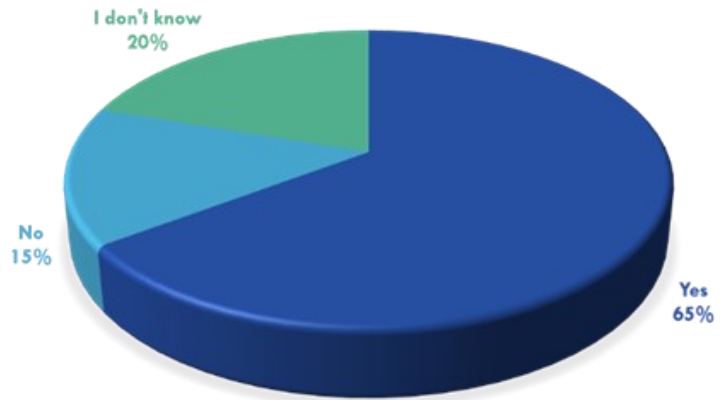
Most do not use water treatment devices in their home

# Thumbs up or down?

How satisfied are you with the water service you receive at your home?



Do you feel your tap water is safe to drink?

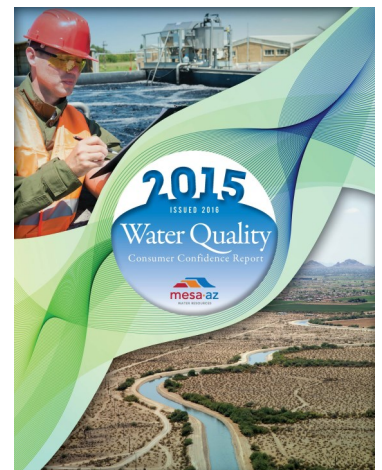


Every day, the City of Mesa Water Resources Department brings almost a half-million people safe, clean, and reliable water services.

## Consumer Confidence Report

Only 48 percent of survey respondents were aware of the annual Water Quality Consumer Confidence Report. The report contains valuable information regarding the quality of drinking water in Mesa and ongoing monitoring

efforts to protect public health. The report highlights water quality, sources, treatment, testing and monitoring. Find the report at [www.mesaaz.gov/ccr](http://www.mesaaz.gov/ccr) or call (480) 644-6461 or to have a copy mailed to you.



# We take our pipes seriously



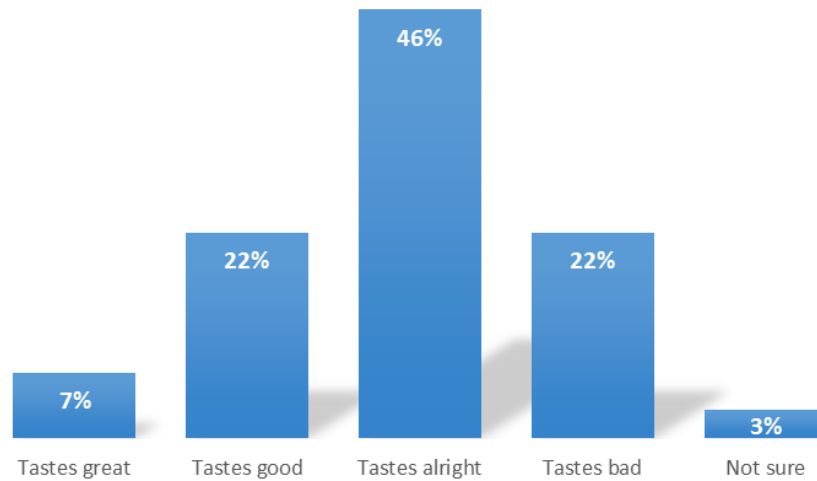
Just 37 percent of survey respondents knew that Mesa does not use lead pipes in the water distribution system. Through the Pipe Inspection and Replacement Program, 2,370 miles of pipes are monitored using asset management software

and replaced on a risk-based prioritization. Approximately \$5 million a year is set aside for planned water main replacements with an additional \$1 million a year for unplanned or emergency replacements.

## Maybe tasty

**What do you think about the taste of your water?**

More than half of respondents were generally satisfied with the taste, clarity, color and smell of their water.



## Bottled water vs. tap

Just 19 percent of survey respondents said they never drink bottled water at home. The City of Mesa wants customers to know that their tap water meets stringent state and federal drinking water standards.

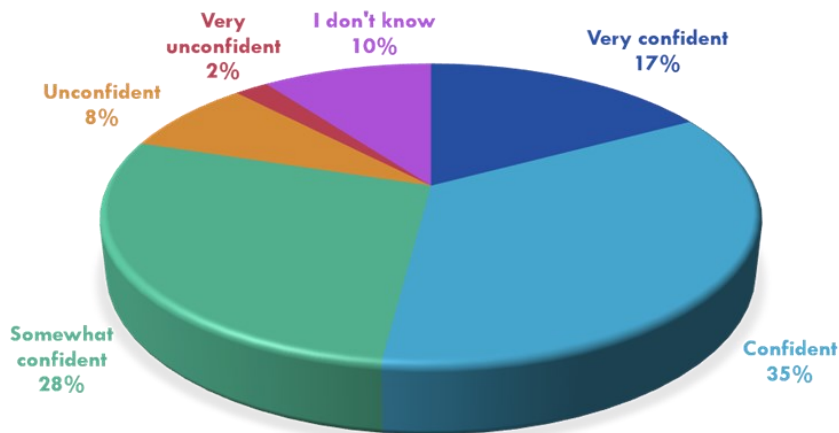
In 2015, over 15,800 analyses were conducted on approximately 2,900 samples collected throughout the year. So, drink up!



# Enough for the future

## How confident are you that Mesa's water supply is sufficient for the future?

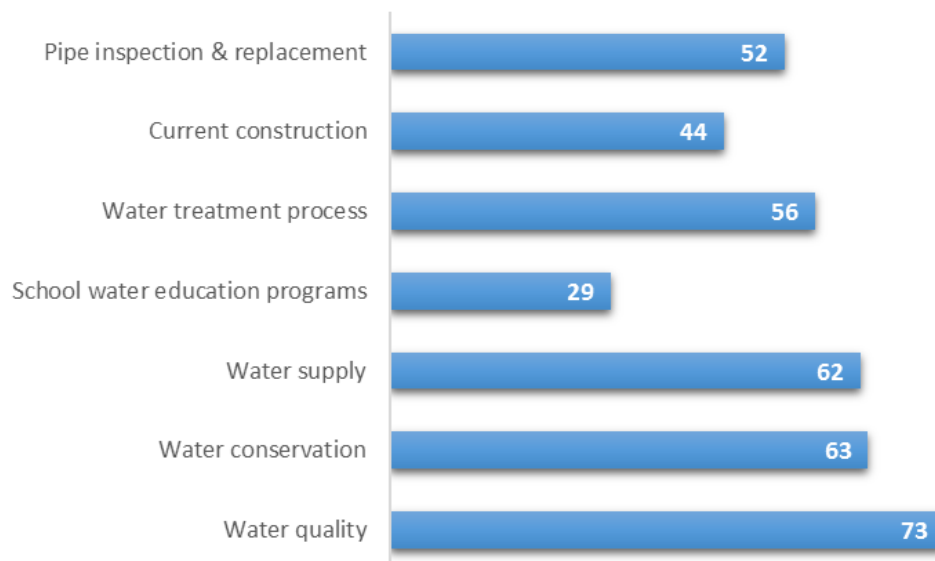
With a 100-year assured water supply designation from the Arizona Department of Water Resources and a healthy water portfolio, Mesa residents can feel confident about sufficient supplies for the future.



# What do you want to know about your H<sub>2</sub>O?

Survey respondents were asked to choose which water topics they were most interested in learning more about. Ranked by number of votes per topic, not surprisingly water quality, conservation, and supply came out on top. For more survey details or to learn more about your H<sub>2</sub>O visit

[www.mesaaz.gov/water](http://www.mesaaz.gov/water)



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