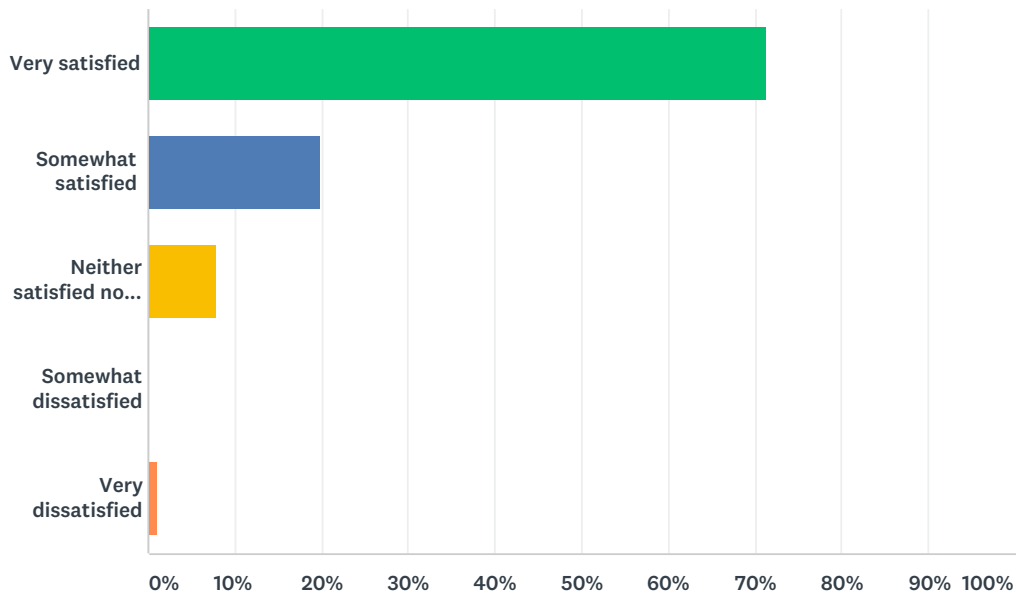


Q1 Overall, how satisfied are you with the Rhododendron Water Association?

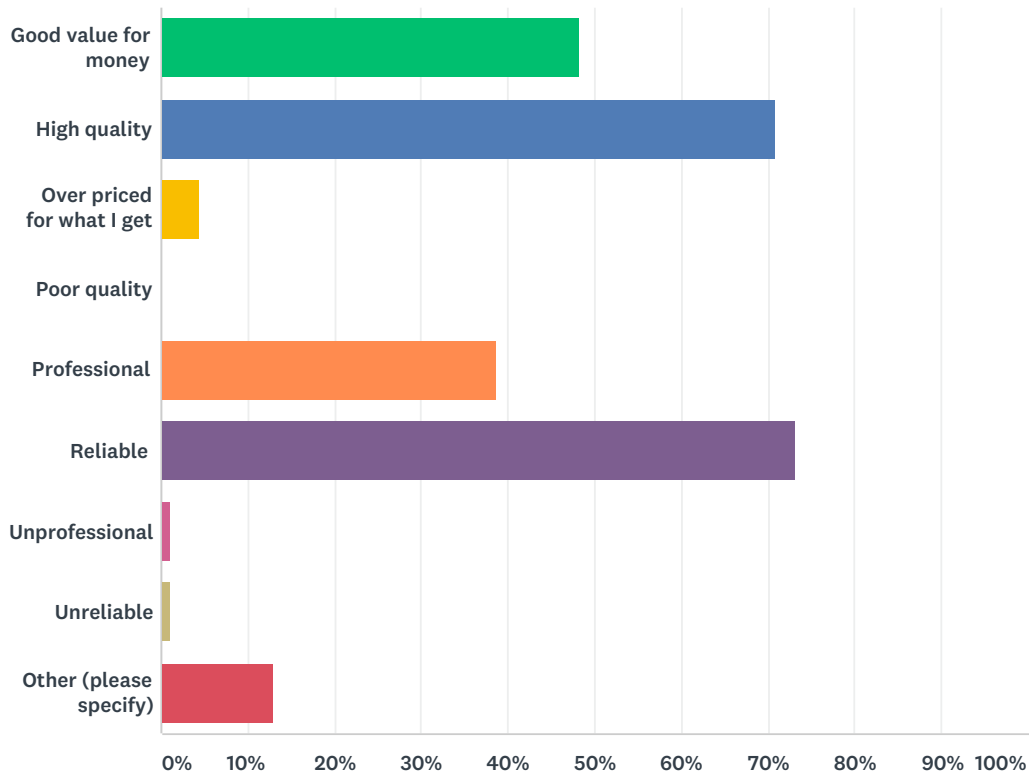
Answered: 101 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	71.29%	72
Somewhat satisfied	19.80%	20
Neither satisfied nor dissatisfied	7.92%	8
Somewhat dissatisfied	0.00%	0
Very dissatisfied	0.99%	1
TOTAL		101

Q2 Which of the following words or phrases would you use to describe the water service you receive from Rhododendron Water Association? Select all that apply.

Answered: 93 Skipped: 8



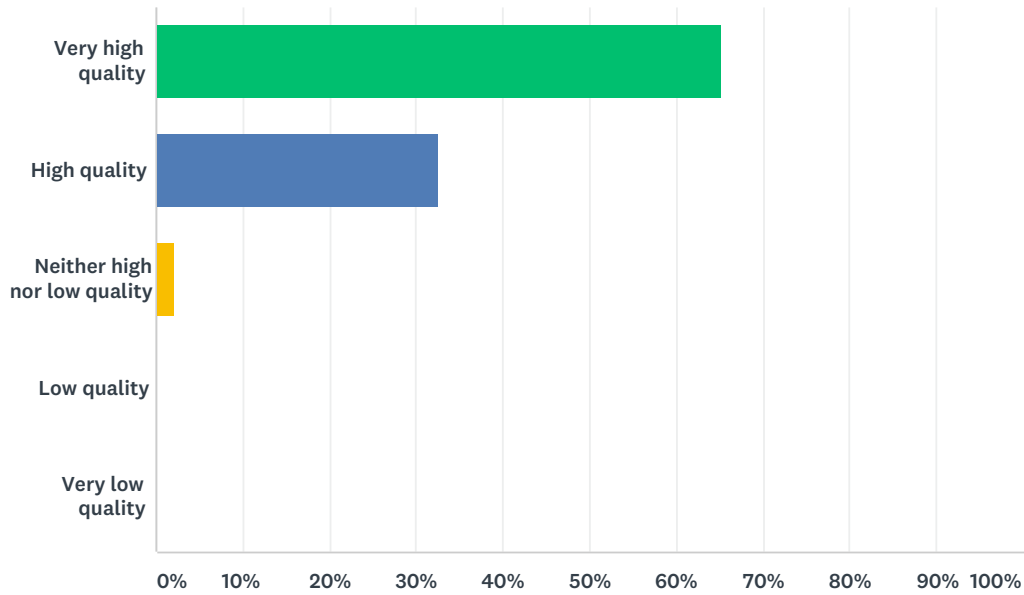
ANSWER CHOICES	RESPONSES
Good value for money	48.39% 45
High quality	70.97% 66
Over priced for what I get	4.30% 4
Poor quality	0.00% 0
Professional	38.71% 36
Reliable	73.12% 68
Unprofessional	1.08% 1
Unreliable	1.08% 1
Other (please specify)	12.90% 12
Total Respondents: 93	

#	OTHER (PLEASE SPECIFY)	DATE
---	------------------------	------

1	Reasons for my complaint of unprofessional are because I called in and left messages about a pipe that was hit on our road and after a few hours a crew shows up and lets us know someone called it in but couldn't bother to call people back. Seems to be a common theme with utilities up here unfortunately.	8/27/2017 3:29 PM
2	Consistent quality	8/25/2017 2:57 PM
3	My cabin is used very little but I am pleased that there is always water there when I am. I feel secure that it is good, safe water. I will keep paying my water bill even though the price per gallon is probably proportionally really high. I do like having good clean water available. Thanks for providing it.	8/25/2017 10:06 AM
4	I'm happy with the water and service. I can't say whether its good value or overpriced--it seems relative. I am at my cabin about three months a year and otherwise don't use the water. So the annual fee is high if I look at it on a monthly basis of my use, but I'm happy the potential is there year round and I imagine people who use water every month find the annual fee fine.	8/25/2017 9:36 AM
5	I feel the part-time users pay too high of an amount compared to full-time users.	8/22/2017 7:09 PM
6	Tastes GOOD!	8/21/2017 7:25 PM
7	BEST WATER in the WEST!	8/21/2017 5:48 PM
8	Difficult to give an opinion since we are in a remodel process that is taking too many years. Hopefully within the next year our cabin will be done and used on a more regular basis.	8/20/2017 4:35 PM
9	Great water ?? but not enough pressure thanks	8/20/2017 3:02 PM
10	Expensive	8/20/2017 1:25 PM
11	Good people, professionals...	8/20/2017 10:56 AM
12	Awesome water!	8/20/2017 10:56 AM

Q3 How would you rate the quality of your water?

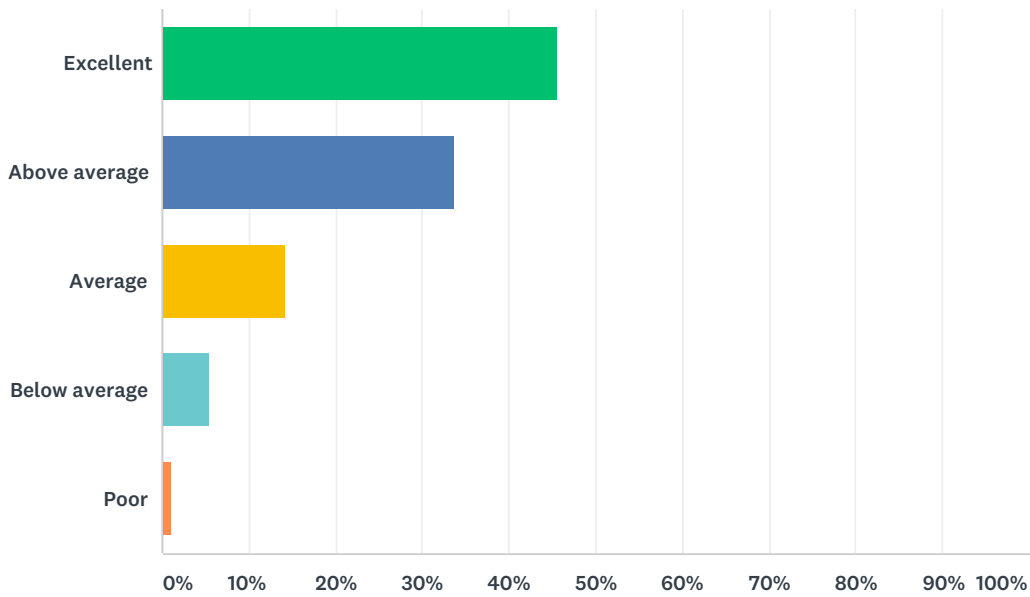
Answered: 92 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very high quality	65.22%	60
High quality	32.61%	30
Neither high nor low quality	2.17%	2
Low quality	0.00%	0
Very low quality	0.00%	0
TOTAL		92

Q4 How would you rate the value of the product you receive (your water) verses the dues that you pay?

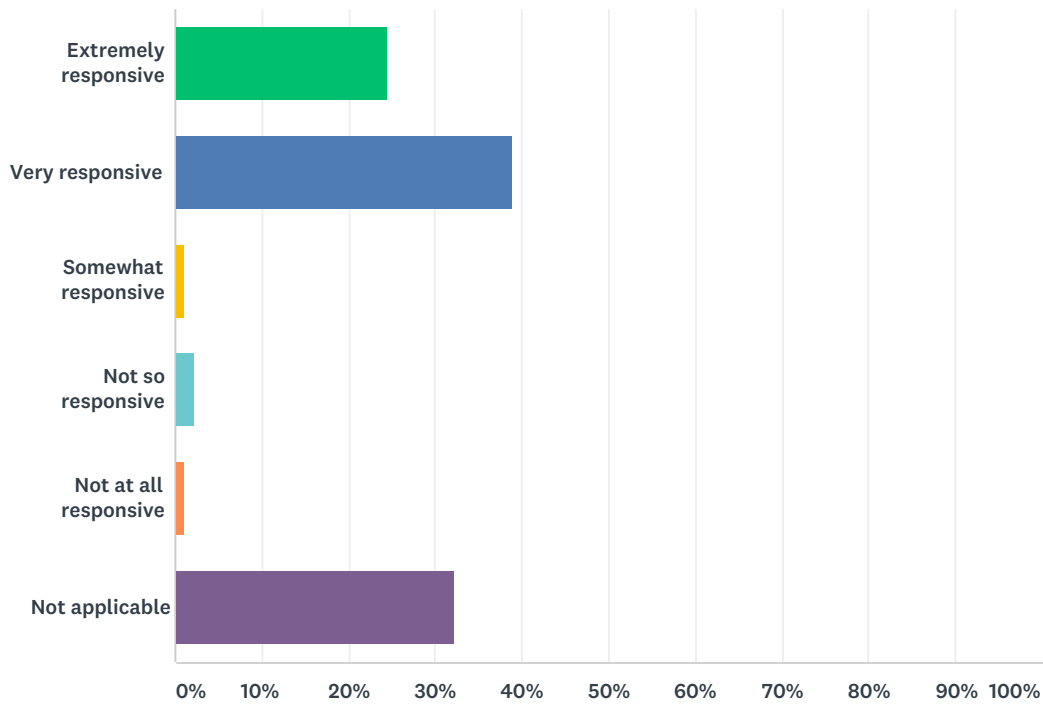
Answered: 92 Skipped: 9



ANSWER CHOICES	RESPONSES	
Excellent	45.65%	42
Above average	33.70%	31
Average	14.13%	13
Below average	5.43%	5
Poor	1.09%	1
TOTAL		92

Q5 How responsive has RWA been to your questions or concerns about your water?

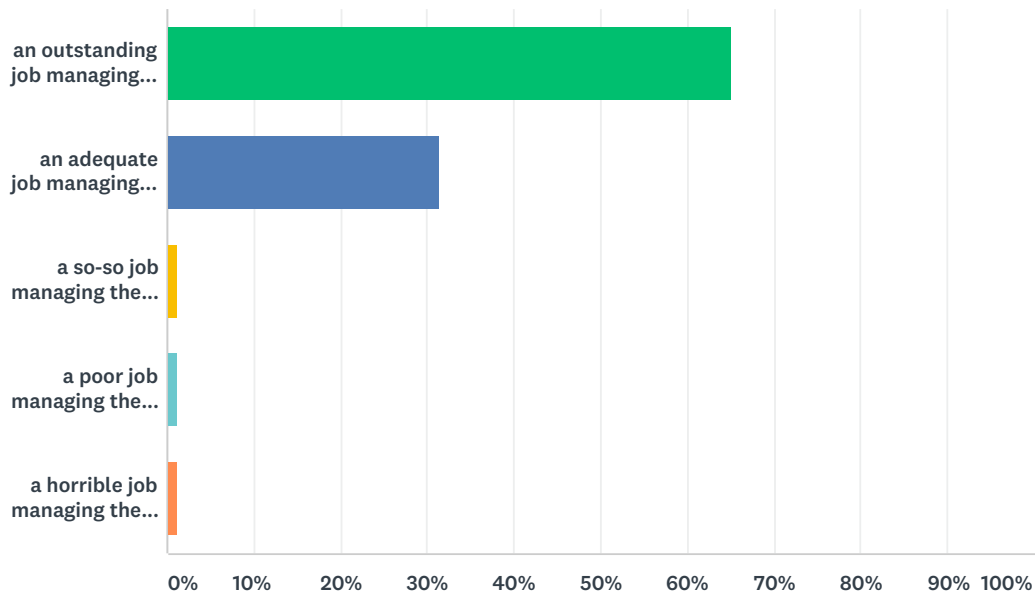
Answered: 90 Skipped: 11



ANSWER CHOICES	RESPONSES	
Extremely responsive	24.44%	22
Very responsive	38.89%	35
Somewhat responsive	1.11%	1
Not so responsive	2.22%	2
Not at all responsive	1.11%	1
Not applicable	32.22%	29
TOTAL		90

Q6 The RWA Board manages the Association. Answer this question... In my opinion the RWA Board has done an...

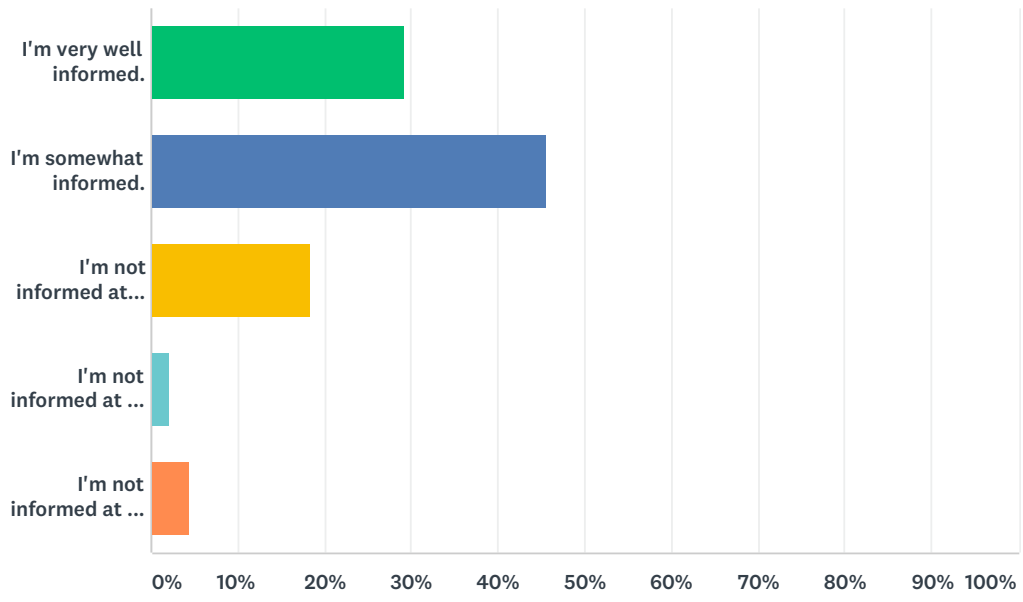
Answered: 86 Skipped: 15



ANSWER CHOICES	RESPONSES	
an outstanding job managing the Association	65.12%	56
an adequate job managing the Association	31.40%	27
a so-so job managing the Association	1.16%	1
a poor job managing the Association	1.16%	1
a horrible job managing the Association	1.16%	1
TOTAL		86

Q7 Recently, the RWA Board began a major Capital Improvement program involving the installation of a new 135,000-gallon water storage reservoir in the Woodlands area and a new Slow Sand filter at the treatment plant. How well informed are you about these two projects?

Answered: 92 Skipped: 9



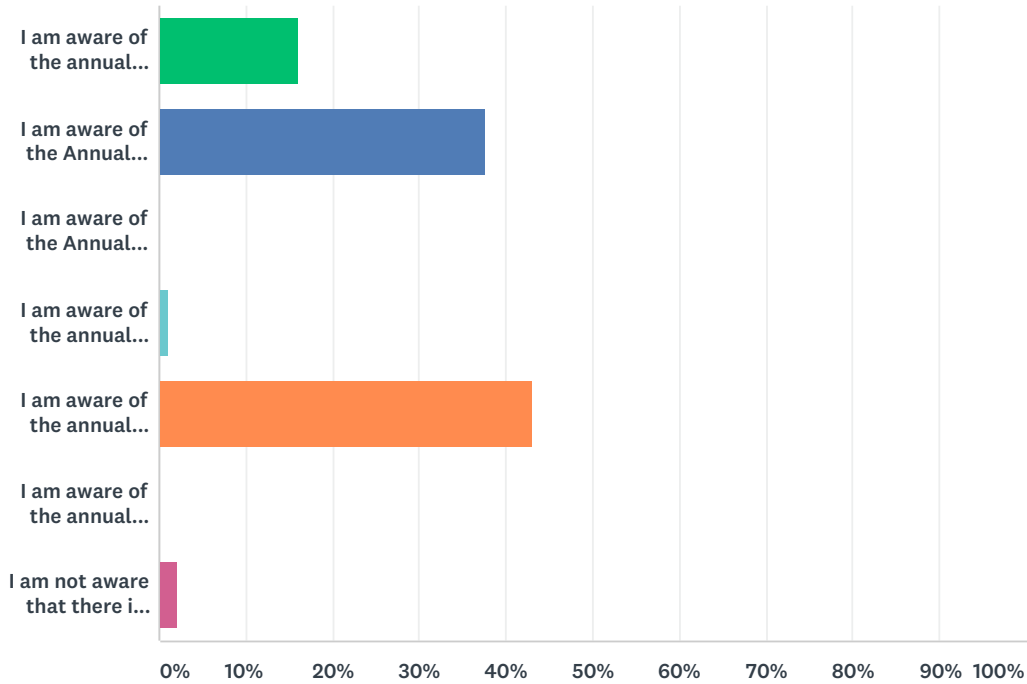
ANSWER CHOICES	RESPONSES
I'm very well informed.	29.35% 27
I'm somewhat informed.	45.65% 42
I'm not informed at all.	18.48% 17
I'm not informed at all and I don't really care to be informed.	2.17% 2
I'm not informed at all and I really would have appreciated more information.	4.35% 4
TOTAL	92

#	WHAT COULD THE BOARD HAVE DONE TO IMPROVE INFORMING MEMBERS ABOUT THE PROJECTS?	DATE
1	Not much else. The outbound messages from RWA are great but if I call in, its radio silence without ever hearing so much as a peep.	8/27/2017 3:29 PM
2	I'm afraid I have always just taken you for granted and never made any inquiries. If ever you would like to email me information, please do.	8/25/2017 10:06 AM
3	I think you have done an excellent job of notifying the public. Sometimes we don't take the time to read what is bailable to us.	8/25/2017 9:58 AM
4	I may have ignored the info they sent. Probably not RWA's fault	8/25/2017 9:38 AM
5	Honestly this is the first I've heard of it, don't know why that is so.	8/21/2017 7:25 PM
6	Email me more often	8/20/2017 3:33 PM
7	This is my fault. I don't get into politics. Thanks	8/20/2017 3:02 PM

8	Don't use feedback as an excuse to raise water rates...	8/20/2017 10:56 AM
9	More Meetings	8/20/2017 10:34 AM

Q8 By rules set in the Association's By-Laws, the RWA holds an Annual meeting every year in May. All members of the association are invited to attend. Please check which statement describes you best.

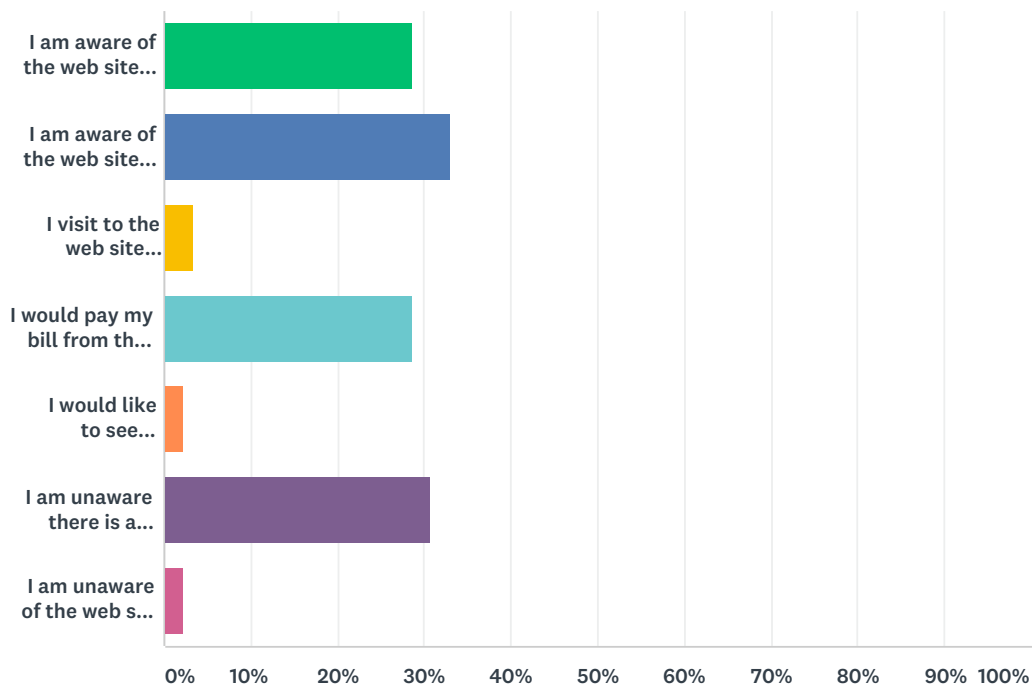
Answered: 93 Skipped: 8



ANSWER CHOICES	RESPONSES	
I am aware of the annual meeting and I always attend.	16.13%	15
I am aware of the Annual meeting, but I choose not to attend.	37.63%	35
I am aware of the Annual meeting, but the topics covered don't interest me and I choose not to attend.	0.00%	0
I am aware of the annual meeting and I would attend if the topics were more interesting.	1.08%	1
I am aware of the annual meeting and I would attend if my schedule allowed.	43.01%	40
I am aware of the annual meeting and I would attend if it were held any day but Saturday.	0.00%	0
I am not aware that there is an annual meeting each year.	2.15%	2
TOTAL		93

Q9 WEB SITE! RWA has a web site at "rhodywater.com". Please check all statements that apply to you.

Answered: 91 Skipped: 10



ANSWER CHOICES	RESPONSES
I am aware of the web site, but have never visited.	28.57% 26
I am aware of the web site and have visited on one or more occasions.	32.97% 30
I visit to the web site regularly to keep up on Rhododendron Water news.	3.30% 3
I would pay my bill from the web site if that option was available.	28.57% 26
I would like to see different/improved content on the web site. (Please explain how the web site could improve in the "Other" box.	2.20% 2
I am unaware there is a Rhododendron Water web site, but will visit it now that I know.	30.77% 28
I am unaware of the web site and could care less that there is one.	2.20% 2
Total Respondents: 91	

#	OTHER (PLEASE SPECIFY)	DATE
1	I think making a public facebook page as well for the business is critical given how many people use social media. Often if there is a water boil situation we are late to find this information out and I know projects are in place to eliminate those events however outreach may be faster with a simple broadcast message to people that like your page. As much as businesses up here feel this isn't necessary, the lack of a online presence as well as being able to take credit cards is painful. Additionally, paying with a credit card isn't allowed after a certain date, what is the reasoning behind this if you pass the merchant fees onto the homeowner? It would also be nice to have some sort of confirmation and return of a phone call if a resident left a message. I feel that I have left a few messages over the past 3 years and have never received a call back.	8/27/2017 3:29 PM

2	Yes unaware. I don't think the wording of the option I chose... since 'care less' is cold and rude. I don't have extra time to be 'browsing' at your site, that's all.	8/26/2017 11:15 AM
3	So glad folks are taking care of our good water. It is vital for all of us!	8/25/2017 11:10 AM
4	Would LOVE an online billing option!	8/25/2017 9:38 AM
5	I would love ♥ to pay ?? online. I pay my bill all at once I would find that very professional.	8/20/2017 3:02 PM
6	Would love to be able to pay online rather than sending a check.	8/20/2017 12:14 PM
7	I like the Pay by web option	8/20/2017 10:34 AM

Q10 Do you have any other comments, questions, or concerns?

Answered: 33 Skipped: 68

#	RESPONSES	DATE
1	Very happy as a 3 year customer!	8/27/2017 6:40 PM
2	Is there a current lay of the land where all infrastructure is noted? Not super important but I would like to understand the ecosystem of our water at some point. Overall, I am very pleased with the quality of water, responsiveness to incidents and the approach to be vocal with the community. However, as an individual home owner, I feel my concerns, questions or comments fall on deaf ears. If that would be addressed I'd be over the moon. Thank you for listening.	8/27/2017 3:29 PM
3	No	8/26/2017 12:11 PM
4	Our water pressure is often poor. It used to be much better until all the system improvements were made and the system was "rebalanced". I have not had any success getting the water master to care. I have not taken the time to file a formal complaint. So we have seen the rates significantly increase over the years with water pressure fall to marginal levels.	8/25/2017 10:21 PM
5	No one ever calls back	8/25/2017 2:50 PM
6	no	8/25/2017 2:20 PM
7	Online payments would be nice	8/25/2017 2:02 PM
8	no	8/25/2017 12:43 PM
9	No I think we have a good system	8/25/2017 12:39 PM
10	Yes, What became of the water samples that were taken from our home taps? Were they tested for contaminants like lead? We would like some feedback. I'll check the website also.	8/25/2017 11:10 AM
11	I have always been pleased with all that you do.	8/25/2017 10:06 AM
12	No	8/25/2017 9:58 AM
13	Nope!	8/25/2017 9:56 AM
14	Keep up the good work :)	8/25/2017 9:35 AM
15	No	8/24/2017 4:31 PM
16	Very responsive and professional service. The watermaster has been very helpful when needed in the past. Thanks!	8/22/2017 7:09 PM
17	Thank you for all you do. Your work is greatly appreciated.	8/22/2017 2:23 PM
18	I do not have a computer therefore, Barbara Haugk is completing the survey on Carol Haugk's behalf	8/22/2017 9:39 AM
19	no	8/22/2017 8:03 AM
20	I know how nonprofit boards can be and I appreciate your dedication and professionalism.	8/22/2017 6:41 AM
21	Not at this time.	8/21/2017 6:13 PM
22	The taste of the water coming out of our faucet tastes like we're drinking out of a rubber hose. Our neighbors have made the same comment about the taste of their water as well. In the past, our drinking water tasted much better. Is it the treatment that's making our water taste like this?	8/21/2017 3:29 PM
23	Concerned about recent decrease of water pressure in Woodlands.	8/21/2017 12:19 PM
24	The new shut off @ the meter is awkward to use in winter. I shut the water off each time I leave in winter. A simple hand twist shut off would have been easier to use and access. That is what I had before meter was installed.	8/21/2017 8:07 AM
25	Thanks for keeping us well watered!	8/21/2017 6:51 AM
26	I hate that my only contact is to leave a message.....no one ever calls back	8/20/2017 10:26 PM

27	No	8/20/2017 8:40 PM
28	Thanks	8/20/2017 3:02 PM
29	Overall Excellent water system	8/20/2017 1:27 PM
30	Only that it is expensive compared to other systems on the Mt.	8/20/2017 1:25 PM
31	Would love higher pressure at the top of Henry Creek Rd, but gravity is what it is...	8/20/2017 12:14 PM
32	Thanks for all your hard work on the Rhody Water system and the excellent water! K & Jerry Gomes	8/20/2017 10:57 AM
33	All in all RWA is doing an excellent job	8/20/2017 10:34 AM