



Water Renewal

THE WOODLANDS

Survey Report

Survey Dates: Sept. 19-Oct. 6

Submitted by Woodlands Water Agency

December 2024



Table of Contents

Executive Summary	4
Key Topics	4
Methodology	5
Limitations	7
Recommendations for Future Surveys.....	7
Key Focus Areas	8
Project Background	11
About the Renewal Plan.....	11
Project Area	11
Quantitative Survey Analysis	14
Ratings on Water Service.....	14
Demographics	14
Geographic analysis (by Village, MUD, etc.).....	15
Business Ownership.....	16
Qualitative Survey Analysis	19
Overall Findings	22
Summary	23
Attachments	24
Survey Instrument.....	25
Survey Responses	31

Executive Summary

Executive Summary

The survey was developed to identify the most effective methods for directing educational initiatives toward the Woodlands Water Agency (Woodlands Water) customers (Woodland's residents and business owners), and to gauge the current customer-based knowledge of the status of their infrastructure and quality related to water and wastewater. The results of the survey will be used to help guide decisions related to collectively keeping a pulse on developing a long-term modernization and rehabilitation effort. The findings will provide a baseline for assessing changes in water infrastructure and its maintenance to ensure Woodlands Water is responsive to the changing needs of The Woodlands' residents in the future.

Key Topics

The key topics that were addressed in the survey are listed below:

- Rating of the following:
 - Overall maintenance, quality, and value of water and wastewater infrastructure
 - Taste, water pressure, and smell of tap water
 - Odor of wastewater treatment
 - Condition of storm drains
 - Timeliness of water/sewer line break repairs
 - The Woodlands' approach to the maintenance of water and drainage infrastructure
- Rating (and ranking) of 11 factors related to the quality of life in The Woodlands, and which of these factors should be of the highest priority. These factors include:
 - Safe drinking
 - Reliability and long-term water supply
 - Sustainability
 - Quality of infrastructure
 - Cost of water and wastewater services
 - Emergency preparedness
 - Home and property values
 - Health and pets and/or wildlife
 - Economic development
 - Redevelopment of the community
 - Growth of the community
- Open-ended questions asking any:
 - Additional factors believed to be important to the quality of life in The Woodlands
 - Additional factors believed to be important to maintain water and wastewater infrastructure in The Woodlands
- “Yes” or “No” questions, asking:

- If the respondents have contacted Woodlands Water with a question, problem, complaint, or request for service in the past year
- Awareness of/visitation of the Woodlands Water’s website and its social media pages
- Multiple choice questions asking:
 - How often have respondents contacted Woodlands Water in the past year?
 - How participants currently receive information about their water and wastewater services
 - Which social media pages do respondents follow
 - Motivation behind visiting the Woodland’s Water website
- A five-point rating for the respondent’s satisfaction for:
 - How easy it was to contact Woodlands Water
 - Professionalism of staff
 - Speed at which participants received a response
 - Ability of staff to accurately diagnose or resolve an issue
 - Quality of service overall
- Overall satisfaction with:
 - Availability and timeliness of information about water and wastewater services
 - Efforts by Woodlands Water to keep residents informed about local issues
 - The quality of the Woodlands Water website and social media
- Finally, optional demographic questions asked:
 - Number of years lived in The Woodlands
 - Village and MUD where they lived
 - If they lived in multiple villages, how many years lived in each
 - Whether they rent or own their primary residence
 - The current age, race/ethnicity, gender, and annual income of each respondent
 - If a business is owned in The Woodlands, in which MUD is the business located
 - Where they first heard about the survey
 - If they are willing to participate in future public engagement opportunities with Woodlands Water, provide contact information

Methodology

Survey Design

Questions were designed to capture both quantitative and qualitative feedback on various aspects of Woodlands Water services, including water quality, customer service, infrastructure priorities, and communication.

Question Types

A mix of multiple-choice, Likert scale (rating), and open-ended questions were used to collect structured data while also allowing for detailed respondent feedback on specific topics.

The survey sought to cover key themes such as quality of life factors, service interaction, infrastructure concerns, and overall satisfaction, ensuring a well-rounded understanding of resident priorities.

Sample and Distribution

The survey targeted customers of Woodlands Water, aiming to reach a representative sample of the customer base. The survey received 366 responses and was open from Thursday, September 19, 2024, to Sunday, October 6, 2024.

Multiple methods of notification were used to solicit surveys and responses from the approximately 34,000 customers of Woodlands Water within seven neighborhoods and 10 MUDs (within Montgomery County). There was a new release sent on September 19 to [Community Impact – The Woodlands, Hello Woodlands] and social media posts (Facebook, X/Twitter)—on the SJRA website and Woodlands Water, on September 19, and during the weeks of September 23, and 30, 2024.

The neighborhoods within the survey area included Alden Bridge, Cochran’s Crossing, College Park, Grogan’s Mill, Indian Springs, Panther Creek, Sterling Ridge, and others. The recipients participated, representing the following MUDs:

- The Woodlands Metro Center MUD
- The Woodlands MUD No. 1
- Montgomery County MUD No. 6
- Montgomery County MUD No. 7
- Montgomery County MUD No. 36
- Montgomery County MUD No. 39
- Montgomery County MUD No. 46
- Montgomery County MUD No. 47
- Montgomery County MUD No. 60
- Montgomery County MUD No. 67

The notifications included a link (www.waterrenewalthewoodlands.com/survey) and details, including the date the survey ended (October 6, 2024). The respondents who participated could click on the link, where they were invited to fill out the information and answer 54 range-based, demographic, and open-ended questions regarding experiences and thoughts on water and wastewater in their community.

Limitations

While the survey offers valuable insights into the perceptions and priorities of Woodlands Water customers, it is important to acknowledge several limitations that could impact the interpretation and applicability of the findings. These constraints highlight areas for improvement in future customer engagement efforts to ensure more comprehensive and representative feedback.

Key limitations include:

- **Sample Size:** The survey received 366 responses, representing only about 1% of the 34,000-customer base, which may limit the representativeness of the results.
- **Demographic Bias:** Respondents were predominantly older, white, male homeowners. This demographic imbalance underrepresents younger residents, renters, and minority groups.
- **Geographic Distribution:** Participation was heavily concentrated in certain villages and MUDs, such as Cochran's Crossing and MUD No. 47, while other areas saw limited responses.
- **Survey Design Constraints:** Open-ended questions introduced variability in responses, potentially affecting the consistency of qualitative analysis. Additionally, the survey length or the estimated time of 10-15 minutes to take the survey may have discouraged detailed feedback or responses from some participants.
- **Non-Response Bias:** Individuals who did not participate may hold different views, particularly those less engaged with the notification methods used.
- **Limited Awareness, Access, and Time:** Awareness of the survey was restricted by reliance on certain communication channels, particularly email, which may have excluded some segments of the population. Additionally, the short window of time the survey was open (September 19 to October 6, 2024) may have prevented some residents from participating.

These limitations underscore the importance of refining outreach and survey methodologies in the future. Targeted efforts to engage a broader demographic and geographic spectrum of the community will help capture more diverse and inclusive perspectives, strengthening the overall value of the findings.

Recommendations for Future Surveys

Improving the design and execution of future surveys is essential to address the limitations encountered in this effort and to ensure a more comprehensive and representative understanding of community perspectives. By expanding outreach efforts, refining the survey structure, and engaging a broader range of participants, Woodlands Water can enhance the reliability and inclusivity of the data collected. Key recommendations include:

- **Increase Sample Size**

- Extend the survey open period to give more people time to participate. Consider offering incentives, such as a chance to win a prize, to increase participation rates.
- **Enhance Demographic Representation**
 - Target underrepresented groups (e.g., younger residents, renters, and minorities) through tailored outreach efforts, such as partnerships with schools, cultural organizations, or local employers.
 - Use diverse notification channels, including community events, flyers in apartment complexes, and digital ads targeted to specific demographics.
- **Broaden Geographic Engagement**
 - Focus outreach efforts equally across all villages and MUDs, including partnerships with village associations to ensure geographic balance.
 - Consider in-person outreach at local events or in areas with historically low response rates to encourage participation.
- **Simplify and Streamline Survey Design**
 - Shorten the survey by focusing on the most critical questions to reduce respondent fatigue.
- **Minimize Non-Response Bias**
 - Use multiple modes of contact, such as email, phone calls, postcards, and social media, to reach a broader audience.
 - Monitor demographic data in real-time during the survey and adjust outreach efforts midstream to address gaps in participation.
- **Increase Awareness and Accessibility**
 - Extend the survey duration and announce it well in advance to allow ample time for participation.
 - Partner with local news outlets, neighborhood newsletters, and social media influencers to raise awareness.
 - Provide printed copies of the survey at libraries, community centers, or local government offices to include residents without internet access.

Key Focus Areas

The survey results provide critical insights into the community’s needs and expectations, highlighting several areas where action may improve service delivery and resident satisfaction. By focusing on targeted improvements, Woodlands Water can address pressing concerns while building a stronger foundation for long-term trust and engagement.

Key areas for action include:

- **Enhance Communication and Information Access**
 - Implement real-time notifications through email, text, and social media platforms to provide timely updates, especially during service interruptions.

- Increase promotion of Woodlands Water’s social media presence, as 64% of respondents were unaware of these channels.
- Collaborate with Village Associations to expand outreach and ensure critical information reaches a broader audience.
- **Address Stormwater and Drainage Management**
 - Prioritize upgrades to stormwater infrastructure to address recurring concerns about drainage during heavy rainfall.
 - Improve transparency by proactively sharing maintenance schedules and updates on water and sewer line repairs, addressing the 35% of respondents unaware of these efforts.
- **Focus on Safe Drinking Water and Emergency Preparedness**
 - Investigate and address occasional concerns about taste and odor to maintain high water quality standards.
 - Enhance emergency preparedness initiatives to align with community expectations for long-term water reliability and infrastructure resilience.
- **Improve Customer Service Responsiveness**
 - Streamline service workflows to ensure faster and more consistent response times for resident inquiries and concerns.
 - Educate residents about available customer service channels to address the limited awareness reported by many respondents.
- **Engage Underrepresented Groups**
 - Increase outreach efforts to younger residents and renters through targeted campaigns, digital engagement, and community events.
 - Tailor messaging to better resonate with underrepresented groups, ensuring a more inclusive approach to future surveys and engagement efforts.
- **Invest in Resilient Infrastructure**
 - Initiate feasibility studies or pilot projects focused on durable materials and systems capable of withstanding severe weather conditions.
 - Educate residents about the Renewal Plan and its long-term modernization goals to align community expectations with upcoming projects.

By addressing these key areas, Woodlands Water can take meaningful steps to respond to immediate community concerns. These actions will not only enhance current service delivery but also establish a framework for continued engagement and trust-building. Investing in communication, infrastructure resilience, and inclusivity ensures that Woodlands Water remains aligned with the needs of its residents while preparing for future challenges.

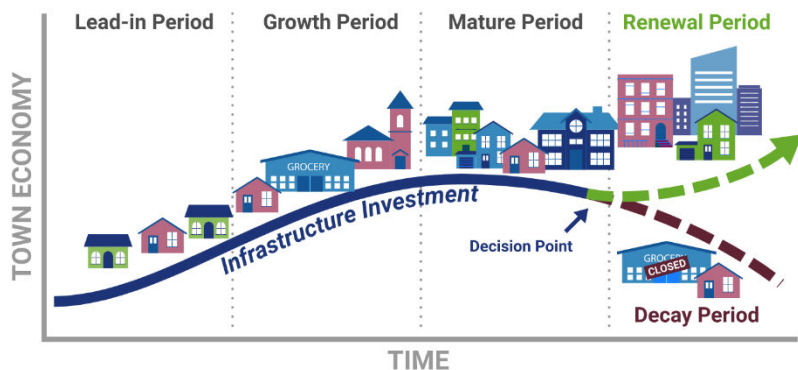
Project Background

Project Background

The Woodlands is approaching its 50th anniversary on October 19, 2024. This milestone marks a journey of excellence spanning half a century, with dependable infrastructure contributing to its premier status in America.

To continue providing efficient and reliable service compliant with state and federal regulations, the Woodlands Water Agency (Woodlands Water), the 10 municipal utility districts (MUDs) within The Woodlands and San Jacinto River Authority (SJRA), our wholesale water and wastewater services provider, are collectively developing a long-term modernization and rehabilitation effort known as Water Renewal The Woodlands (Renewal Plan). A key part of this initiative is providing customers with information, transparency, and opportunities for engagement.

The illustration below is an example of a typical community life cycle and the critical decisions a community like The Woodlands must navigate.



Over the next several years, The Woodlands Water, MUDs, and SJRA will undertake several key infrastructure projects to renew half-century-old utility infrastructure in our community, ensuring the soundness of The Woodlands water and wastewater system for the next 50 years.

About the Renewal Plan

The Renewal Plan is inclusive of water and wastewater infrastructure projects identified by the SJRA Woodlands Division 10-year project plan as well as water infrastructure projects identified separately by Woodlands Water. It is important to note that SJRA's 10-year project plan is updated annually, potentially including additional projects and/or reprioritizing, modifying, or removing projects entirely.

Project Area

The project area includes –

- The Woodlands Metro Center MUD
- The Woodlands MUD No. 1
- Montgomery County MUD No. 6
- Montgomery County MUD No. 7
- Montgomery County MUD No. 36

- Montgomery County MUD No. 39
- Montgomery County MUD No. 46
- Montgomery County MUD No. 47
- Montgomery County MUD No. 60
- Montgomery County MUD No. 67

Quantitative Survey Analysis

Quantitative Survey Analysis

Ratings on Water Service

- About 86% of respondents indicated that they were satisfied or very satisfied with the overall quality of water and wastewater services.
- Approximately 72% of respondents indicated they are satisfied or very satisfied with the overall maintenance of water and wastewater infrastructure.
 - 63% were satisfied or very satisfied with the value received for the money paid for water and wastewater. 23.5% were neutral on this topic (rating of 3).
- Very few respondents indicated they received information about Woodlands Water from their Village Association, suggesting a potential outreach partnership to explore further engagement.
- The rating received for the value for money paid for water and wastewater rating is higher for males compared to females and those who prefer not to disclose their gender.
- Respondents who prefer not to disclose their gender generally provide lower ratings across most categories.
- Older respondents (65 and above) tend to give higher ratings for maintenance and quality of services compared to younger respondents.
- Preparedness for future maintenance generally has lower ratings across all age groups, but older age groups (75 and older) show slightly more optimism compared to the younger groups.
- The average age in The Woodlands, according to the American Community Survey 2022, is approximately 43.3 years. The average age of survey respondents was approximately 63.4 years.

Demographics

- Most respondents were male (63%), white (77%), and homeowners (91%) compared to renters (3%), with the majority having an income of \$200,000 or more, or prefer not to answer.
- The top four neighborhoods that responded were Cochran's Crossing, Alden Bridge, Grogan's Mill, and Panther Creek.
- The top four MUDs of the respondents included Montgomery Co. No. 47 (23%), 46 (14%), 60 (11%), and The Woodlands Mud No. 1 (9%).
- When asked the number of years resided in The Woodlands, the top two percentages were 21-30 years (25%) and 31+ years (21%).
- The top age ranges for respondents included 65-74 (32%), 55-64 (22%), and 75 or older (15%). Notably, no respondents were from the 18-24 category.
- The most reported income bracket is \$200,000 or more, or "prefer not to answer."
- Males tend to rate both the quality and maintenance higher than females.

- Most respondents were male (63%), white (77%), and homeowners (91%). This could impact the interpretation of the survey results if the perspectives of females, minorities, or renters are underrepresented.
- The overall predominant age (average of 63.4 years) and demographic groups of respondents might affect the interpretation of results, potentially underrepresenting younger residents, renters, and minority groups. Further targeted engagement of these groups is recommended in future outreach efforts.

Geographic analysis (by Village, MUD, etc.)

The majority, 119 of 364 respondents of survey takers, resided currently or previously in the village of Cochran’s Crossing with 79 of 364 responding that they lived or have lived in the village of Alden Bridge. The lowest number of respondents, 19, answered that they have lived or currently live in College Park. See Figure 1.1 below for a bar graph of these responses by number of respondents.

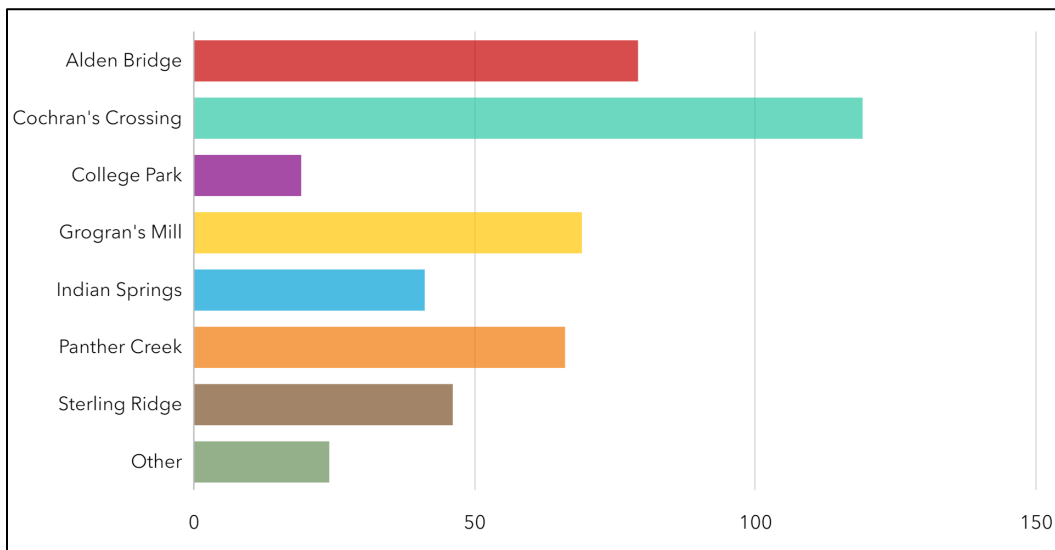


Figure 1.1 – Number of Respondents by Village

- Regarding MUD representation, of 320 respondents to this question, 83 indicated their current MUD is MUD No. 47, while the second most respondents resided in MUD No. 46 (53 respondents). The lowest number of respondents indicated their MUD was The Woodlands Metro Center MUD (2) and MUD No. 39 (8). See Figure 1.2 for an illustration of these results.

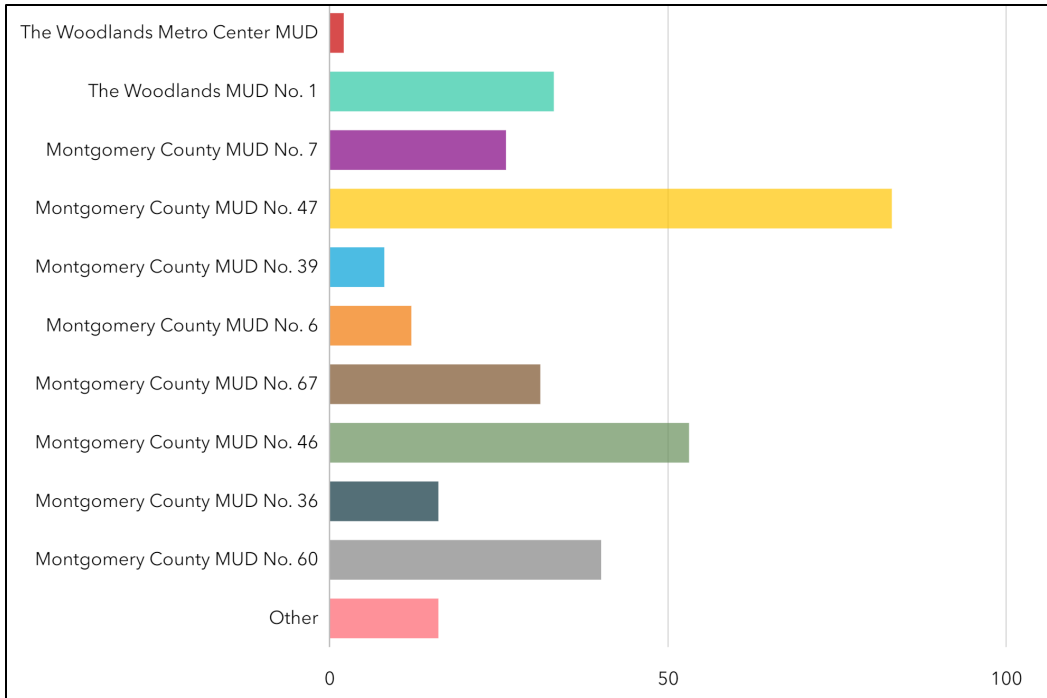


Figure 1.2 - *Number of Respondents by MUD*

Business Ownership

As shown in Figure 1.3 below, when asked if they own a business in The Woodlands and in which MUD it is located, the 24 respondents who answered this question were in MUD No. 47 and Other. Most of those who answered “Other” indicated they did not own a business. The next tier of answers included MUDs 46 and 36. No respondents answered for MUDs 60 and 67.

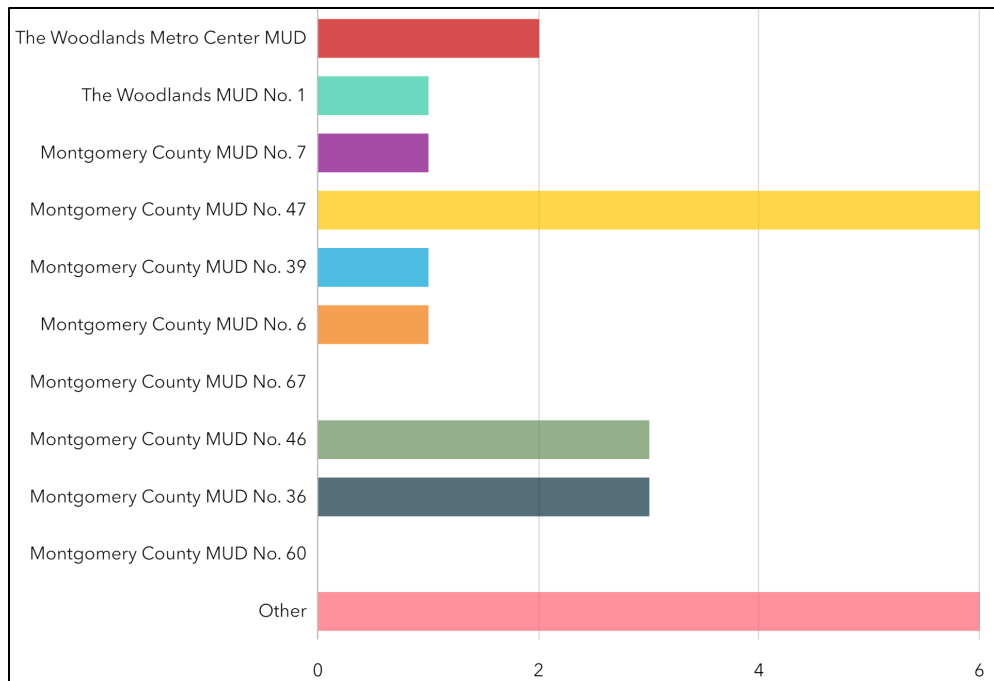


Figure 1.3 – *Number of Business-Owner Respondents by MUD Location*

Qualitative Survey Analysis

Qualitative Survey Analysis

The survey responses provided valuable insights into the community's views on water and wastewater services in The Woodlands. The analysis below organizes the open-ended comments and responses received into overall themes, highlighting the areas that matter most to customers and suggesting potential areas for improvement.

- **Quality of Life and Service Priorities** emerged as a central theme, with residents consistently ranking “Safe Drinking Water” and “Emergency Preparedness” as top factors influencing their quality of life. Beyond these core areas, respondents frequently highlighted concerns such as property values and sustainability, linking these elements to the broader impact of water services on their lives. Additionally, issues like “drainage on roads” and the need for a “rapid response infrastructure” were mentioned, suggesting specific areas where residents see room for improvement in service quality and infrastructure resilience.
- In terms of **Community Interaction and Feedback**, residents who reached out to Woodlands Water generally reported positive experiences with staff professionalism and ease of contact. However, feedback varied regarding response speed and issue resolution, indicating an opportunity for enhanced consistency in addressing resident needs, particularly for urgent matters. A notable portion of respondents indicated “Don’t Know” when asked about specific customer service channels, which may reflect either limited interaction with the water authority or a need for greater awareness about available support options. Occasional comments expressed a desire for more rapid, efficient service responses, especially for emergency or maintenance-related requests.
- When it comes to **Information and Communication**, most residents cited the website and social media channels as their primary sources of information, with “Nextdoor” and payment portals also serving as common access points. While the website and social media channels generally rated well in terms of quality, responses varied around the timeliness of updates and the effectiveness of communication efforts. This indicates that while Woodlands Water’s communication tools are useful, timely and proactive updates on service interruptions or community issues would enhance the overall effectiveness of information sharing.
- **General Sentiments** from the survey reflect a generally positive view of Woodlands Water’s foundational services, with residents expressing satisfaction in key areas. However, specific calls for improvement, particularly in drainage infrastructure and service responsiveness—suggest that residents would appreciate additional focus on these aspects moving forward.

In summary, while residents are largely satisfied with essential water services, there is a desire for more robust infrastructure, particularly around drainage and emergency preparedness, as well as for timely, proactive communication and reliable customer support. Addressing these areas

would help to align Woodlands Water's services even more closely with community priorities and expectations.

Overall Findings and Summary

Overall Findings

The recent survey provides a comprehensive view of customers' experiences and expectations regarding water and wastewater services in The Woodlands. Overall, the responses highlight a strong community focus on water quality, customer service, infrastructure resilience, and communication. Below is a summary of the key findings, organized by the main themes identified.

Quality of Life and Service Priorities

- Safe Drinking Water and Emergency Preparedness emerged as top priorities. Residents view these as essential elements of their quality of life, emphasizing the importance of reliable and safe water services.
- Beyond water safety, residents also noted priorities such as property values, sustainability, and drainage infrastructure. These responses suggest a broad view, where water services are seen as integral to overall community well-being.
- Professionalism and Ease of Contact received positive ratings, reflecting that residents find Woodlands Water staff approachable and helpful.
- While many residents were satisfied with their experiences, some reported inconsistencies, particularly around the timeliness of issue resolution. There was also limited awareness of some customer service options, as indicated by several "Don't Know" responses.

Drainage and Infrastructure

- High Concern for Drainage Issues: Drainage on local roads and the management of stormwater are recurring concerns. Residents noted the need for improved stormwater infrastructure to address frequent issues during heavy rainfall. Nearly 20% of respondents were unsure how The Woodlands approaches maintenance and future planning for water and drainage infrastructure. Additionally, over 35% of respondents were unaware of the timeliness and frequency of water/sewer line repairs, suggesting a potential area for enhanced customer education.
- Long-Term Resilience: Feedback suggests a desire for resilient infrastructure, with materials and systems capable of enduring severe weather. This reflects a community interest in long-term solutions for water management.

Water Quality Perception

- High Ratings for Water Quality: Residents generally rated water quality positively, especially in terms of safety. This indicates confidence in the water authority's commitment to ensuring safe drinking water.
- Taste and Odor: While largely satisfied, some residents mentioned occasional issues with taste and odor, which may present opportunities for minor improvements.

Communication and Information Access

- **Information Sources:** The website and the email newsletter Woodlands Water Weekly rated as primary sources of information for residents, reflecting well-utilized and appreciated communication channels. Most respondents currently receive information through email, utility bills, and local newspapers, with preferences for future communication leaning more toward phone and mail rather than email. A significant percentage of respondents (64%) were unaware of Woodlands Water’s social media presence.
- **Timeliness of Updates:** Although information quality is rated well, some respondents expressed a desire for more timely updates, particularly for service interruptions or local issues. Improving the speed of communication could further enhance customer satisfaction. Additionally, the survey revealed that few respondents get information from their Village Association, suggesting a partnership would enhance outreach efforts.

Overall Satisfaction and Value for Cost

- **General Satisfaction:** Many residents expressed satisfaction with the quality and reliability of essential services, indicating a strong baseline of trust in Woodlands Water.
- **Value Concerns:** Some respondents noted that they would like to see service rates better aligned with perceived value, especially if improvements are made to infrastructure or service responsiveness.

Summary

Overall, the survey reflects a community that appreciates the core services provided by Woodlands Water, especially regarding safe drinking water and professional customer service. Residents also highlighted areas for improvement, such as enhanced stormwater infrastructure, consistent service response times, and more proactive communication. These findings offer a roadmap for Woodlands Water to build upon its strengths and address specific areas that matter most to the community. By focusing on these priorities, Woodlands Water can further strengthen its commitment to high-quality, reliable service for all residents.

Attachments

Survey Instrument

Survey Responses

Survey Instrument

Final Survey Instrument

Water Renewal The Woodlands

Survey Introduction

Dear Woodlands Water Customer,

Howdy, this is your Woodlands Water General Manager. If we haven't met yet, I look forward to meeting you. If we've met already, howdy, again. At Woodlands Water, our goal is to be informative and transparent with our customers and to identify better ways to communicate with you. You may have noticed increased communication in the last year with "The Woodlands Water Weekly," improved website content, and increased social media presence. Well, we are looking to further improve our content and public outreach, but we need your help and a few minutes of your time!

You are invited to take part in a survey aimed at gathering your thoughts and feedback on our water and wastewater utility services and programs. Your responses will directly impact how we improve our communication and sustain the level of service you are accustomed to, ensuring we meet your needs and expectations both now and in the future. Your time is incredibly valuable to us, and we recognize the importance of every answer in shaping the future of water services in The Woodlands.

Thank you for investing some time in this survey. Together, we can work towards providing the best possible water and wastewater services for our community.

Warm regards,

Erich Peterson, PE

Woodlands Water Agency – General Manager

Survey Questions

This survey will take approximately 10-15 minutes to complete. Your input is important to our ongoing efforts to deliver a high level of service to our award-winning and nationally recognized community. If you have any questions, please contact <insert contact information>.

1. How satisfied are you with... (Rate from 5 to 1, 5 means “very satisfied” and 1 means “very dissatisfied”):
 - a. Overall maintenance of water and wastewater infrastructure?
 - b. Overall quality of water and wastewater services?
 - c. Overall value you receive for the money you pay for your water and wastewater?
 - d. How well The Woodlands is approaching maintenance of water and drainage infrastructure to prepare for the future?
 - e. Taste of tap water?
 - f. Water pressure?
 - g. Smell of tap water?
 - h. Odor of wastewater treatment?
 - i. Condition of storm drains?
 - j. Timeliness of water/sewer line break repairs?
 - k. Frequency of water/sewer line breaks?

2. How **important** do you believe each factor is to the quality of life in The Woodlands?

Please rank the following factors in order of importance to you <ranking list>.

- a. Safe drinking water
- b. Reliable and long-term water supply
- c. Cost of water and wastewater services
- d. Sustainability (ensuring availability, access, quality, and affordability of water supplies and resources)
- e. Quality of infrastructure
- f. Economic Development
- g. Home and property values
- h. Growth of the community
- i. Redevelopment of the community
- j. Emergency preparedness
- k. Health of pets and/or wildlife
- l. Other (please elaborate below).

3. When it comes to maintaining water and wastewater infrastructure in The Woodlands, which factors should be the highest priority for water authority leaders? Please rank the following in order of **priority level**: <ranking list>
 - a. Safe drinking water
 - b. Reliable and long-term water supply
 - c. Cost of water and wastewater services
 - d. Sustainability (ensuring availability, access, quality, and affordability of water supplies and resources)
 - e. Quality of infrastructure
 - f. Economic Development
 - g. Home and property values
 - h. Growth of the community
 - i. Redevelopment of the community
 - j. Emergency preparedness
 - k. Health of pets and/or wildlife
 - l. Other (please elaborate below).

4. Have you contacted Woodlands Water with a question, problem, complaint or to request service during the past year?
 - a. **If yes:**
 - I. How many times have you contacted WWA? <select from list>
 - II. Using a five-point scale, please rate the following... (Rate from 5 to 1, 5 means “very satisfied” and 1 means “very dissatisfied”):
 - i. How easy it was to contact WWA?
 - ii. Professionalism of staff
 - iii. Speed at which you received a response
 - iv. Ability of staff to accurately diagnose or resolve your issue
 - v. Quality of service overall

5. How do you *currently* get information about your water and wastewater service? <select all that apply>
 - a. Local newspapers (e.g., Community Impact, The Courier of Montgomery County)
 - b. Utility bill
 - c. E-mail
 - d. Text message
 - e. Woodlands Water Agency website
 - f. Official Woodlands Water Agency social media (Facebook, “X” [formerly Twitter], Instagram, YouTube, Nextdoor)

- g. The Woodlands Magazine
- h. Printed brochures or flyers
- i. Your Village Association
- j. Village social media pages
- k. Other: _____

6. How *would you like* to get information about your water and wastewater service?
<select all that apply>

- a. Local newspapers (e.g., Community Impact, The Courier of Montgomery County)
- b. Utility bill
- c. E-mail
- d. Text message
- e. Woodlands Water Agency website
- f. Official Woodlands Water Agency social media (Facebook, "X", Instagram, YouTube, Nextdoor, LinkedIn)
- g. The Woodlands Magazine
- h. Printed brochures or flyers
- i. Your Village Association
- j. Village social media pages
- k. Other: _____

7. Are you aware of the Woodlands Water's social media pages? <yes/no, if yes, move to next question>

- a. **If yes**, which of these Woodlands Water social media pages do you currently follow? [create live links]
 - I. Facebook
 - II. "X" (formerly Twitter)
 - III. YouTube
 - IV. Nextdoor
 - V. LinkedIn
 - VI. Other: _____

8. Have you visited the Woodlands Water (woodlandswater.org) website in the past year? <yes/no>

- a. **If yes**, why did you visit the Woodlands Water website?
 - I. To pay a bill
 - II. Seeking general information
 - III. Seeking to understand a specific program or service

9. Overall, how satisfied are you with... (Rate from 5 to 1, 5 means “very satisfied” and 1 means “very dissatisfied”):

- a. Availability of information about your water and wastewater services?
- b. Timeliness of information provided about your water and wastewater services?
- c. Efforts by your water provider to keep you informed about local issues?
- d. The quality of your water provider’s website?
- e. The quality of your water provider’s social media channels?

10. Any additional comments <open-ended>:

- a. _____

11. Demographic Information:

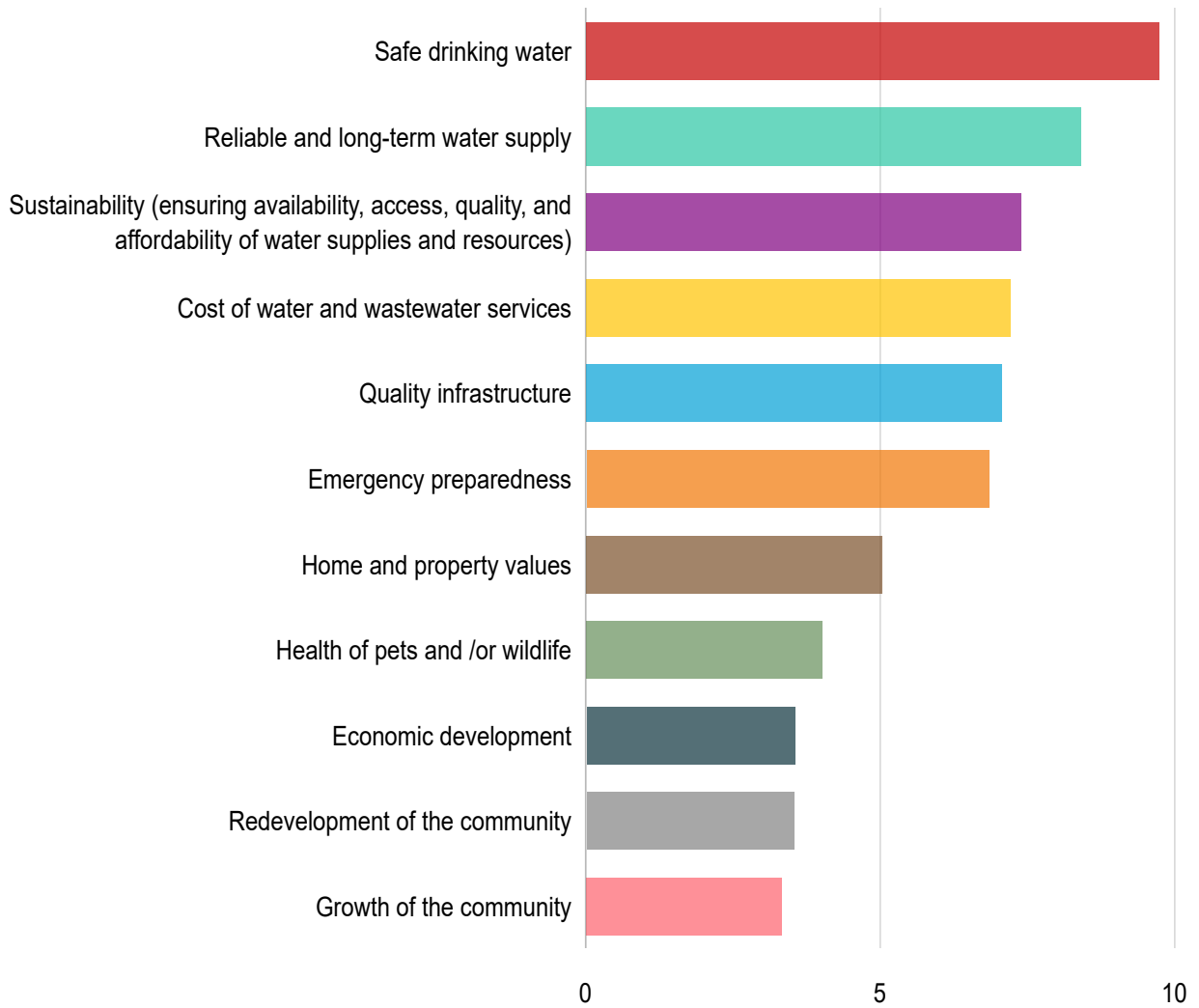
- a. Years in The Woodlands <select from range>
- b. Village(s) Where You Have Resided <select from list>
 - a. Years Resided in Each Selected Village <open-ended>
- c. MUD <select from list>
- d. Age <select from range>
- e. Rent/Own <select from list>
- f. Race/Ethnicity <select from list>
- g. Household income <select from range>
- h. Gender <select from list>
- i. Do you own a business? <yes/no>
 - a. If yes, in which MUD is your business located? <select from list>
- j. Where did you hear about this survey? <select from list>
- k. Willingness to take part in future public engagements. <yes/no>
 - a. **If yes**, collect name, address, phone, and email.

Survey Responses

Water Renewal The Woodlands Survey

Survey Questions

○ When it comes to maintaining water and wastewater infrastructure in The... *

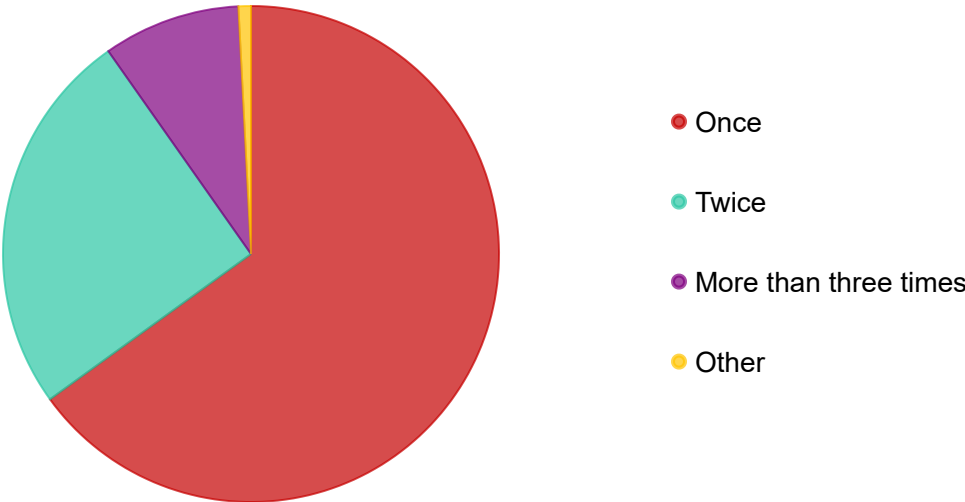


Rank	Answers	1	2	3	4	5		Average score
1	Safe drinking water	59.56%	12.3%	10.11%	5.46%	3.55%	1.91%	9.73
		218	45	37	20	13	7	9
2	Reliable and long-term water supply	10.93%	29.51%	22.13%	10.38%	9.56%	6.56	8.39
		40	108	81	38	35	:	

Water Renewal The Woodlands Survey

Survey Questions

○ How many times have you contacted Woodlands Water in the past year? *



Answers	Count	Percentage
Once	80	21.86%
Twice	31	8.47%
More than three times	11	3.01%
Other	1	0.27%

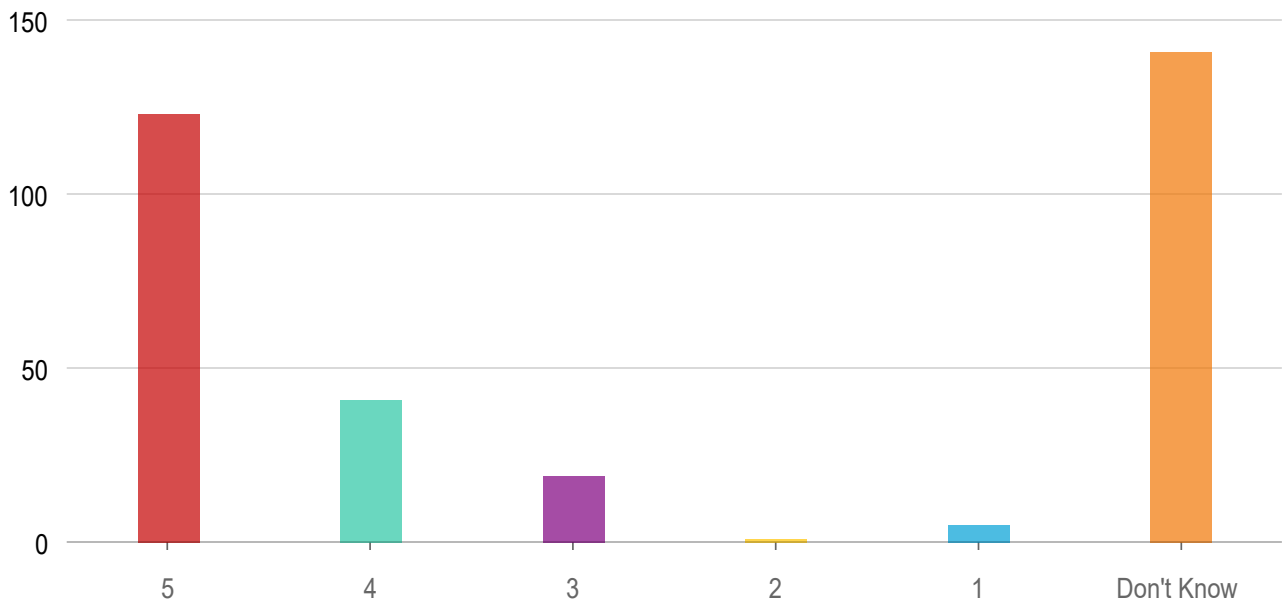
Answered: 123 Skipped: 243

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a five-point scale, please rate the following... (Rate from 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied”):

○ ○ How easy it was to contact Woodlands Water

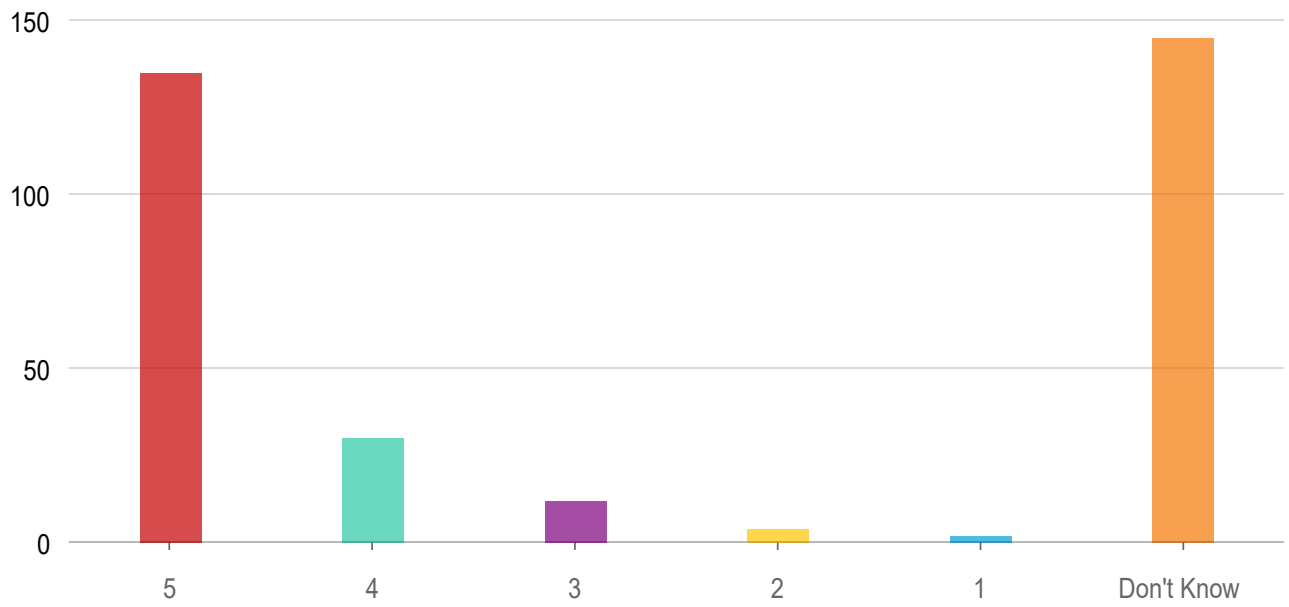


Answers	Count	Percentage
---------	-------	------------

5	123	33.61%
4	41	11.2%
3	19	5.19%
2	1	0.27%
1	5	1.37%
Don't Know	141	38.52%

Answered: 330 Skipped: 36

○ ○ Professionalism of staff



Answers

Count

Percentage

5	135	36.89%
4	30	8.2%
3	12	3.28%
2	4	1.09%
1	2	0.55%
Don't Know	145	39.62%

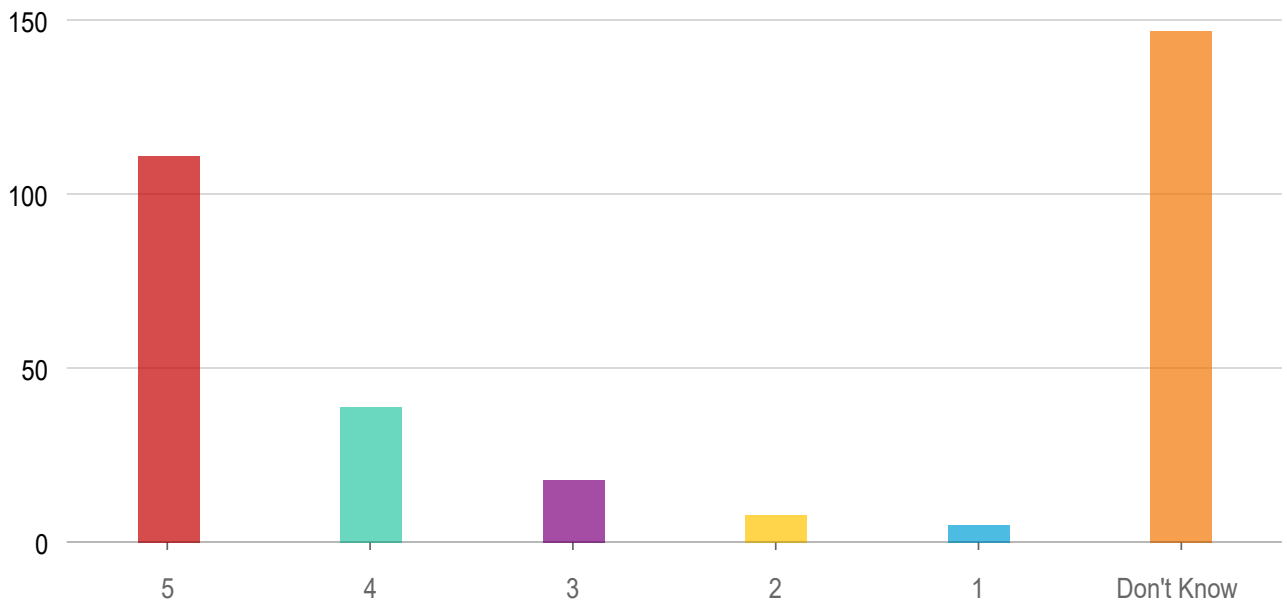
Answered: 328 Skipped: 38

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a five-point scale, please rate the following... (Rate from 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied”):

○ ○ Speed at which you received a response

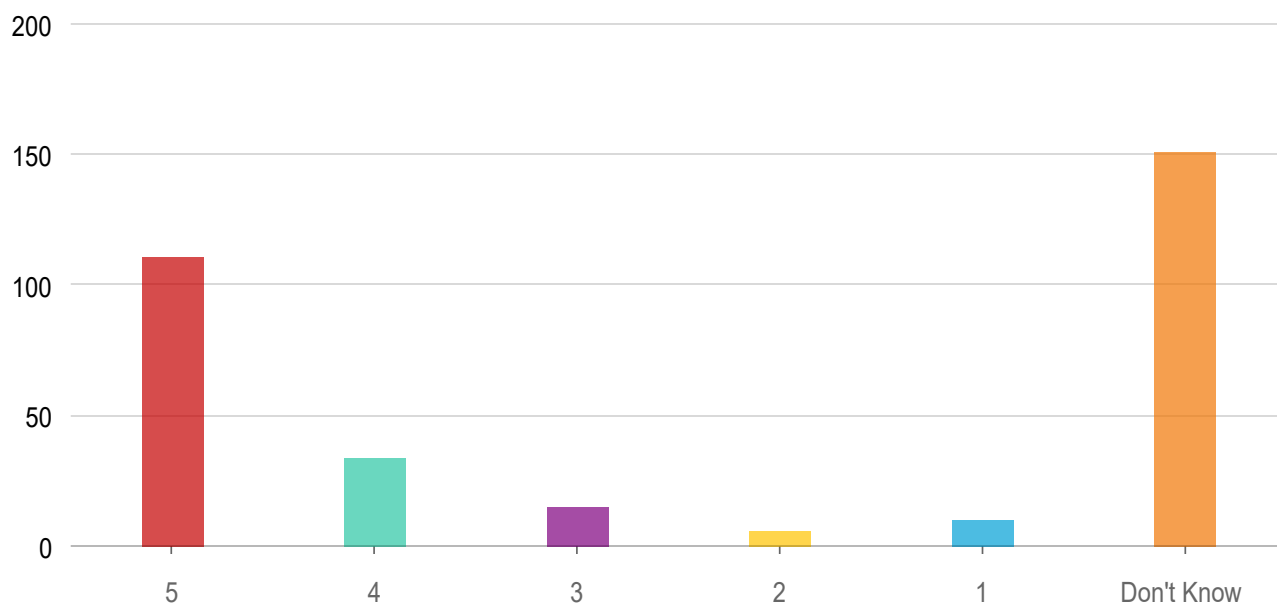


Answers	Count	Percentage
---------	-------	------------

5	111	30.33%
4	39	10.66%
3	18	4.92%
2	8	2.19%
1	5	1.37%
Don't Know	147	40.16%

Answered: 328 Skipped: 38

Ability of staff to accurately diagnose or resolve your issue



Answers

Count

Percentage

Answers	Count	Percentage
5	111	30.33%
4	34	9.29%
3	15	4.1%
2	6	1.64%
1	10	2.73%
Don't Know	151	41.26%

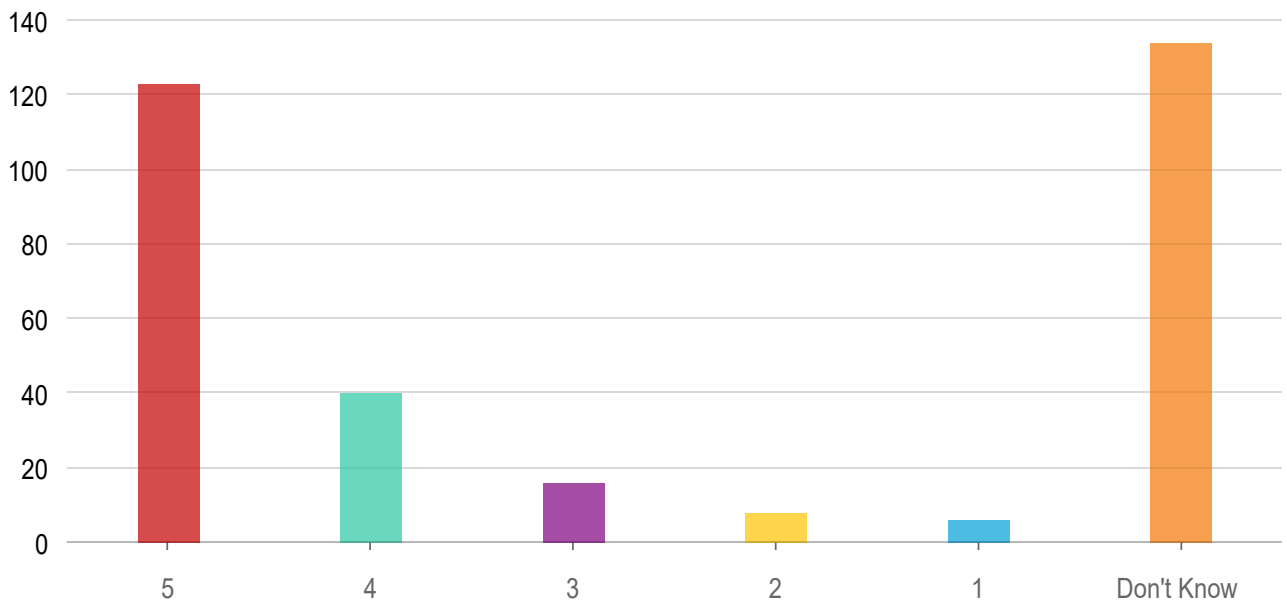
Answered: 327 Skipped: 39

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a five-point scale, please rate the following... (Rate from 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied”):

Quality of service overall



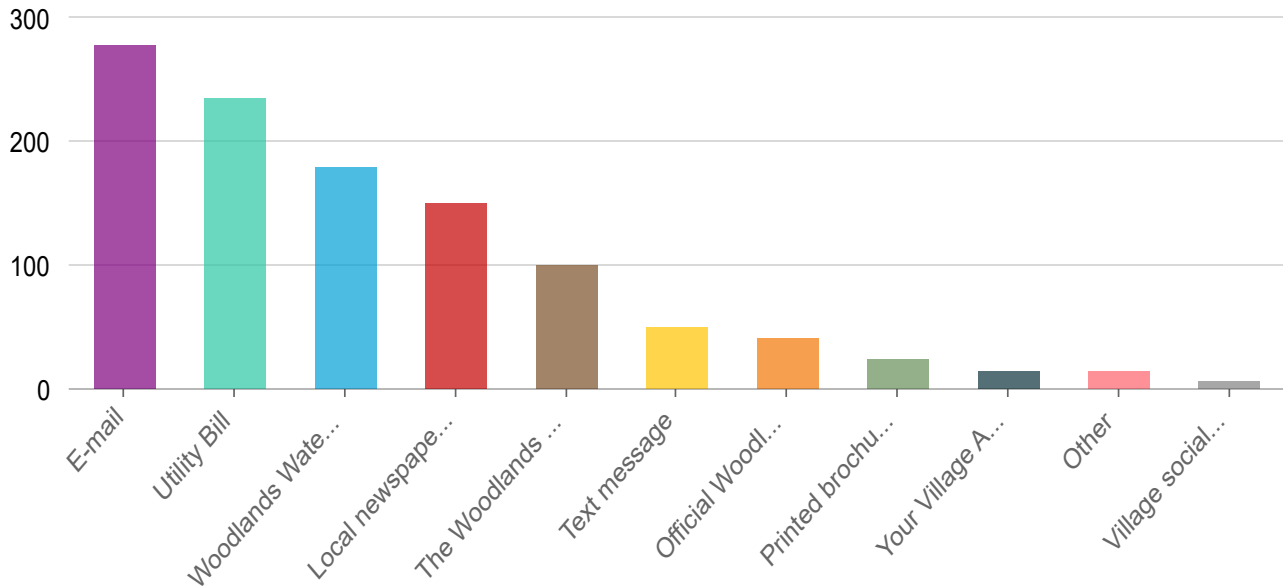
Answers	Count	Percentage
5	123	33.61%
4	40	10.93%
3	16	4.37%
2	8	2.19%
1	6	1.64%
Don't Know	134	36.61%

Answered: 327 Skipped: 39

Water Renewal The Woodlands Survey

Survey Questions

○ How do you currently get information about your water and wastewater services?



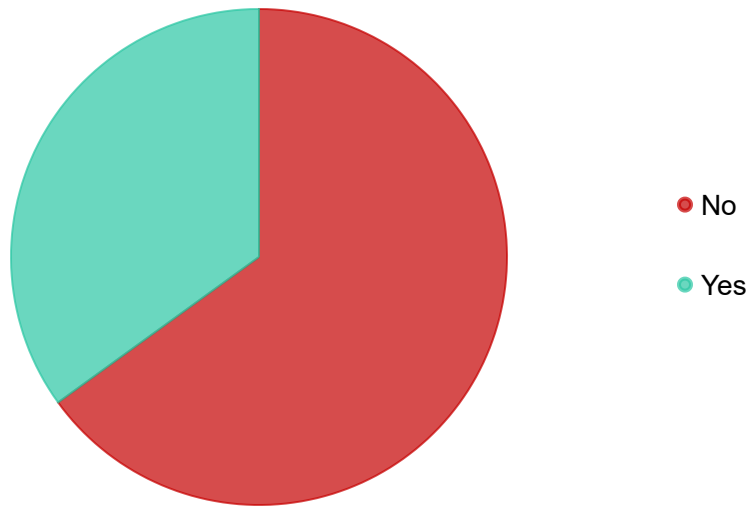
Answers	Count	Percentage
---------	-------	------------

E-mail	278	75.96%
Utility Bill	235	64.21%
Woodlands Water Agency website	179	48.91%
Local newspapers (e.g., Community Impact, The Courier of Montgomery County)	150	40.98%
The Woodlands Magazine	100	27.32%
Text message	50	13.66%
Official Woodlands Water Agency social media (Facebook, "X" [formerly Twitter], Instagram, YouTube, Nextdoor)	41	11.2%
Printed brochures or flyers	24	6.56%

Your Village Association	14	3.83%
Other	14	3.83%
Village social media pages	6	1.64%

Answered: 365 Skipped: 1

○ Are you aware of the Woodlands Water's social media pages? *



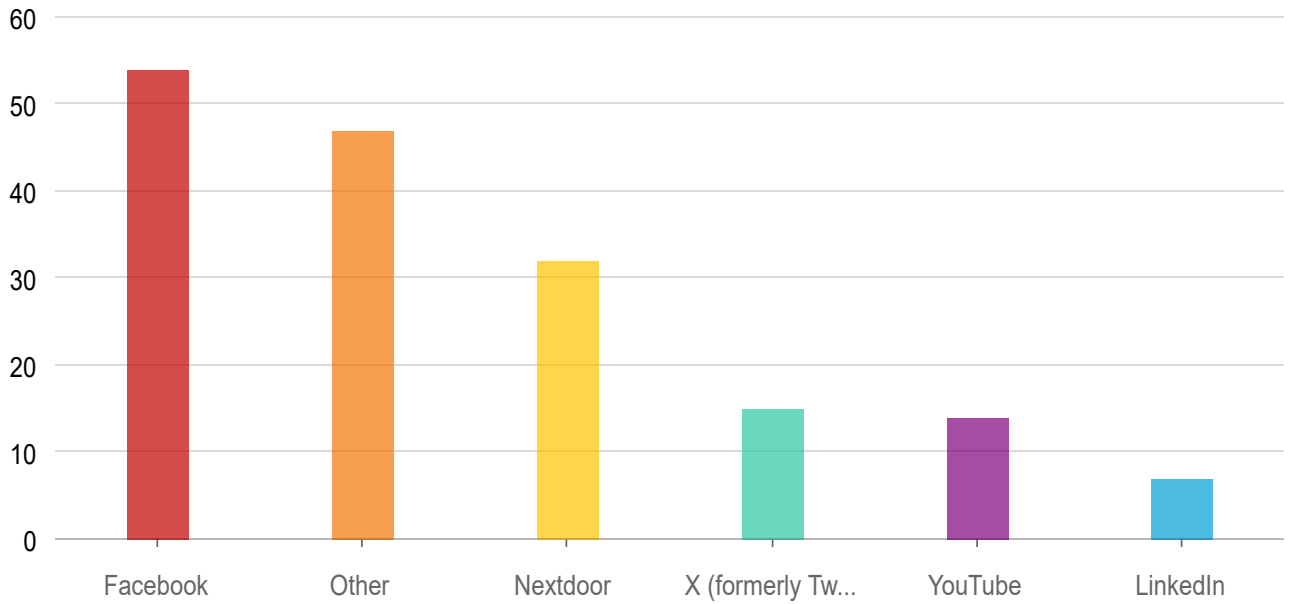
Answers	Count	Percentage
No	238	65.03%
Yes	128	34.97%

Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

○ Which of these Woodlands Water social media pages do you currently follow? *



Answers

Count

Percentage

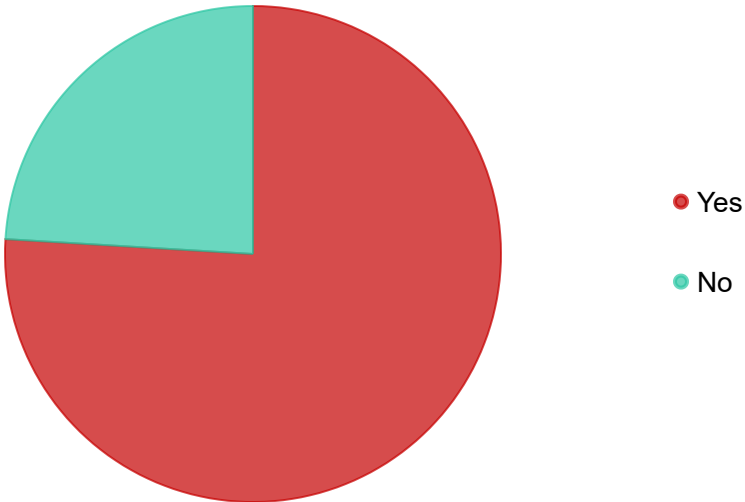
Answers	Count	Percentage
Facebook	54	14.75%
Other	47	12.84%
Nextdoor	32	8.74%
X (formerly Twitter)	15	4.1%
YouTube	14	3.83%
LinkedIn	7	1.91%

Answered: 128 Skipped: 238

Water Renewal The Woodlands Survey

Survey Questions

○ Have you visited the Woodlands Water (woodlandswater.org) website in... *



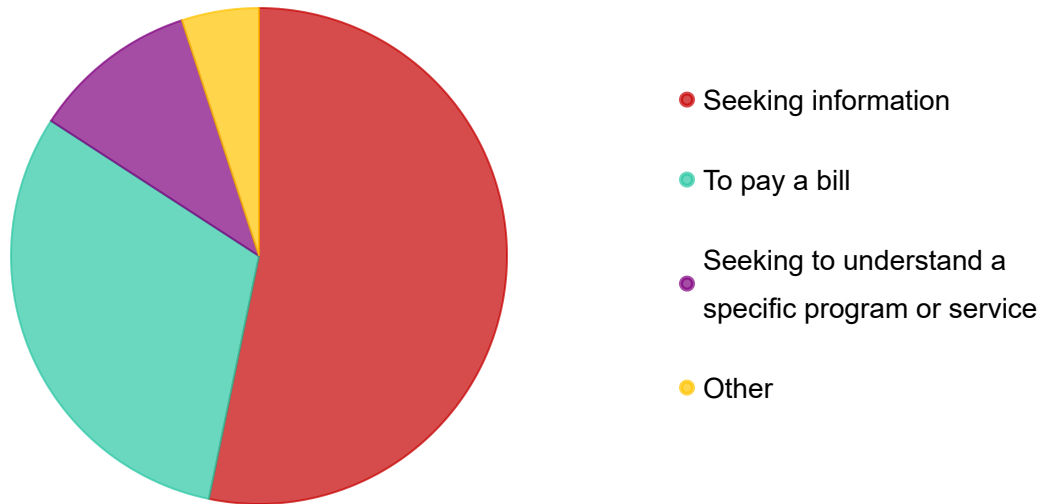
Answers	Count	Percentage
Yes	278	75.96%
No	88	24.04%

Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

○ Why did you visit the Woodlands Water website? *



Answers	Count	Percentage
---------	-------	------------

Seeking information	148	40.44%
---------------------	-----	--------

To pay a bill	86	23.5%
---------------	----	-------

Seeking to understand a specific program or service	30	8.2%
---	----	------

Other	14	3.83%
-------	----	-------

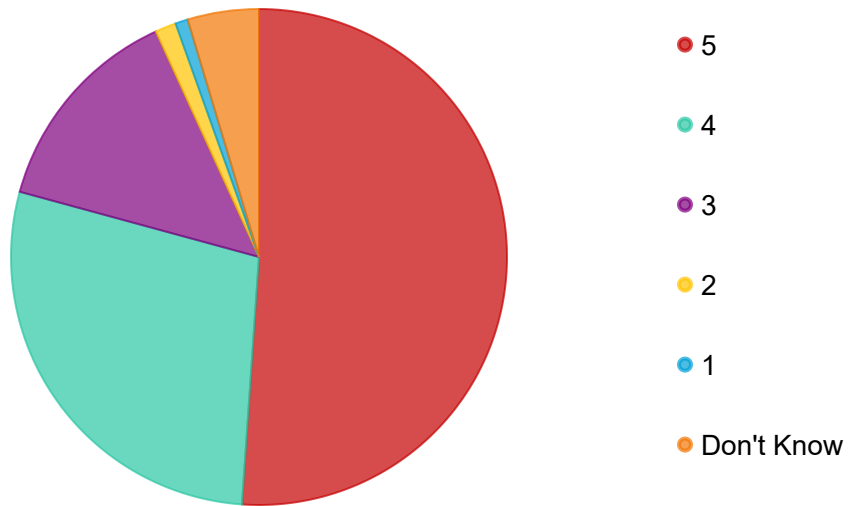
Answered: 278 Skipped: 88

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Overall, how satisfied are you with...

○ ○ Availability of information about your water and wastewater services? *



Answers

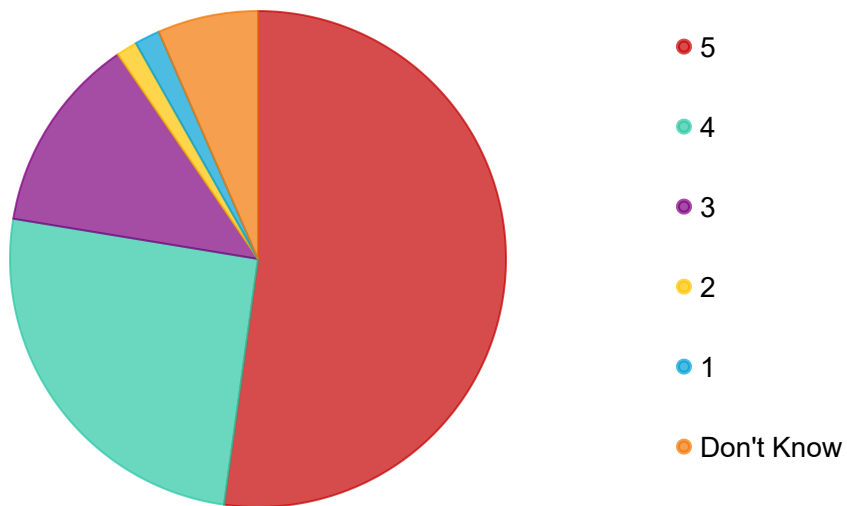
Count

Percentage

Answers	Count	Percentage
5	187	51.09%
4	103	28.14%
3	51	13.93%
2	5	1.37%
1	3	0.82%
Don't Know	17	4.64%

Answered: 366 Skipped: 0

○ ○ Timeliness of information provided about your water and wastewater... *



Answers	Count	Percentage
5	191	52.19%
4	93	25.41%
3	47	12.84%
2	5	1.37%
1	6	1.64%
Don't Know	24	6.56%

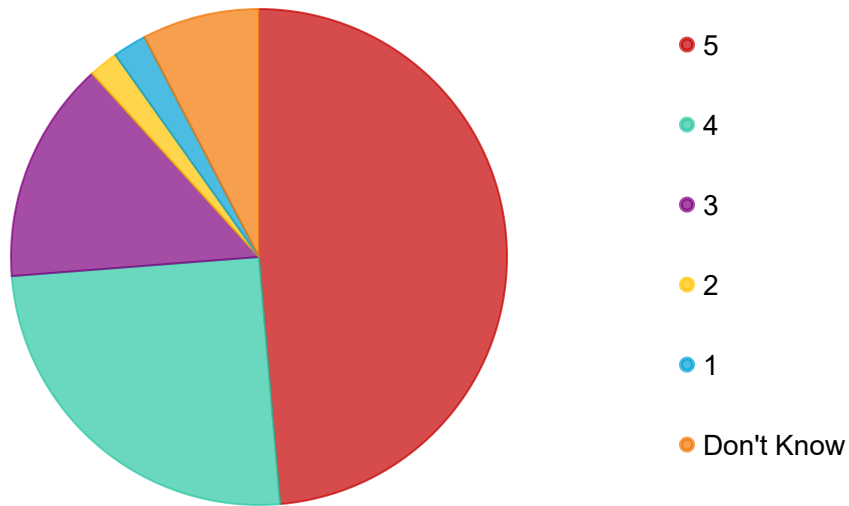
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Overall, how satisfied are you with...

○ ○ Efforts by Woodlands Water to keep you informed about local issues? *



Answers

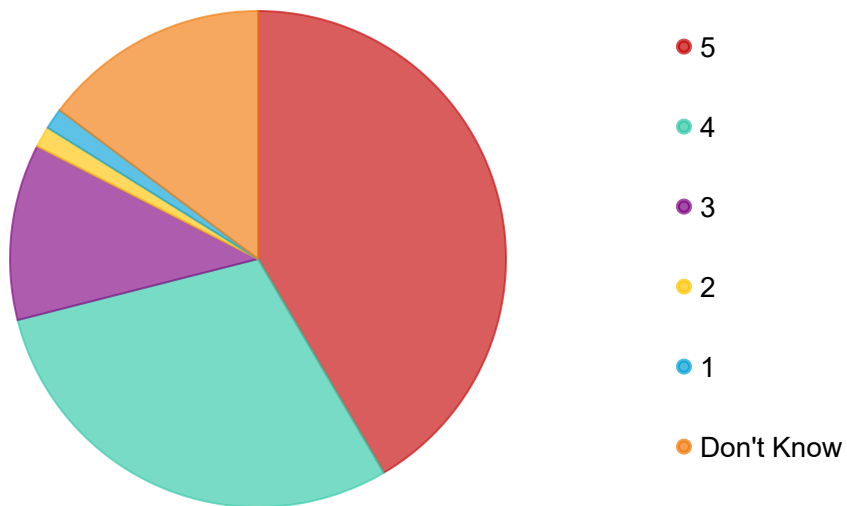
Count

Percentage

Answers	Count	Percentage
5	178	48.63%
4	92	25.14%
3	53	14.48%
2	7	1.91%
1	8	2.19%
Don't Know	28	7.65%

Answered: 366 Skipped: 0

○ ○ The quality of the Woodlands Water website? *



Answers **Count** **Percentage**

5	152	41.53%
4	108	29.51%
3	42	11.48%
2	5	1.37%
1	5	1.37%
Don't Know	54	14.75%

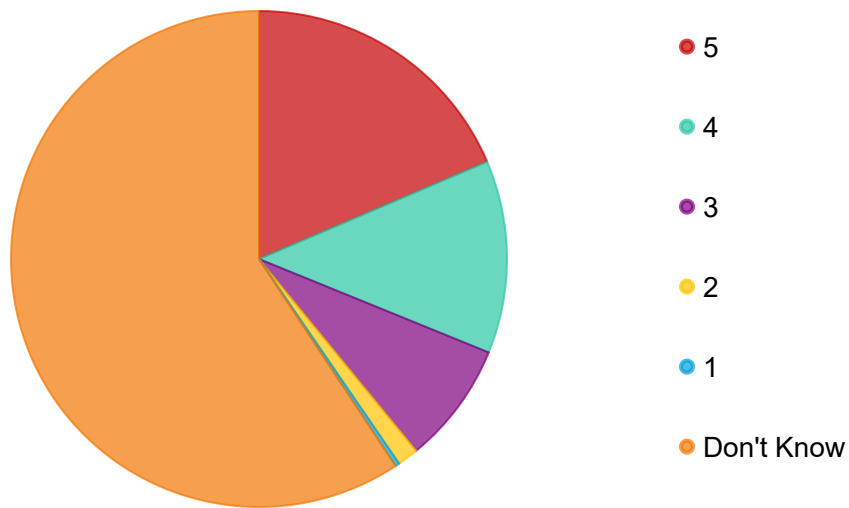
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Overall, how satisfied are you with...

○ ○ The quality of the Woodlands Water social media channels? *



Answers	Count	Percentage
---------	-------	------------

5	68	18.58%
4	46	12.57%
3	29	7.92%
2	5	1.37%
1	1	0.27%
Don't Know	217	59.29%

Answered: 366 Skipped: 0

You need to work to remove the smell and improve the taste of the water during seasonal changes (the disinfectant or polymers you use are quite obvious a couple of times per year). Let's make sure to start moderating these annual increases in our rates. And finally, perhaps most importantly, secure water for the future, work on solutions for subsidence issues and improve the infrastructure as necessary	1
You have made it impossible to schedule a payment, so, you'll get paid when I remember it. Not very forward thinking and certainly not in the best interest of your customers. Used to have that feature and you were paid by me in a timely manner because payment was scheduled when the bill arrived.	1
You had better email me about posts available on your website. I don't use social media channels.	1
Yes, I feel it is unfair that a household with only one meter has to pay excessive charges such as sewer charges based on their gallons used which include their lawn irrigation water. With your technology today you know what days I water and the additional gallons appropriated towards the irrigation. So, at least on an average basis this could be interpreted out. Who do I need to speak to about this. Thanks, Brent	1
Would like an update on the Lake Conroe Surfacewater Infrastructure lawsuit with Conroe and Magnolia. I hope they will be compelled to pay their fair share.	1
Woodlands water should consider seeking compensation from City of Conroe, City of Magnolia, Quadvest, and anyone else involved with the SJRA lawsuit that's resulted in an increase of fees for water in the Woodlands. We can't keep pumping the aquifer dry and arguing against pulling and treating surface water from Lake Conroe. The number of people who think the ground is some magical resource with unlimited water, oil and gas is just unbelievable. The resources run out and if we don't push for conservation now we're going to be in a community with green grass and no potable drinking water despite getting 50 inches of rain every year. Unbelievable how stupid people are in Texas.	1
Woodlands Water is not as effective as other utilities for communication out and communicating from customers	1
Where is Woodlands Water on LinkedIn and Instagram. Your X postings is inconsistent. Facebook is yesterdays' Social media. Time to move forward, modernize.	1
Website needs pictures of MUD directors beside their names for public to know who represents them. Drainage schedules of areas posted so public sees what current work is being done.	1
Website has been vastly improved - it still could use some improvement it is overall configuration.	1
We do not need to replace the main water lines at this time	1
water is way too expensive	1

Was overcharged \$600 my first year here. While my bill was corrected, I was refused a refund. Continually get charged with my neighbors consumption. They have a pool and sprinklers, I do not. Also, water suds up and smells strongly of chlorine. I do not trust the water or agency, so I now have to pay for drinking water.	1
The water was mostly tolerable to drink in 2011 (when we moved here), until the SJRA changed the water supply to basically ditch water. The water is slimy and causes gastrointestinal problems for me.	1
The water tastes horrible.	1
The water is too hard for our liking and we have had to invest in water filters and softeners over the twenty-five plus years we have been here. And there is still a sour taste in my mouth over the lack of transparency concerning the transition to surface water and its resulting financial burden on Woodlands residents as surrounding communities successfully litigated out of financial responsibility. I guess we can thank those who felt it their right to strong arm their position on everyone.	1
The questions here are around communications. I read the email updates, but not all of the time.	1
The quality of the WWA's employees is excellent. They are knowledgeable and customer oriented! The overall efficiency of the WWA is burdened by too many Directors who want to "make a difference" without knowing what they are doing nor having an understanding of how the water/sewer infrastructure was developed.	1
The quality of all of the communication channels is excellent!	1
The purest water and health-promoting infrastructure is of utmost and top priority.	1
The immediate issue is always leaks and pipe breaks but older storm drain systems are not being maintained or even considered a problem until flooding.	1
Stop over building and drying up our resources, which includes water.	1
Several U.S. cities, towns and counties announced they will stop fluoridating their water in the aftermath of a landmark federal court ruling that found water fluoridation at current levels poses an "unreasonable risk" of reduced IQ in children. See this article: https://childrenshealthdefense.org/defender/cities-pause-water-fluoridation-federal-ruling/?utm_source=luminate&utm_medium=email&utm_campaign=defender&utm_id=20241001	1
Ranking items was almost impossible with the sliding display. It moved way too fast. I would rather just type a number.	1
please stop the "updating" of the bill paying part of the website. far too many changes it looks like the programmers are playing with the website.	1

our water bills are too high, this talk of replacing infrastructure by no drought taxes bonds fees while we are still getting billed for the San Jacinto work is what this survey is all about. the fact that water bills are more than electric bills during the summer months because you bill me for wastewater that you do n't process for landscaping pool car wash. either lower your wastewater rates, eliminate them or come up with a more modern way to assess what actually goes down the sewer line. when i water my yard per the prescribed method on your web site (two nights per week 3 x 7 min cycle) my water bill doubles. are do i let my landscaping die along with the trees in my yard and tell the HOA to talk to take it with the MUD. what are you doing about better storm water retention to use during our regular droughts. it cannot be that what Mitchel did 50 years go for drainage is still the best for today's environment.	1
None	1
na	1
m	1
Love the weekly	1
Love love, love the newsletter email weekly	1
Lag in minutes from Board Meetings. Audio of the meetings can be poor at times.	1
It is not the job of any city or township to incorporate fluoride into the water systems. It is the job of every individual to do their own research and make decisions about fluoride with their own dentist/doctor and not be forced to drink water that includes it.	1
It is a disgrace to the Woodlands Water Agency to keep the sprinklers on (in common areas, parks) while it is raining or just after it had rained a lot in the past few days. Please install smart systems that can detect rain or can be monitored remotely. A ton of water is wasted daily by Woodlands Water Agency with broken sprinklers and over watering and we are being imposed watering schedules to save water. Also I want to know what happened to the Soft water that we used to get from our tap and now we get hard water.	1
Increase water use monitoring of commercial venues!	1
In general have experienced a very strong odor and an increase over the last year of chlorine smell in the water and the last few years a very reduced water pressure	1
I would like to see the Woodlands Water inspect and make sure that homes/business that have irrigation systems have a Back Flow Preventer hooked up properly, I see a lot of homes that have the Back Flow Preventer installed incorrectly, this would go a long way in ensuring the quality of our drinking water	1

I would like to see the cities of Conroe and Magnolia also convert at least part of their water supply to surface Lake Conroe water. Their leaders claim it's too expensive. Well, how expensive will it be if brackish water leaches into the Jasper aquifer because those two cities refuse to convert to surface water?	1
I would like the Woodlands Water to encourage and make it easier to install rainwater catchment systems. The barrels are too small and do not hold enough water for lawn or flower bed irrigation. I asked landscaping companies about installing rainwater catchment system for my lawn irrigation and every time was told it was not allowed by the township.	1
I still feel like I've got to make extra effort to find information, but it might be just my personal ability to get through the overload of all the things I need to follow to just deal with day to day tasks.	1
I have not had any problems. I worry that we will have a water shortage due to new development without expanding water sources first.	1
I don't use social media	1
I don't scroll through 5 different social media sites to find something you may or may not have posted up	1
I do not use social media for information	1
I do not use "social media", so please continue to update information on other channels such as your website, email, and NextDoor (the only social media I use).	1
I appreciated the somewhat recent change in bill payment, such that there is no fee assessed for payment with a credit card.	1
Haven't checked it lately so I don't know if it has changed, but the WaterSmart water usage page(s) weren't easy to use or understand, not intuitive.	1
Great Information	1
For the most part, I think the WWA is doing a great job. However, there seems to be a conflict of opinions/facts and now I'm confused as to what's true and what's not true. I'm hearing two conflicting stories from Water officials.	1
Fix the flooding along Little Bear Creek!	1
Fair amount of erosion on some storm drains - Flint Ridge at Chandler Creek anyway, also some drains stopped up w dry leaves. I contacted agency, they said it was county issue. I dropped it.	1
Excellent service thanks	1

Enjoy reading the weekly e-mailed newsletter! Love the recommendation on weekly watering in there.	1
Do they offer Auto Pay	1
Developers should fund the expansion of the water system to meet their needs.	1
Create a Woodlands Water App similar to the new one for The Woodlands Township.	1
Congratulations to the staff that writes Woodland Water good job	1
are all your social media channels necessary given the engagement? Can you save money on the marketing and put that money towards something more critical?	1

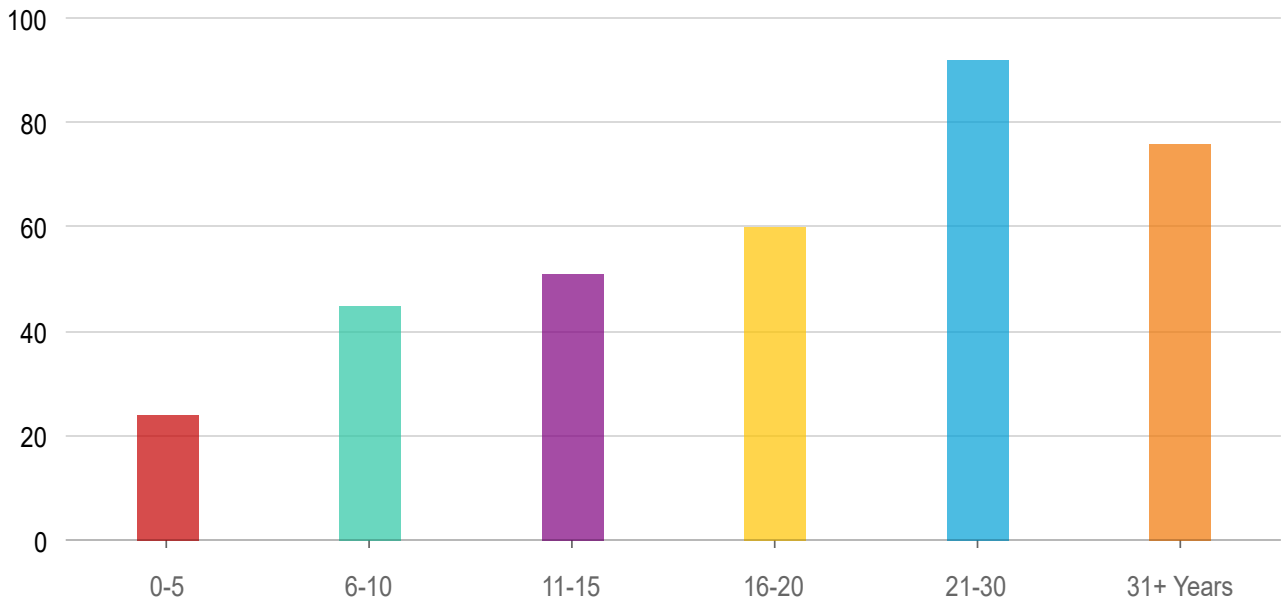
Answered: 68 Skipped: 298

Water Renewal The Woodlands Survey

Optional Questions

Optional Questions > Demographic Information

○ ○ Approximately how many years have you lived in The Woodlands:



Answers

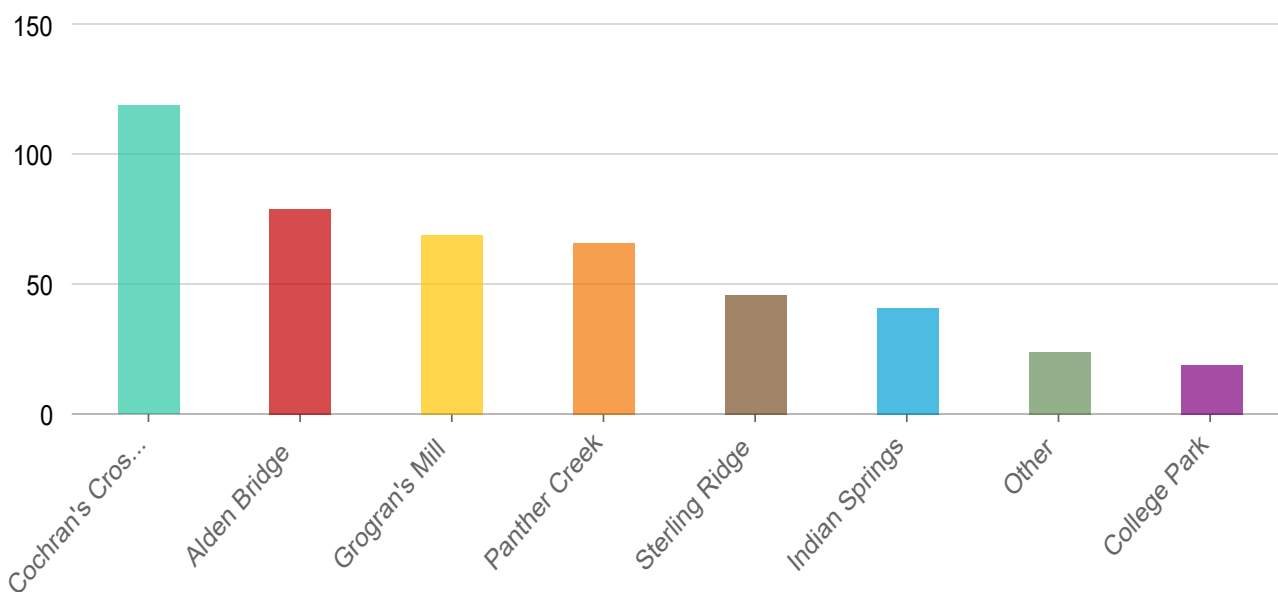
Count

Percentage

Answers	Count	Percentage
0-5	24	6.56%
6-10	45	12.3%
11-15	51	13.93%
16-20	60	16.39%
21-30	92	25.14%
31+ Years	76	20.77%

Answered: 348 Skipped: 18

○ ○ Village(s) Where You Have Resided:



Answers	Count	Percentage
---------	-------	------------

Answers	Count	Percentage
Cochran's Crossing	119	32.51%
Alden Bridge	79	21.58%
Grogran's Mill	69	18.85%
Panther Creek	66	18.03%
Sterling Ridge	46	12.57%
Indian Springs	41	11.2%
Other	24	6.56%
College Park	19	5.19%

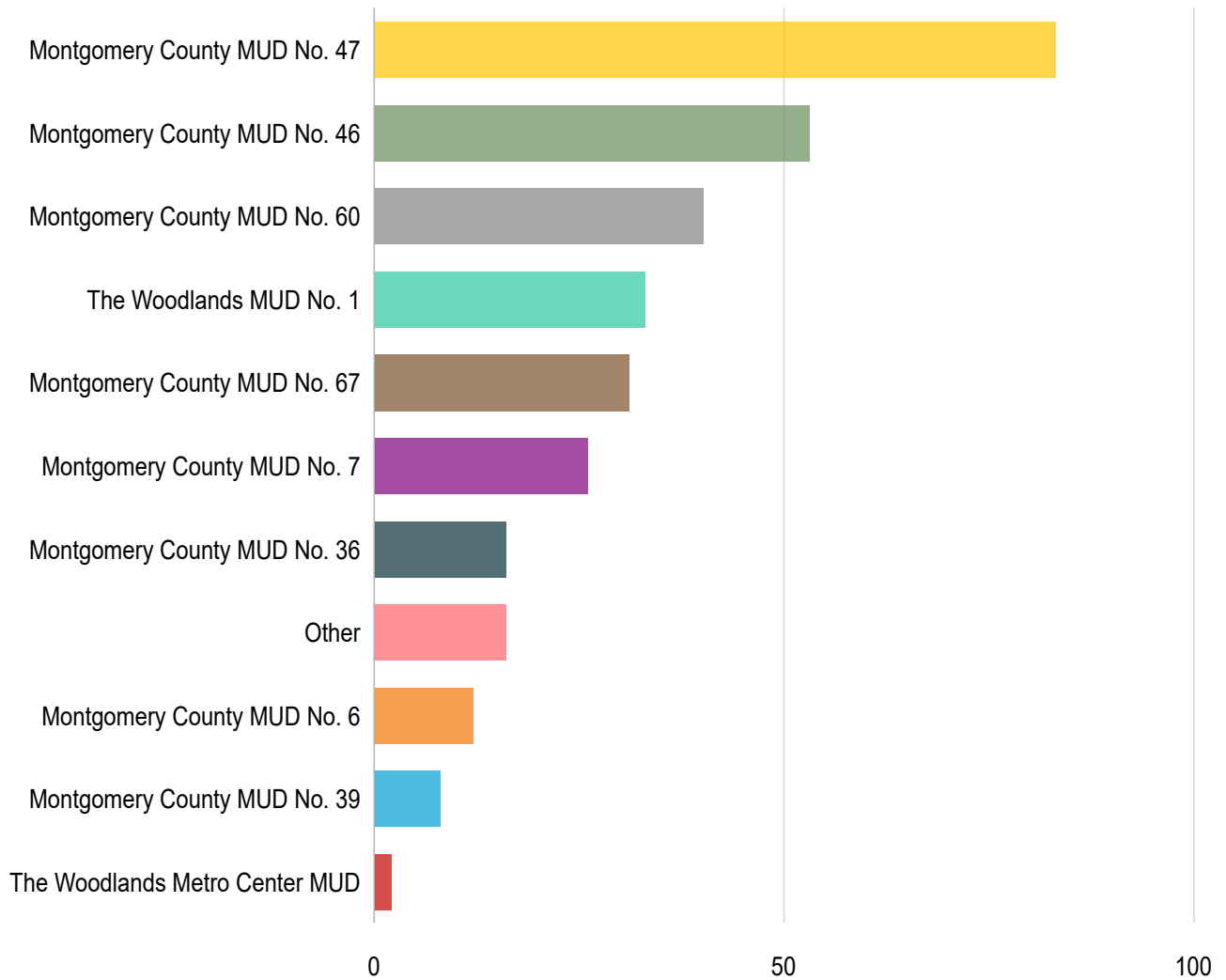
Answered: 364 Skipped: 2

Water Renewal The Woodlands Survey

Optional Questions

Optional Questions > Demographic Information

○ ○ What is your current MUD?



Answers

Count

Percentage

Montgomery County MUD No. 47	83	22.68%
Montgomery County MUD No. 46	53	14.48%

Montgomery County MUD No. 60	40	10.93%
The Woodlands MUD No. 1	33	9.02%
Montgomery County MUD No. 67	31	8.47%
Montgomery County MUD No. 7	26	7.1%
Montgomery County MUD No. 36	16	4.37%
Other	16	4.37%
Montgomery County MUD No. 6	12	3.28%
Montgomery County MUD No. 39	8	2.19%
The Woodlands Metro Center MUD	2	0.55%

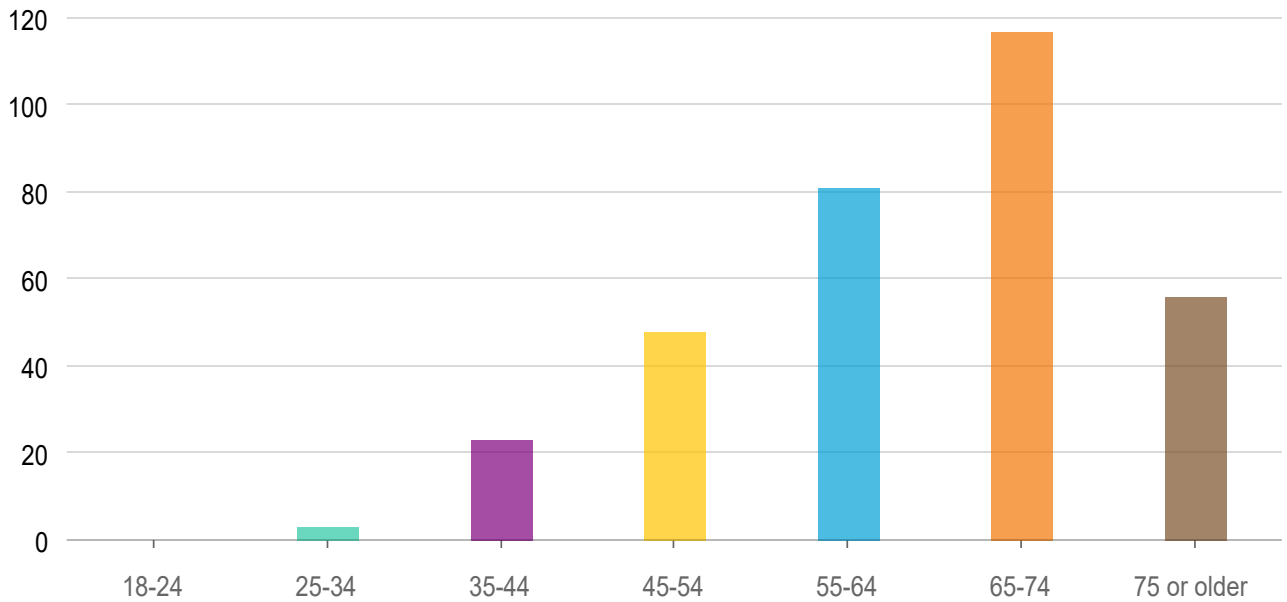
Answered: 320 Skipped: 46

Water Renewal The Woodlands Survey

Optional Questions

Optional Questions > Demographic Information

○ ○ What is your age?



Answers

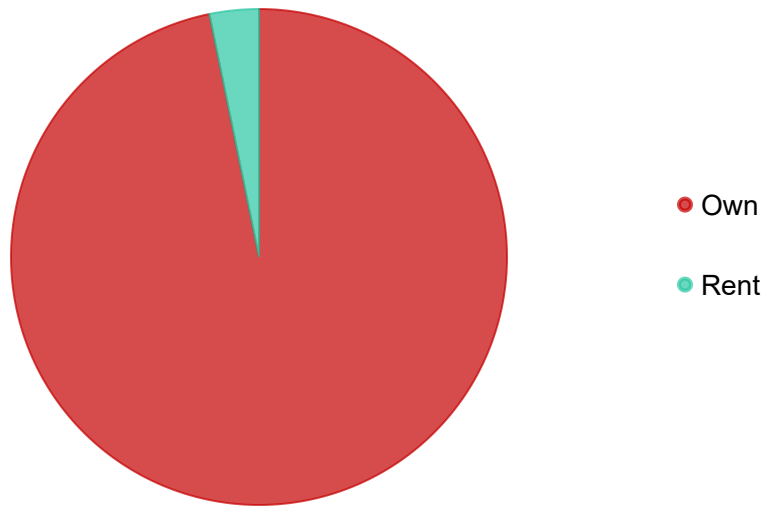
Count

Percentage

Answers	Count	Percentage
18-24	0	0%
25-34	3	0.82%
35-44	23	6.28%
45-54	48	13.11%
55-64	81	22.13%
65-74	117	31.97%
75 or older	56	15.3%

Answered: 328 Skipped: 38

○ ○ Do you rent or own your primary residence?



Answers	Count	Percentage
---------	-------	------------

Own	332	90.71%
Rent	11	3.01%

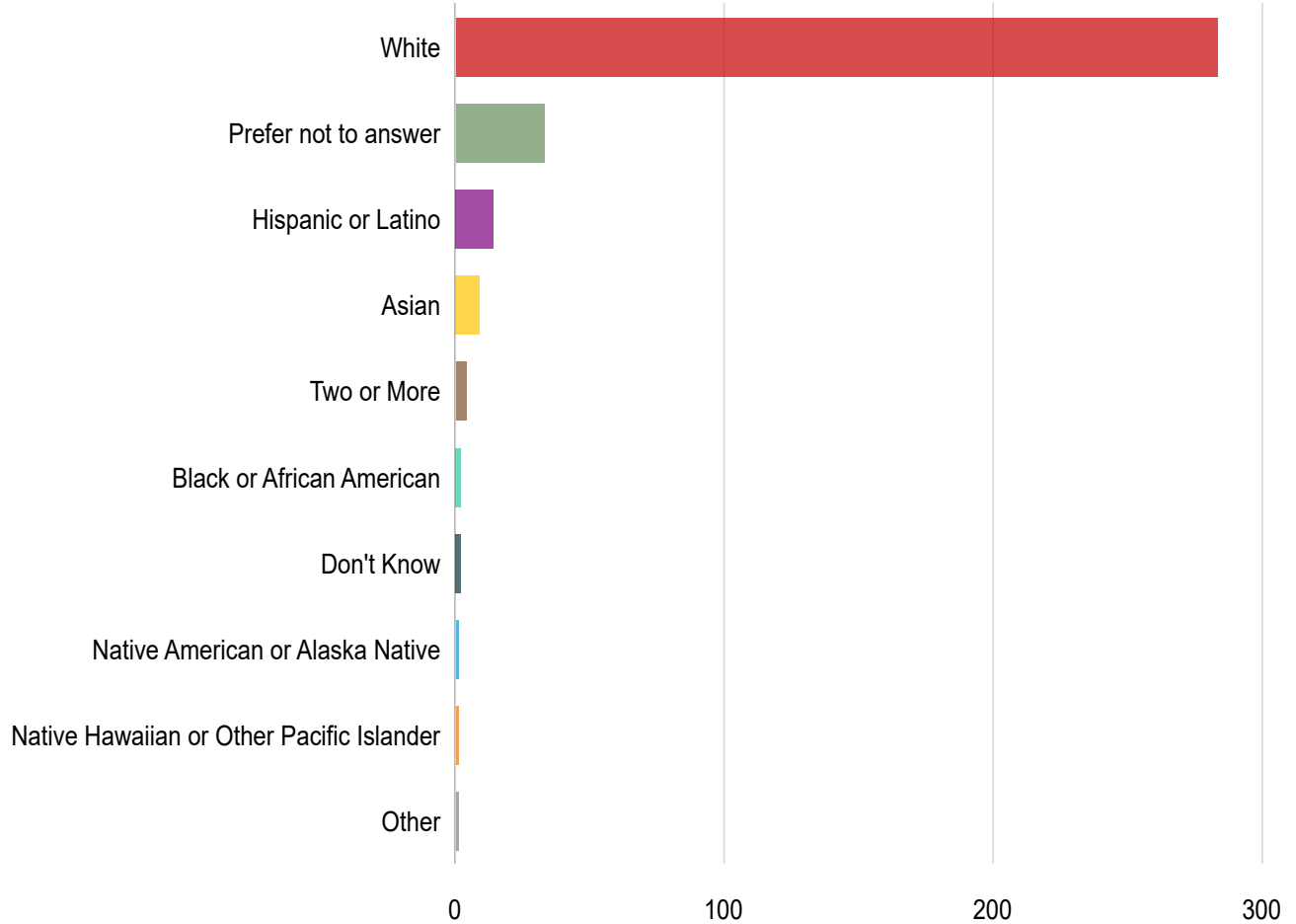
Answered: 343 Skipped: 23

Water Renewal The Woodlands Survey

Optional Questions

Optional Questions > Demographic Information

○ ○ Which of the following best describes your race/ethnicity?



Answers

Count

Percentage

White	283	77.32%
Prefer not to answer	33	9.02%
Hispanic or Latino	14	3.83%

Asian	9	2.46%
Two or More Races	4	1.09%
Black or African American	2	0.55%
Don't Know	2	0.55%
Native American or Alaska Native	1	0.27%
Native Hawaiian or Other Pacific Islander	1	0.27%
Other	1	0.27%

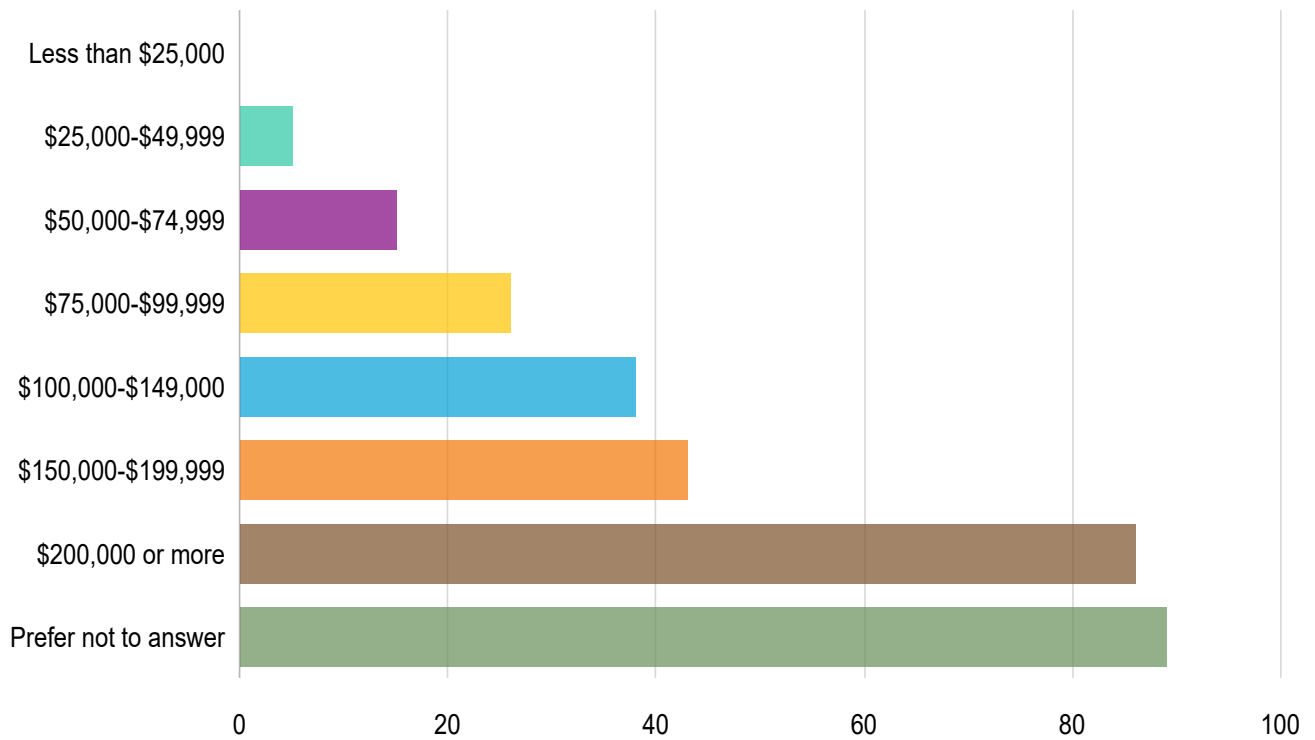
Answered: 343 Skipped: 23

Water Renewal The Woodlands Survey

Optional Questions

Optional Questions > Demographic Information

What is your annual household income?



Answers

Count

Percentage

Less than \$25,000	0	0%
\$25,000-\$49,999	5	1.37%
\$50,000-\$74,999	15	4.1%
\$75,000-\$99,999	26	7.1%
\$100,000-\$149,000	38	10.38%
\$150,000-\$199,999	43	11.75%

\$200,000 or more	86	23.5%
Prefer not to answer	89	24.32%

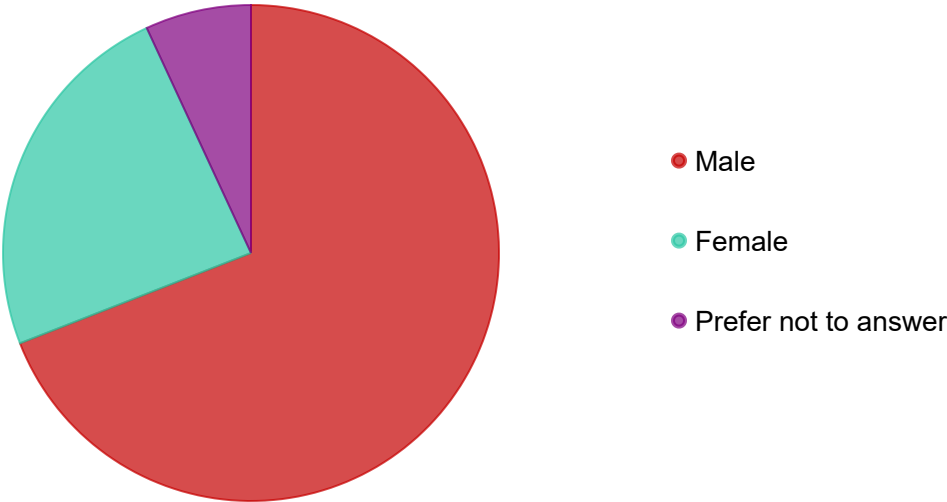
Answered: 302 Skipped: 64

Water Renewal The Woodlands Survey

Optional Questions

Optional Questions > Demographic Information

○ ○ What is your gender?



Answers	Count	Percentage
Male	230	62.84%
Female	80	21.86%
Prefer not to answer	23	6.28%

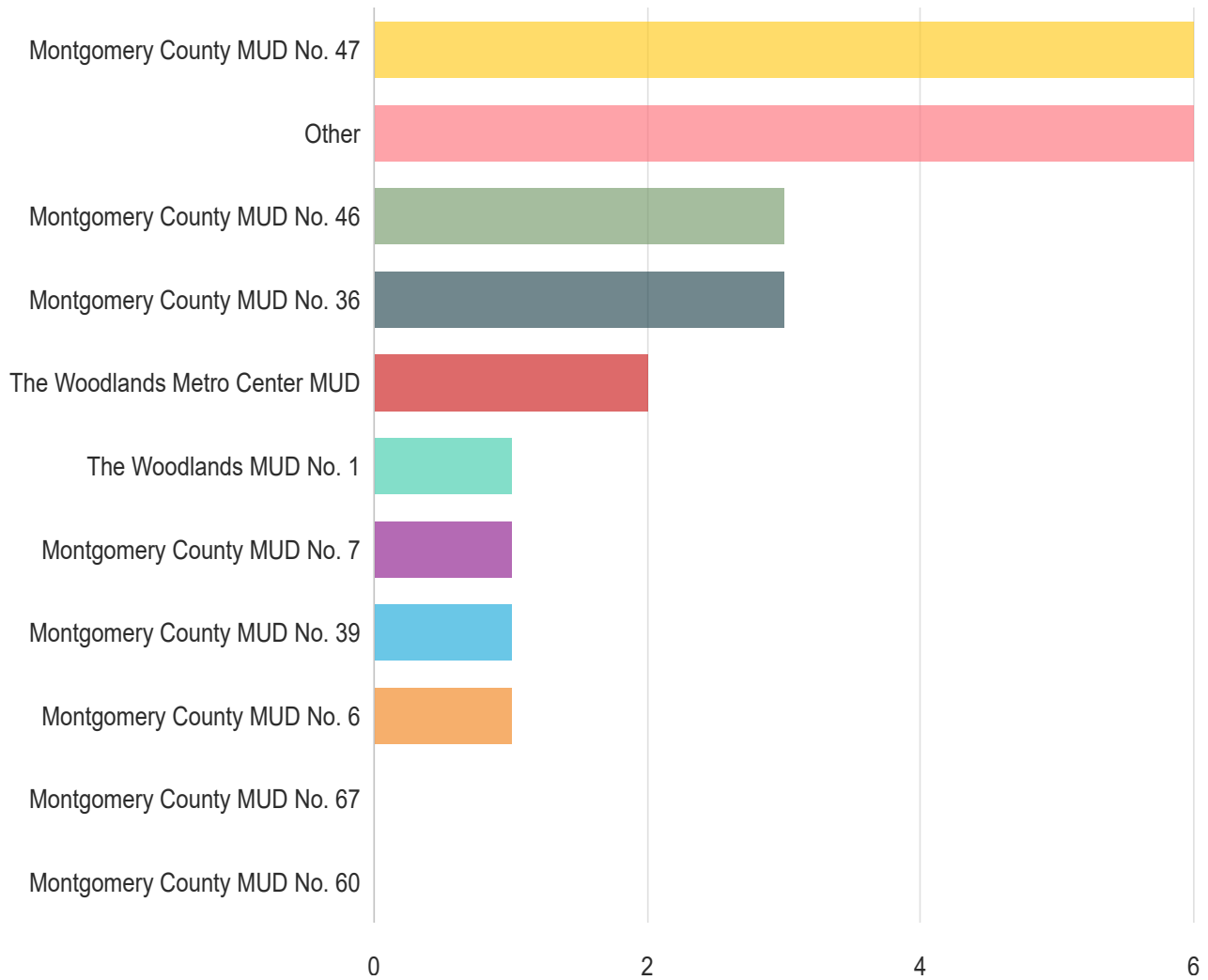
Answered: 333 Skipped: 33

Water Renewal The Woodlands Survey

Optional Questions

Optional Questions > Demographic Information

○ ○ If you own a business in The Woodlands, in which MUD is your busine...



Answers

Count

Percentage

Montgomery County MUD No. 47	6	1.64%
Other	6	1.64%

Montgomery County MUD No. 46	3	0.82%
Montgomery County MUD No. 36	3	0.82%
The Woodlands Metro Center MUD	2	0.55%
The Woodlands MUD No. 1	1	0.27%
Montgomery County MUD No. 7	1	0.27%
Montgomery County MUD No. 39	1	0.27%
Montgomery County MUD No. 6	1	0.27%
Montgomery County MUD No. 67	0	0%
Montgomery County MUD No. 60	0	0%

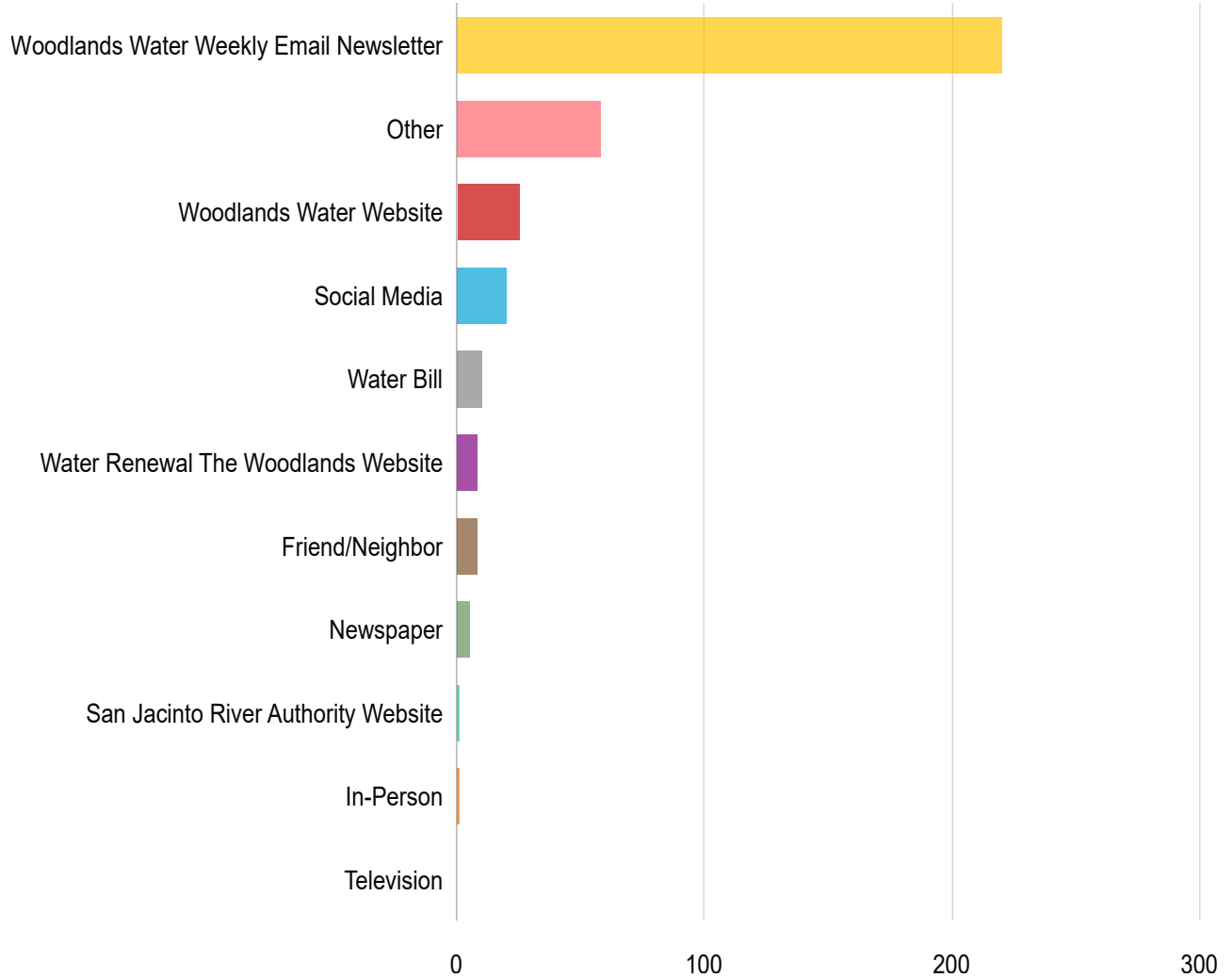
Answered: 24 Skipped: 342

Water Renewal The Woodlands Survey

Optional Questions

Optional Questions > Demographic Information

Where did you first hear about this survey?



Answers

Count

Percentage

Woodlands Water Weekly Email Newsletter

220

60.11%

Other

58

15.85%

Woodlands Water Website	25	6.83%
Social Media	20	5.46%
Water Bill	10	2.73%
Water Renewal The Woodlands Website	8	2.19%
Friend/Neighbor	8	2.19%
Newspaper	5	1.37%
San Jacinto River Authority Website	1	0.27%
In-Person Presentation	1	0.27%
Television	0	0%

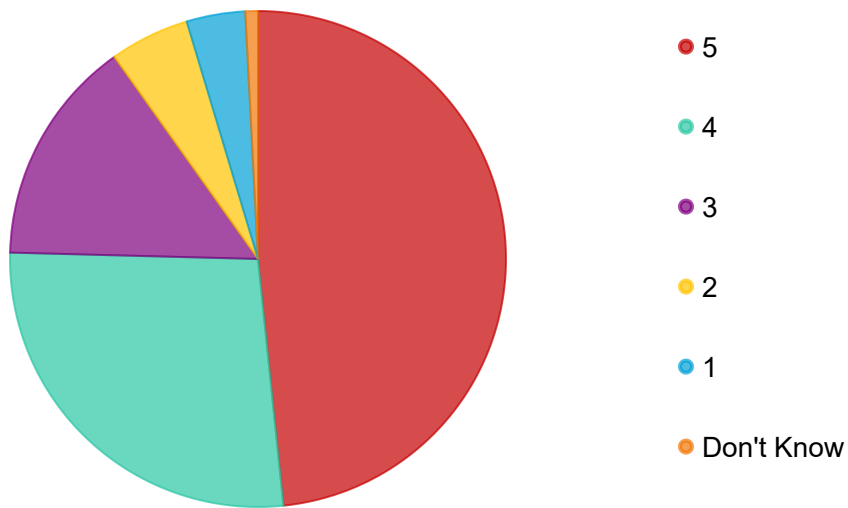
Answered: 356 Skipped: 10

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following items:

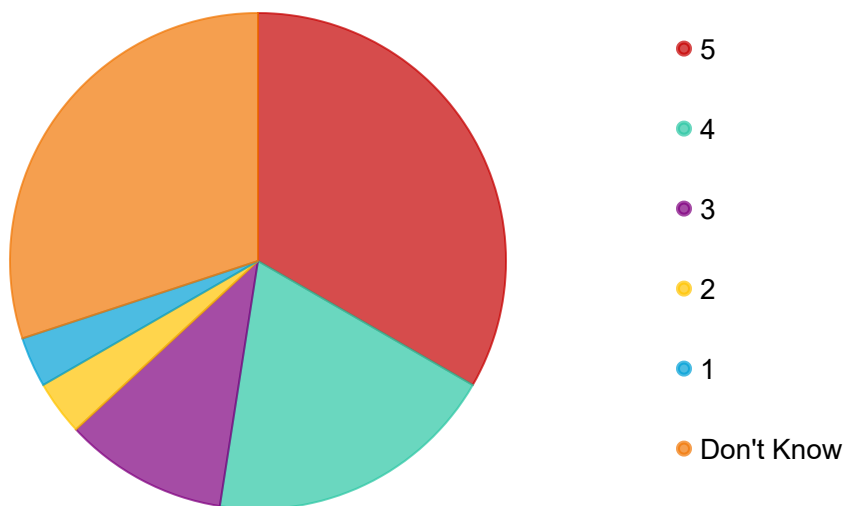
○ ○ Smell of tap water *



Answers	Count	Percentage
5	177	48.36%
4	99	27.05%
3	54	14.75%
2	19	5.19%
1	14	3.83%
Don't Know	3	0.82%

Answered: 366 Skipped: 0

○ ○ Odor of wastewater treatment *



Answers	Count	Percentage
5	122	33.33%
4	70	19.13%
3	39	10.66%
2	13	3.55%
1	12	3.28%
Don't Know	110	30.05%

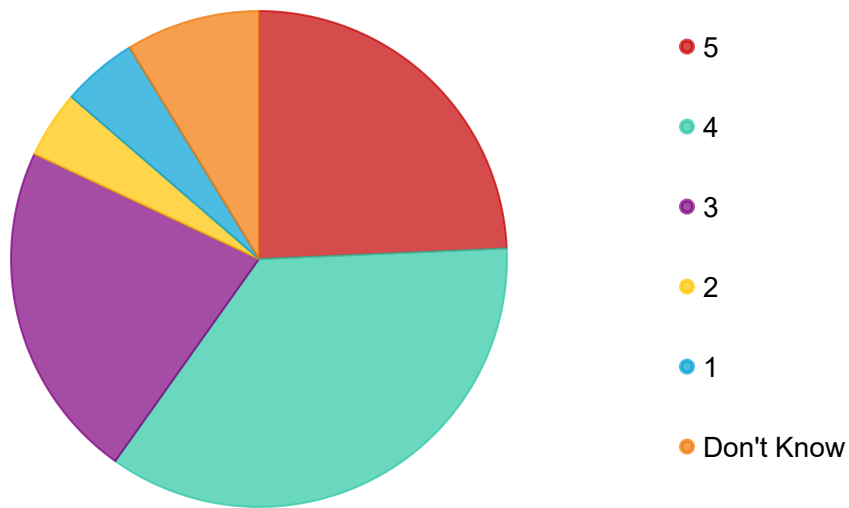
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following items:

○ ○ Condition of storm drains *

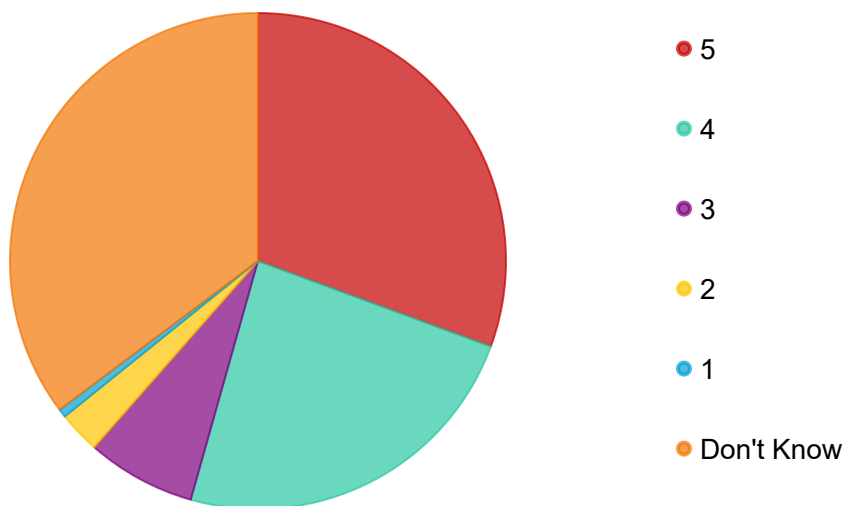


Answers	Count	Percentage
---------	-------	------------

5	89	24.32%
4	130	35.52%
3	81	22.13%
2	16	4.37%
1	18	4.92%
Don't Know	32	8.74%

Answered: 366 Skipped: 0

○ ○ Timeliness of water/sewer line break repairs *



Answers **Count** **Percentage**

5	112	30.6%
4	87	23.77%
3	26	7.1%
2	10	2.73%
1	2	0.55%
Don't Know	129	35.25%

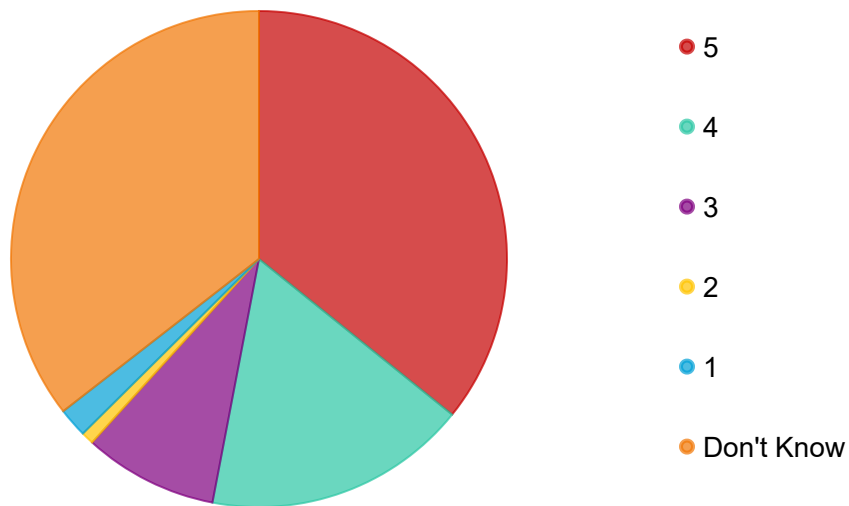
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following items:

○ ○ Frequency of water/sewer line breaks *



Answers	Count	Percentage
---------	-------	------------

5	131	35.79%
---	-----	--------

4	63	17.21%
---	----	--------

3	32	8.74%
---	----	-------

2	3	0.82%
---	---	-------

1	7	1.91%
---	---	-------

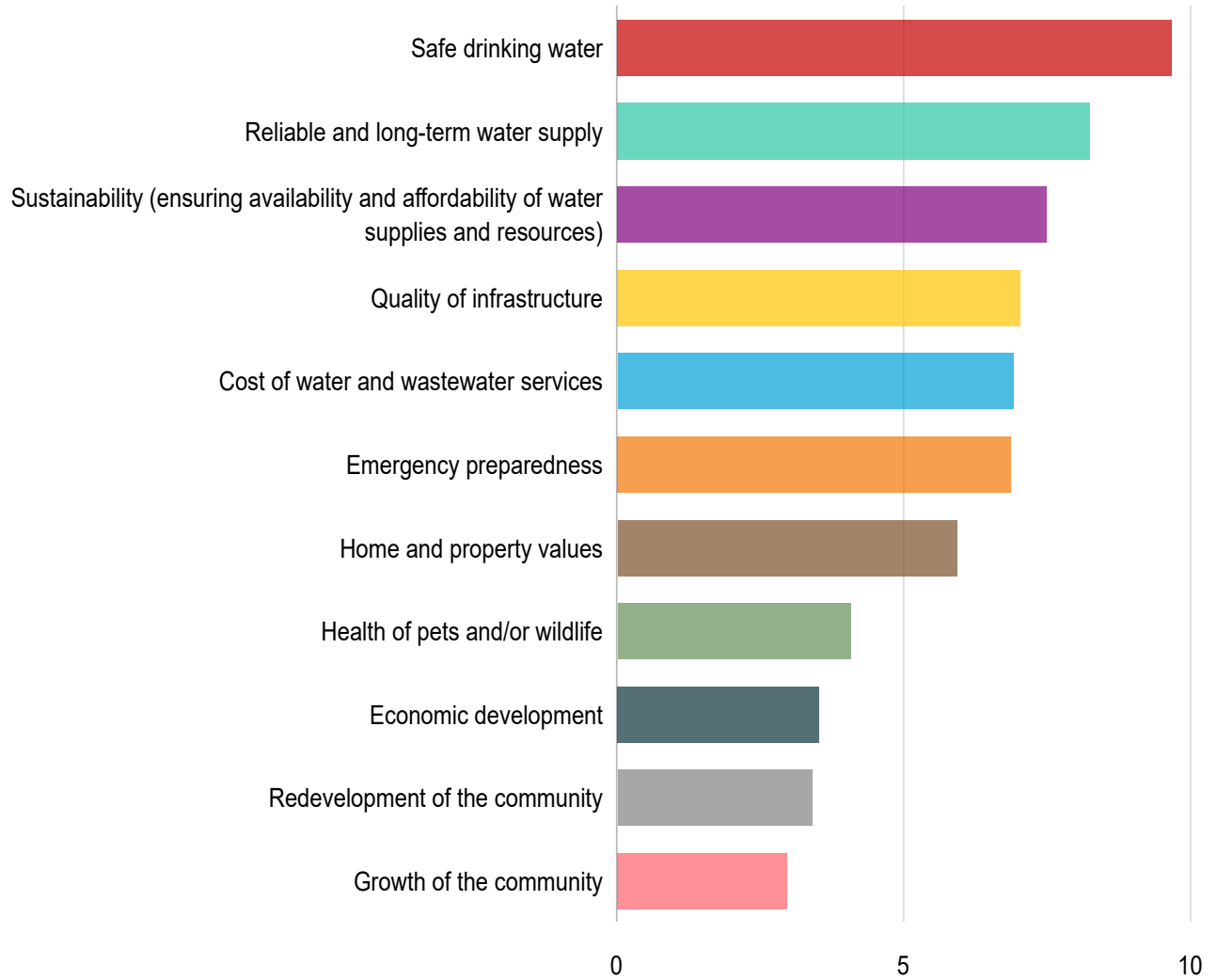
Don't Know	130	35.52%
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Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

○ How important do you believe each factor is to the quality of life in The... *



Answered: 366 Skipped: 0

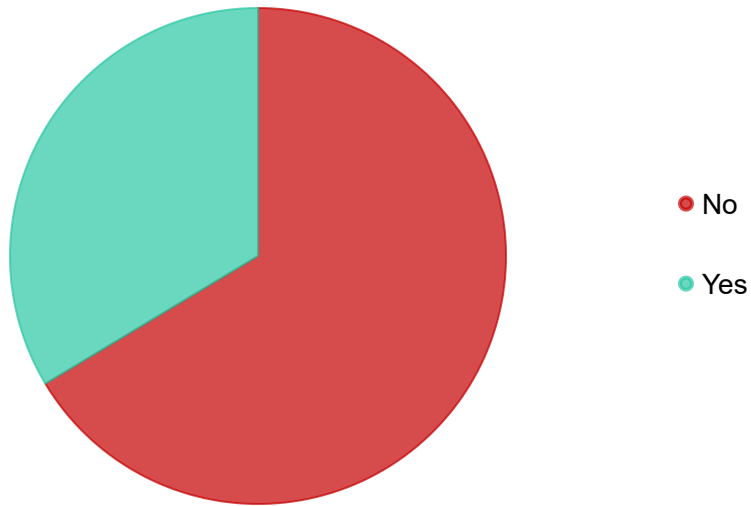
Water Renewal The Woodlands Survey

Rank	Answers	1	2	3	4	5	6	7	Average score
1	Safe drinking water	54.64% 200	14.48% 53	11.2% 41	6.56% 24	4.1% 15	3.01% 11	1.91% 7	9.66
2	Reliable and long-term water supply	12.3% 45	26.23% 96	17.49% 64	11.2% 41	12.02% 44	10.11% 37	2.46% 9	8.23
3	Sustainability (ensuring availability and affordability of water supplies and resources)	7.92% 29	14.21% 52	19.4% 71	16.39% 60	13.66% 50	8.2% 30	6.56% 24	7.49
4	Quality of infrastructure	3.83% 14	9.02% 33	15.03% 55	16.94% 62	17.49% 64	13.66% 50	10.66% 39	7.02
5	Cost of water and wastewater services	6.28% 23	13.39% 49	9.84% 36	13.11% 48	13.93% 51	14.21% 52	11.48% 42	6.90
6	Emergency preparedness	2.73% 10	9.56% 35	15.03% 55	15.57% 57	14.48% 53	16.39% 60	10.93% 40	6.86
7	Home and property values	9.02% 33	6.56% 24	4.92% 18	6.83% 25	9.29% 34	13.66% 50	15.57% 57	5.92
8	Health of pets and/or wildlife	0.82% 3	3.28% 12	3.01% 11	4.1% 15	4.64% 17	7.92% 29	17.21% 63	4.06
9	Economic development	1.37% 5	0.82% 3	1.91% 7	3.55% 13	4.1% 15	5.46% 20	6.01% 22	3.52
10	Redevelopment of the community	0.82% 3	1.37% 5	1.37% 5	3.55% 13	2.73% 10	3.55% 13	9.29% 34	3.39
11	Growth of the community	0.27% 1	1.09% 4	0.82% 3	2.19% 8	3.55% 13	3.83% 14	7.92% 29	2.95

Water Renewal The Woodlands Survey

Survey Questions

○ Have you contacted Woodlands Water with a question, problem, complai... *



Answers	Count	Percentage
---------	-------	------------

No	243	66.39%
----	-----	--------

Yes	123	33.61%
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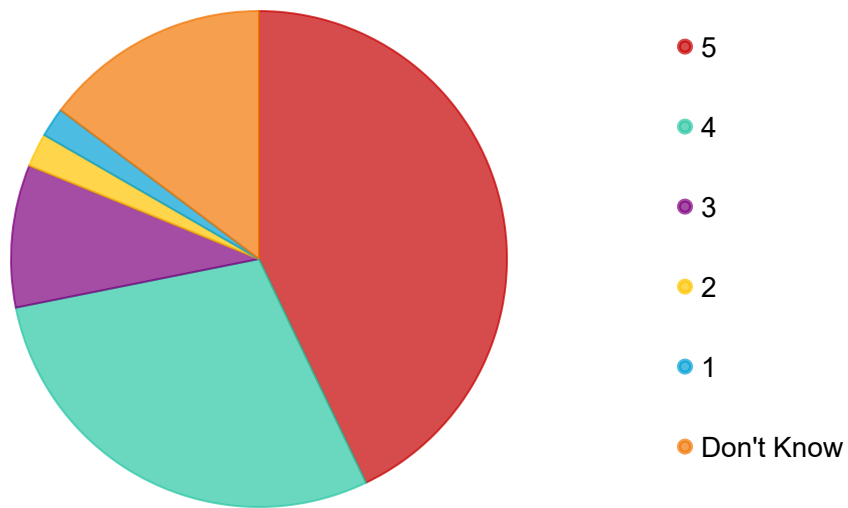
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following items:

○ ○ Overall maintenance of water and wastewater infrastructure *



Answers	Count	Percentage
---------	-------	------------

5	157	42.9%
4	106	28.96%
3	34	9.29%
2	8	2.19%
1	7	1.91%
Don't Know	54	14.75%

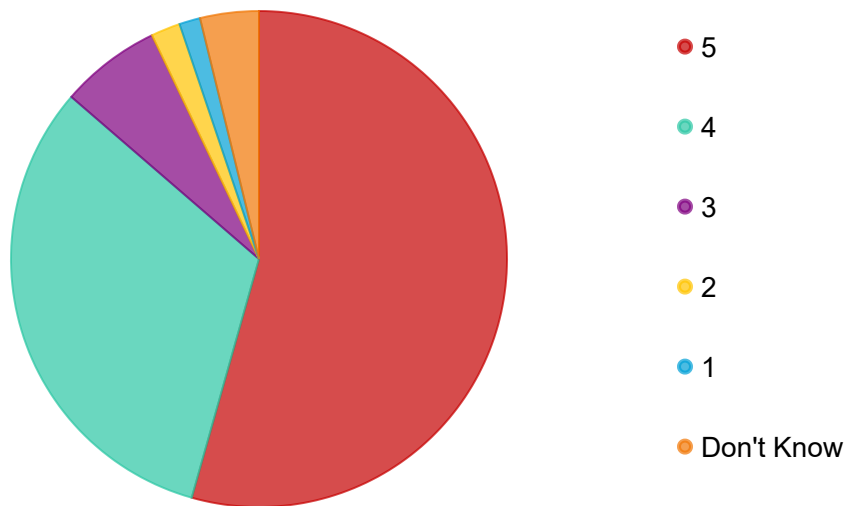
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following items:

○ ○ Overall quality of water and wastewater services *



Answers	Count	Percentage
5	199	54.37%
4	117	31.97%
3	24	6.56%
2	7	1.91%
1	5	1.37%
Don't Know	14	3.83%

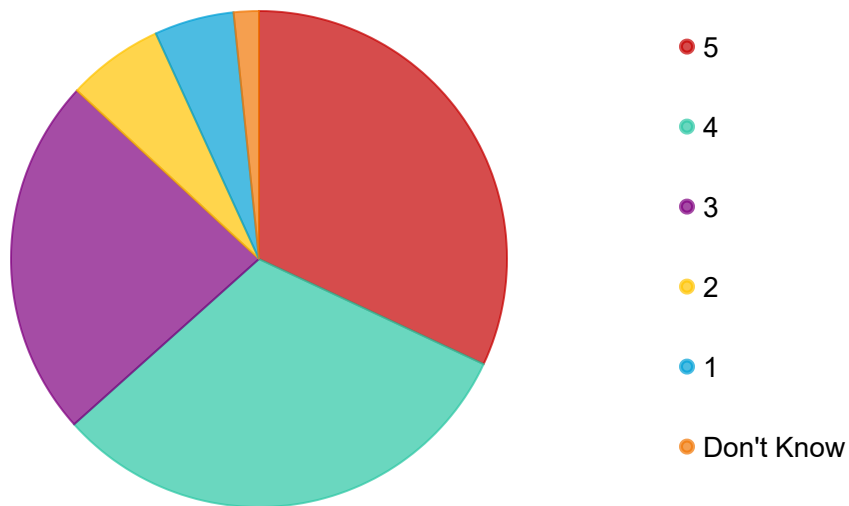
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following items:

○ ○ Overall value you receive for the money you pay for your water and... *



Answers	Count	Percentage
---------	-------	------------

5	117	31.97%
4	115	31.42%
3	86	23.5%
2	23	6.28%
1	19	5.19%
Don't Know	6	1.64%

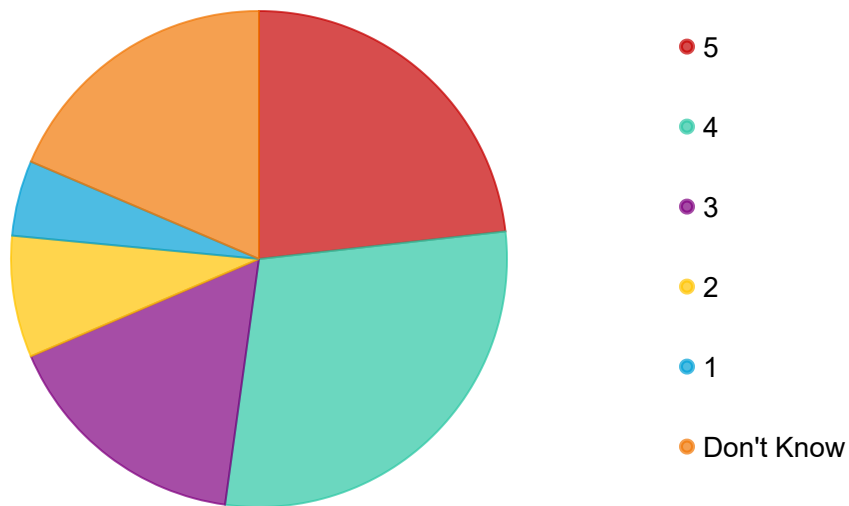
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following items:

○ ○ How well The Woodlands is approaching maintenance of water and... *



Answers	Count	Percentage
---------	-------	------------

5	85	23.22%
---	----	--------

4	106	28.96%
---	-----	--------

3	60	16.39%
---	----	--------

2	29	7.92%
---	----	-------

1	18	4.92%
---	----	-------

Don't Know	68	18.58%
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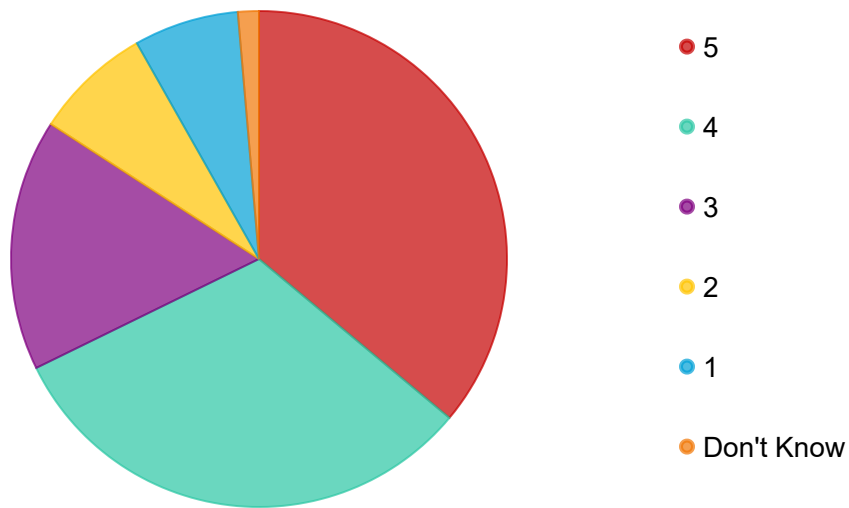
Answered: 366 Skipped: 0

Water Renewal The Woodlands Survey

Survey Questions

Survey Questions > Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the following items:

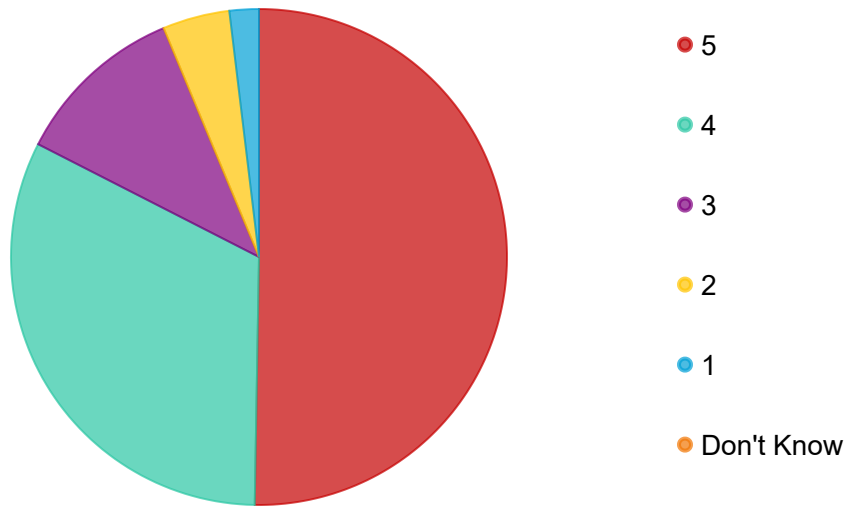
○ ○ Taste of tap water *



Answers	Count	Percentage
5	132	36.07%
4	116	31.69%
3	60	16.39%
2	28	7.65%
1	25	6.83%
Don't Know	5	1.37%

Answered: 366 Skipped: 0

Water pressure *



Answers **Count** **Percentage**

5	184	50.27%
4	118	32.24%
3	41	11.2%
2	16	4.37%
1	7	1.91%
Don't Know	0	0%

Answered: 366 Skipped: 0

The final question of the survey, " If you are willing to participate in future public engagement opportunities with With Woodlands Water, please provide your contact information," contains customer names and email addresses, which have been omitted for privacy reasons.

This question garnered 366 responses, with 0 skipped.