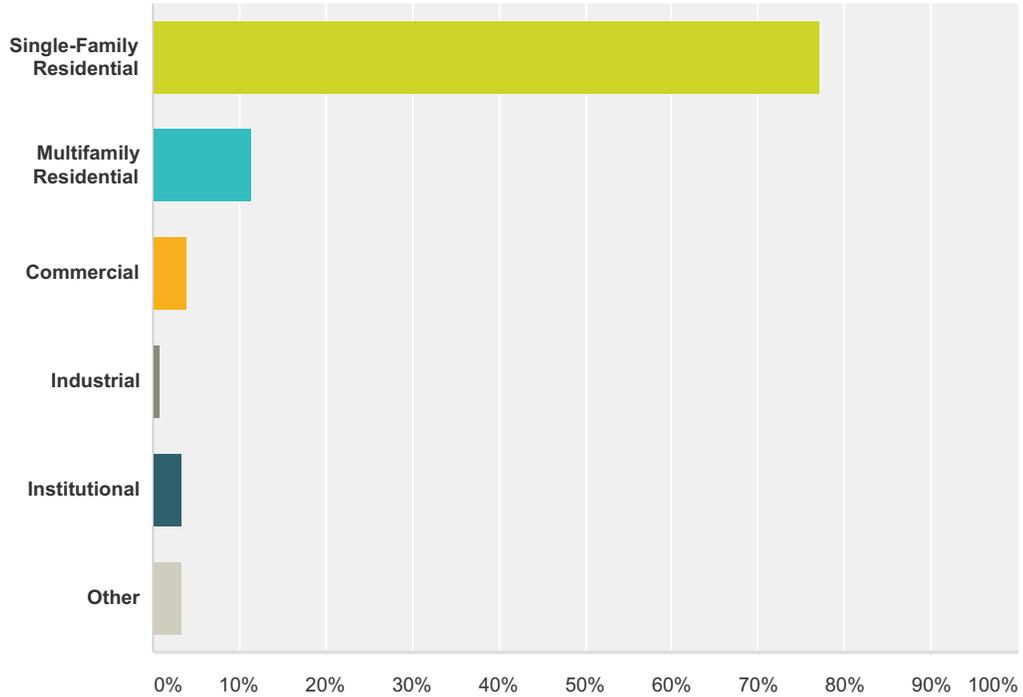


City of Boulder Utility Rates Survey

**Q1 Which customer category best describes you? If you have multiple types of accounts, such as one for business and one for your home, please fill out a separate survey for each.**

Answered: 123 Skipped: 0

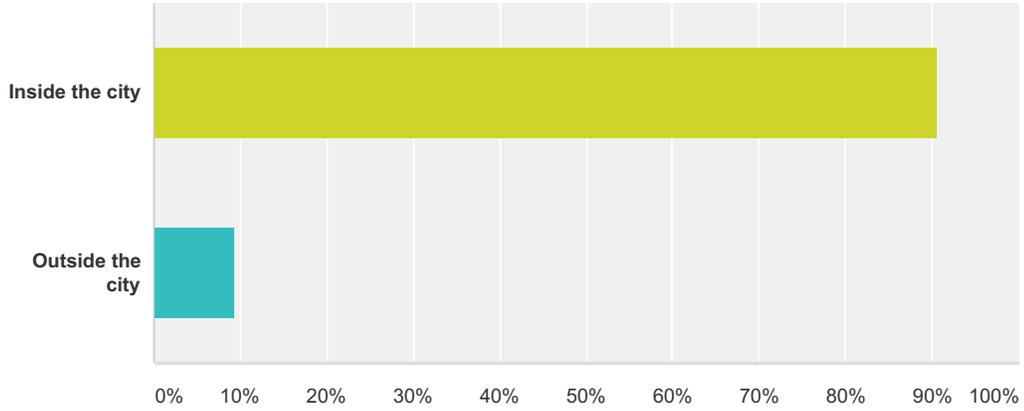


Answer Choices	Responses
Single-Family Residential	77.24% 95
Multifamily Residential	11.38% 14
Commercial	4.07% 5
Industrial	0.81% 1
Institutional	3.25% 4
Other	3.25% 4
<b>Total</b>	<b>123</b>

#	Other (please specify)	Date
1	Church	5/21/2015 2:02 PM
2	Church	4/29/2015 7:32 PM
3	75th St. WWTF	4/22/2015 2:34 PM

**Q2 Is your account for a property inside the City of Boulder or outside the City of Boulder?**

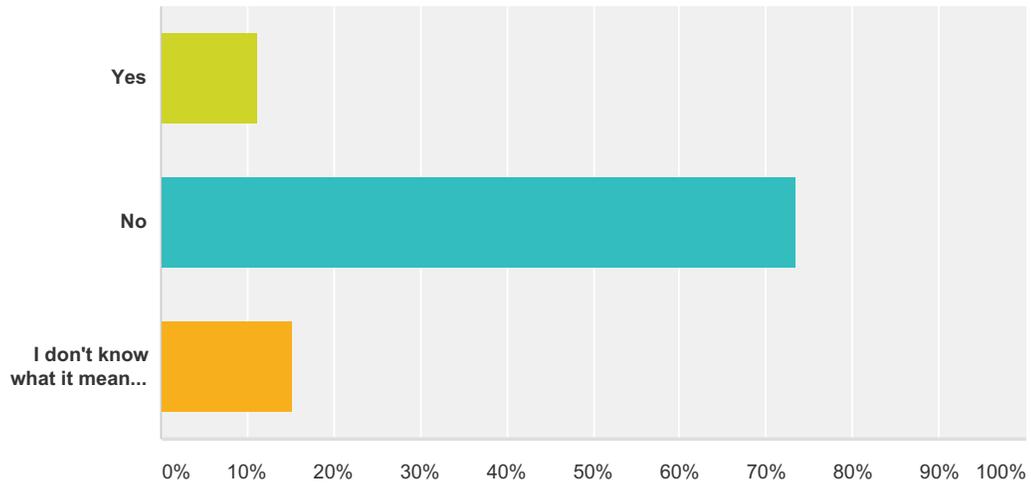
Answered: 74 Skipped: 49



Answer Choices	Responses
Inside the city	90.54% 67
Outside the city	9.46% 7
<b>Total</b>	<b>74</b>

### Q3 Have you ever requested an adjustment to your water budget? (Single Family)

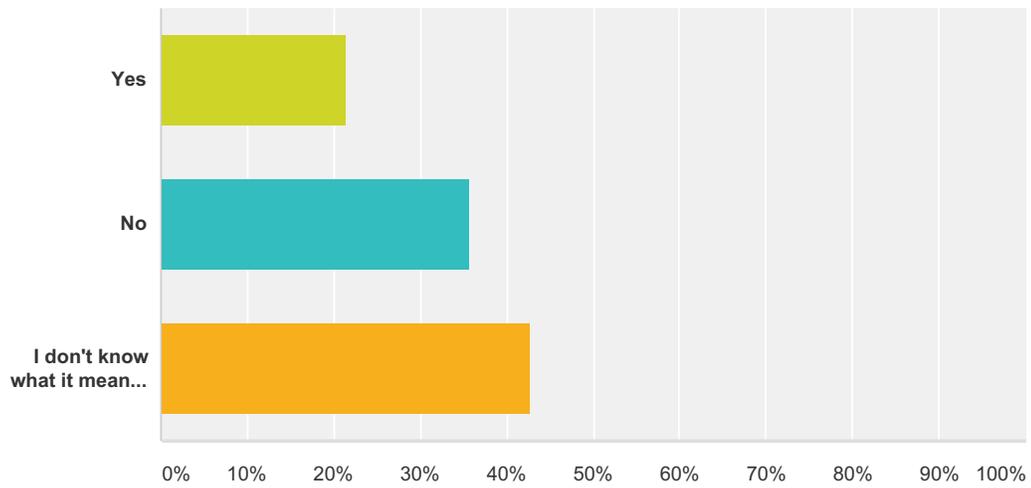
Answered: 98 Skipped: 25



Answer Choices	Responses	
Yes	11.22%	11
No	73.47%	72
I don't know what it means to request an adjustment	15.31%	15
<b>Total</b>		<b>98</b>

### Q4 Have you ever requested an adjustment to your water budget? (Multifamily)

Answered: 14 Skipped: 109

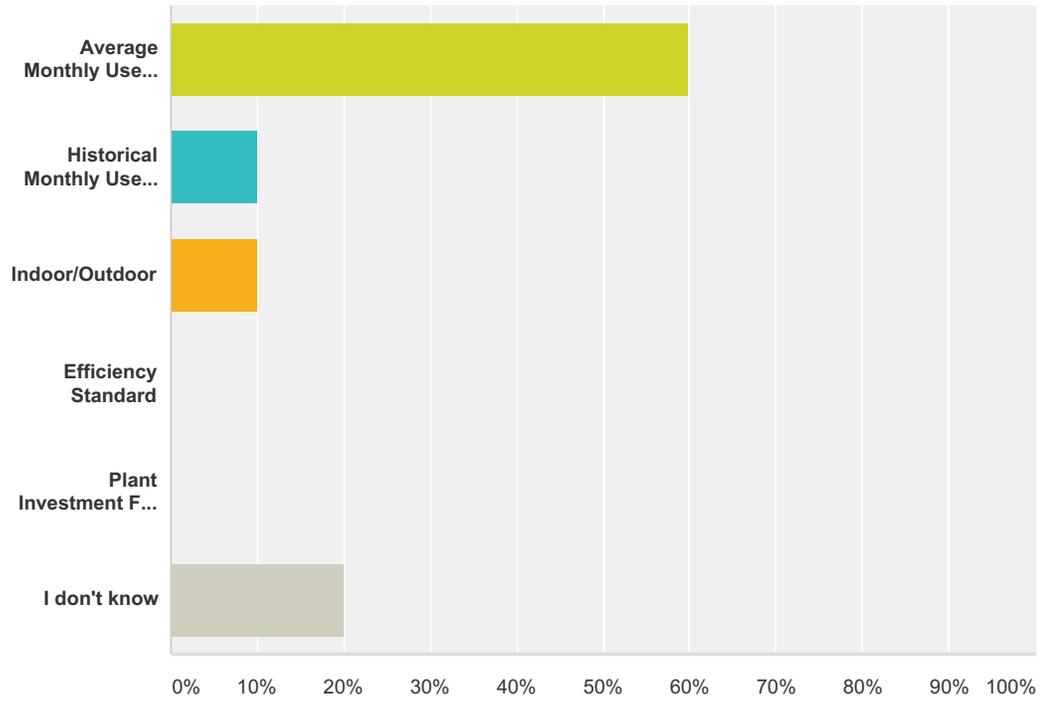


Answer Choices	Responses
Yes	21.43% 3
No	35.71% 5
I don't know what it means to request an adjustment	42.86% 6
<b>Total</b>	<b>14</b>

City of Boulder Utility Rates Survey

**Q5 What type of water budget do you have? (Commercial, Industrial, Institutional)**

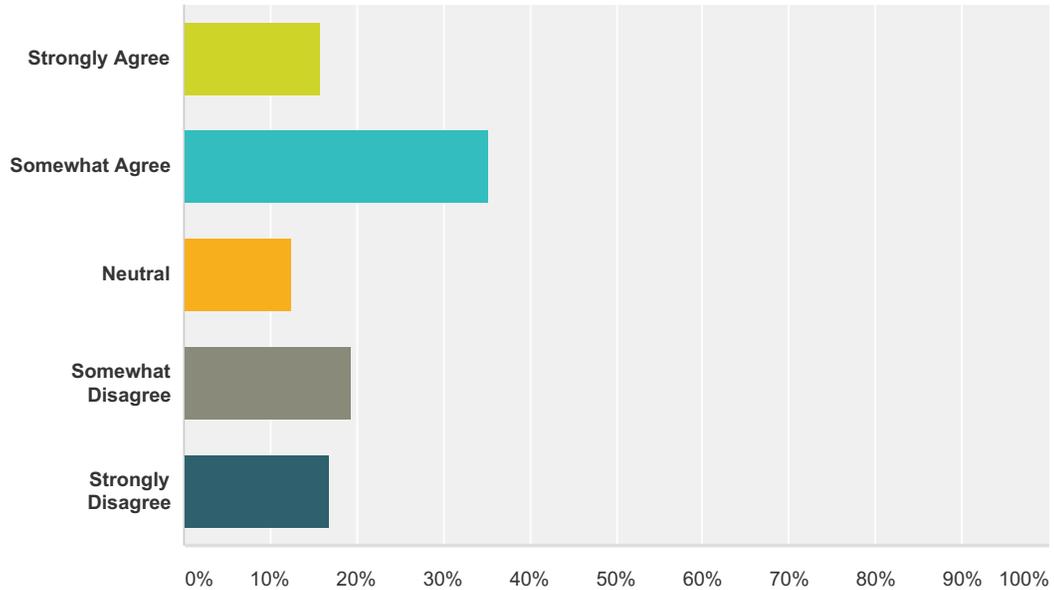
Answered: 10 Skipped: 113



Answer Choices	Responses
Average Monthly Use (AMU)	60.00% 6
Historical Monthly Use (HMU)	10.00% 1
Indoor/Outdoor	10.00% 1
Efficiency Standard	0.00% 0
Plant Investment Fee (PIF)	0.00% 0
I don't know	20.00% 2
<b>Total</b>	<b>10</b>

**Q6 Please indicate your level of agreement with the following statement: "I understand how my utility bill is calculated."**

Answered: 119 Skipped: 4



Answer Choices	Responses
Strongly Agree	15.97% 19
Somewhat Agree	35.29% 42
Neutral	12.61% 15
Somewhat Disagree	19.33% 23
Strongly Disagree	16.81% 20
<b>Total</b>	<b>119</b>

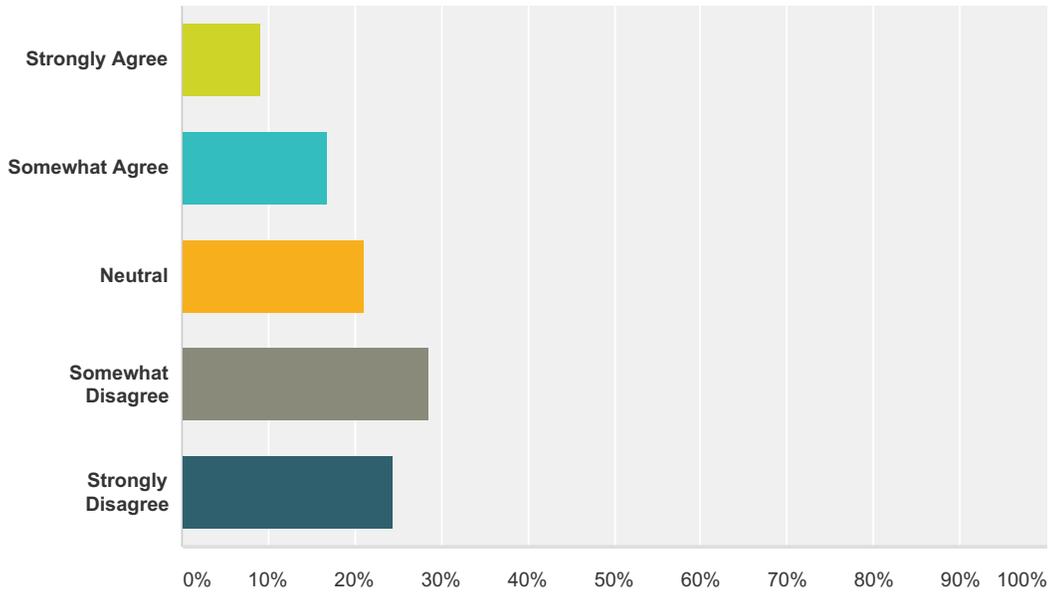
#	Please provide additional detail if desired.	Date
1	I have called in once or twice to clarify, correct billing.	5/24/2015 10:47 AM
2	Some unknown group decides what we should pay and we don't have any other options	5/21/2015 2:36 PM
3	Have concerns with stormwater rates	5/21/2015 2:03 PM
4	I understand it, but don't like the high fixed costs.	5/12/2015 12:45 PM
5	I have found errors and/or omissions on statements that are not in our favor and have had to request adjustments. Strong oversight on billing departments end.	5/1/2015 1:35 PM
6	don't like the way it is calculated	5/1/2015 11:43 AM
7	i understand there are rate categories, the more you go OVER your previous budget, the more you pay.	4/29/2015 5:30 PM
8	I am unsure why the wastewater fees have risen so much since last year.	4/28/2015 4:47 PM
9	The budget is way more than I ever use. Then do I pay more if I go over?	4/26/2015 3:21 PM

## City of Boulder Utility Rates Survey

10	Budget with no roll over from previous month is unfair	4/26/2015 11:21 AM
11	No clue how rates are calculated or when they are calculated (once per year?, etc.)	4/24/2015 10:23 AM
12	landlord issues bill to each tenant, everyone saying it is much higher than usual the past year	4/23/2015 10:21 AM
13	I know my water bill went up recently by about \$10. However, I don't know what has improved with this extra cost? Seems to me like the City is mismanaging the water and wastewater utilities and the extra costs are not necessary. Seems like the bill allows for city corruption and mismanagement without the customer being able to prove.	4/22/2015 9:57 PM
14	We don't understand how the charge keeps going up.	4/22/2015 1:59 PM
15	While I understand my utility bill what is unclear is how the following are calculated: Water Svc Charge \$9.67; Wastewater Svc Charge \$1.43; Wastewater \$11.52; Stormwater/Flood Mgmt \$13.46.	4/22/2015 10:19 AM
16	Mostly understand, but could not calculate bill on my own.	4/22/2015 8:56 AM
17	my bill keeps going up though my water consumption has always been minimal	4/21/2015 5:00 PM
18	The increases this year are staggering.	4/21/2015 3:23 PM

**Q7 Please indicate your level of agreement with the following statement: "Overall, I feel the utility rates are fairly charged to customers."**

Answered: 119 Skipped: 4



Answer Choices	Responses	
Strongly Agree	9.24%	11
Somewhat Agree	16.81%	20
Neutral	21.01%	25
Somewhat Disagree	28.57%	34
Strongly Disagree	24.37%	29
<b>Total</b>		<b>119</b>

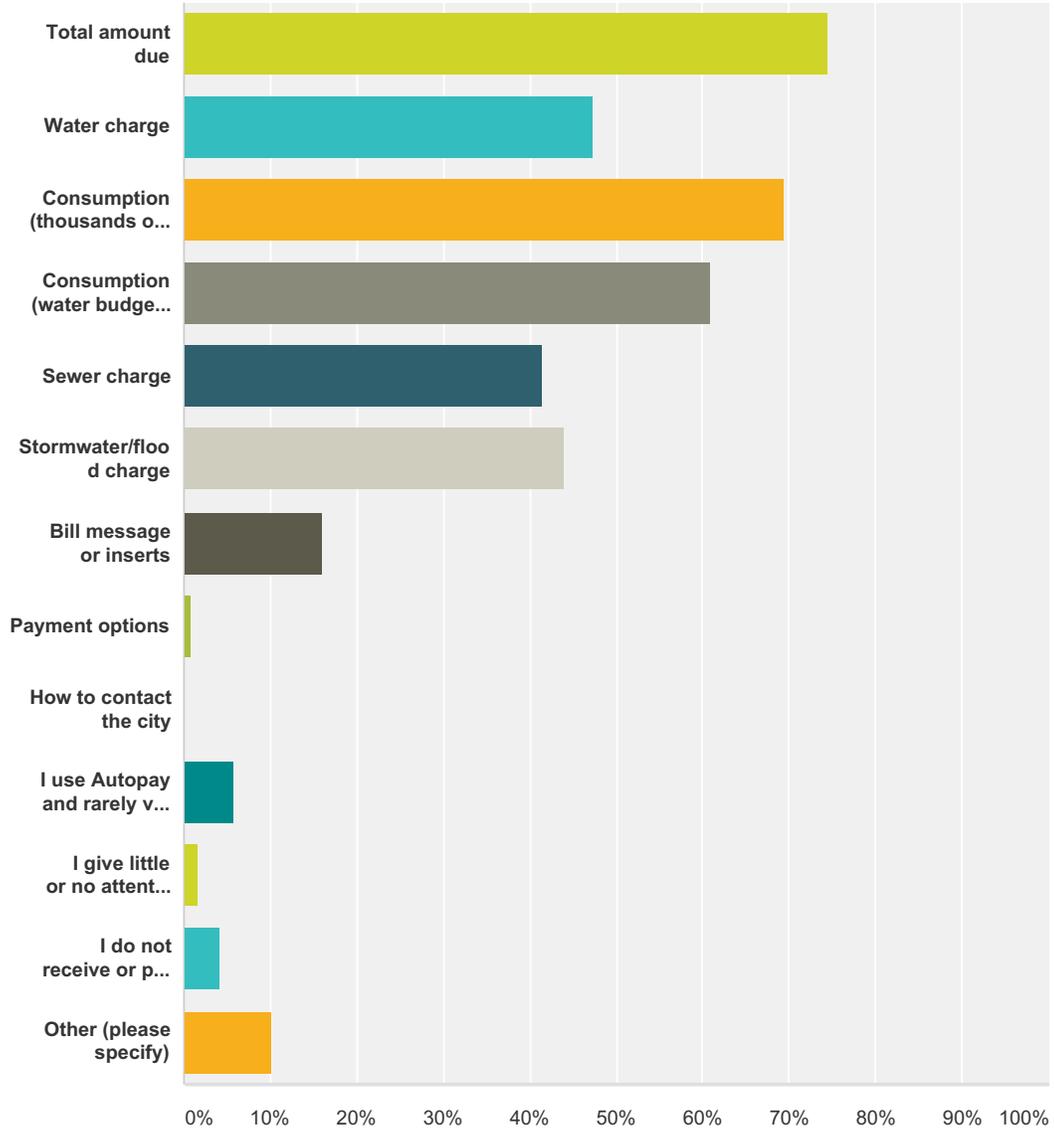
#	Please provide additional detail if desired.	Date
1	Water & waste rates keep rising, are too expensive.	5/24/2015 10:47 AM
2	Rates are outrageous having climbed from \$25 a month to \$66 a month while we use 1/2 of our monthly allocation	5/21/2015 2:36 PM
3	Since the wastewater rate has risen so much, I think that you should charge customers in .5 increments- especially since you use 4 months to calculate the average monthly winter usage. We sometimes have 10 which is rounded up to 3- when 2.5 is much more accurate and would be less expensive for us. Please consider incorporating the rates in .5 due to the significant increase in the wastewater fee.	5/19/2015 9:36 AM
4	Seventy-five percent raise in supplementary costs = outrageous	5/14/2015 9:23 AM
5	It would be more fair if more of the fixed charges were shifted to consumption-based.	5/12/2015 12:45 PM
6	Large industrial/institutional users tend to pay a lot more for stormwater charges even though we have EPA permit requirements that home owners do not have	5/6/2015 1:49 PM

## City of Boulder Utility Rates Survey

7	As a customer residing in East Boulder I feel that monies are collected for Stormwater & Flood but are storm sewers are not adequate nor have they ever been for this neighborhood. In short, you collect fees from us but it goes to other stormwater projects in Boulder	5/4/2015 3:25 PM
8	We always consider that we are paying a lot	5/4/2015 12:09 PM
9	not enough incentive to conserve, although we do so anyway.	5/2/2015 8:24 AM
10	When customers saved water ~2 summers ago, the utility lost \$1,000,000 and as a consequence the rates went up. There needs to be an incentive for households to conserve water. In essence, people who saved water, were not rewarded.	5/1/2015 5:59 PM
11	For multifamily customers I do not feel the allowance is correct and our tenants therefore pay more because we hit higher tiers sooner. This is in buildings that are smart reg approved and have low flow devices on all outlets.	5/1/2015 1:35 PM
12	don't think the percentages are a fair way to calculate and would like to seen the decimal on my reading	5/1/2015 11:43 AM
13	It penalizes small businesses by not billing according to type of business and use	5/1/2015 9:45 AM
14	Stormwater is inflated	4/29/2015 7:34 PM
15	I don't like the risk being spread over the broad population for culverts that are poorly engineered and can't carry the capacity of the drainages they supply and those for mountain properties that are expensive to extend service to.	4/29/2015 5:30 PM
16	With the new projects that the city is funding, certain home owner groups are directly benefiting from the project. These are home owners who bought in the flood plain, yet are looking for the city rate increases to bail them out.	4/29/2015 4:21 PM
17	It would be appreciated if an explanation would be provided for WHY the wastewater rates have risen.	4/28/2015 4:47 PM
18	I feel I'm over charges for the amount of actual of water I use especially the waste water charges	4/28/2015 11:41 AM
19	It seems that the sewer rate is tied to the meter rate and that isn't right if there is water being used for landscape that isn't going into the sewer.	4/26/2015 3:21 PM
20	Budget are arbitrary and take water from existing customers to provide water for hight density growth with no new water infrastructure	4/26/2015 11:21 AM
21	It actually seems too low.	4/25/2015 12:17 AM
22	Don't really understand my water bill at all	4/24/2015 10:23 AM
23	A flat rate Stormwater fee - levied to all customers - regardless of flood plain status is unfair	4/23/2015 10:22 AM
24	I feel that the City of Boulder is incompetent in managing their utilities. There was no need to increase water and sewer rates. The only reason this happened is due to the incompetence of the City employees not upgrading our infrastructure fast enough to handle the floods. Residential sewer lines should have never backed up and ruined people's lives, but due to staff at the city of boulder not being proactive and relying on consultants, without city employees having expertise to manage the consultants, our city has suffered physically and now must suffer financially.	4/22/2015 9:57 PM
25	I think underuse should be rewarded with some kind of carryover	4/22/2015 8:08 PM
26	The way the water budget is calculated does not properly account for changes in seasonality and temperatures/rainfall. The adjudication of monthly expected usage is flawed.	4/22/2015 11:24 AM
27	I believe the City should charge MORE for water. yes more! I believe that in order for customers and business to do better conseration we need to charge more to motivate conservation.	4/22/2015 10:54 AM
28	Mostly agree that rates are fair, but since I don't know all the rates, difficult to agree strongly	4/22/2015 8:56 AM
29	My stormwater bill is higher than my freshwater bill!!!! How does that make any sense at all???	4/21/2015 10:02 PM
30	I have no knowledge of other customers, but disagree for myself	4/21/2015 5:00 PM
31	30% and 75% jumps in cost are way too much	4/21/2015 3:23 PM

**Q8 I pay the most attention to the following portions of my utility bill (please check all that apply).**

Answered: 118 Skipped: 5



Answer Choices	Responses
Total amount due	74.58% 88
Water charge	47.46% 56
Consumption (thousands of gallons used)	69.49% 82
Consumption (water budget graph)	61.02% 72
Sewer charge	41.53% 49
Stormwater/flood charge	44.07% 52

## City of Boulder Utility Rates Survey

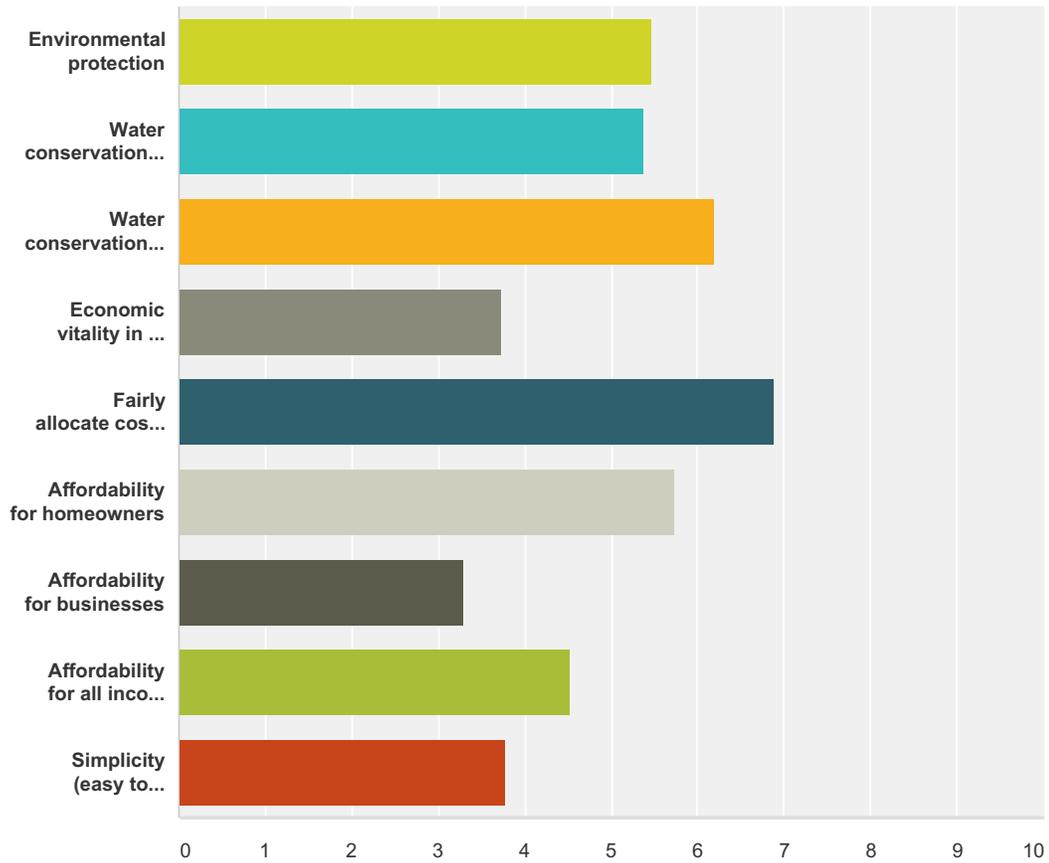
Bill message or inserts	<b>16.10%</b>	19
Payment options	<b>0.85%</b>	1
How to contact the city	<b>0.00%</b>	0
I use Autopay and rarely view my bill	<b>5.93%</b>	7
I give little or no attention to my bill	<b>1.69%</b>	2
I do not receive or pay my own bill	<b>4.24%</b>	5
Other (please specify)	<b>10.17%</b>	12
<b>Total Respondents: 118</b>		

#	Other (please specify)	Date
1	Due Date, Reading Date	5/24/2015 10:50 AM
2	I am one person house hold ...travel a lot and not at home enough ..so the water charge to me is high for what I use.. since the minimum is 1000 gals ...I get charged more than I use when i am gone so long ..this is what I don't feel is fare ...	5/11/2015 5:10 PM
3	Water use is included in the HOA fee based on sq ft	4/30/2015 12:59 PM
4	tier rates	4/30/2015 11:59 AM
5	waste water and waste water service fee	4/28/2015 11:45 AM
6	Notice yearly steep increases in mtce. fees	4/27/2015 10:48 AM
7	January '15 bill was the highest bill ever. That is when I used no water for landscape.	4/26/2015 3:24 PM
8	Charging for storm sewers that don't exist is unfair	4/26/2015 11:23 AM
9	Wastewater charge	4/24/2015 4:22 PM
10	Our apartment doesn't provide our bills, just our amount due	4/23/2015 7:47 AM
11	no bill for wastewater service at 75th St.	4/22/2015 2:35 PM
12	Even though I use Autopay, I pay very close attention to my utility bills to see how I am doing on conservation efforts.	4/22/2015 11:18 AM

City of Boulder Utility Rates Survey

**Q9 Utility rate structures for water, wastewater, and stormwater/flood should be designed to support the following (Please rank – 1 being the highest and 9 the lowest. Please enter ranking in the box or click and drag into the correct order.)**

Answered: 117 Skipped: 6



	1	2	3	4	5	6	7	8	9	Total	Score
Environmental protection	12.82% 15	9.40% 11	17.09% 20	14.53% 17	10.26% 12	9.40% 11	11.97% 14	9.40% 11	5.13% 6	117	5.46
Water conservation during non-drought periods	5.13% 6	17.95% 21	14.53% 17	14.53% 17	11.97% 14	12.82% 15	7.69% 9	10.26% 12	5.13% 6	117	5.38
Water conservation during drought periods	13.68% 16	12.82% 15	20.51% 24	17.09% 20	16.24% 19	11.11% 13	6.84% 8	0.85% 1	0.85% 1	117	6.21
Economic vitality in the community	0.85% 1	4.27% 5	4.27% 5	12.82% 15	11.11% 13	18.80% 22	15.38% 18	15.38% 18	17.09% 20	117	3.74
Fairly allocate costs to customers	33.33% 39	19.66% 23	6.84% 8	12.82% 15	11.97% 14	6.84% 8	3.42% 4	4.27% 5	0.85% 1	117	6.89
Affordability for homeowners	16.24% 19	15.38% 18	11.97% 14	6.84% 8	9.40% 11	20.51% 24	11.97% 14	7.69% 9	0.00% 0	117	5.74

## City of Boulder Utility Rates Survey

Affordability for businesses	<b>1.71%</b> 2	<b>3.42%</b> 4	<b>5.13%</b> 6	<b>5.13%</b> 6	<b>6.84%</b> 8	<b>11.11%</b> 13	<b>25.64%</b> 30	<b>23.08%</b> 27	<b>17.95%</b> 21	117	3.29
Affordability for all income levels	<b>6.84%</b> 8	<b>8.55%</b> 10	<b>11.97%</b> 14	<b>11.11%</b> 13	<b>14.53%</b> 17	<b>5.13%</b> 6	<b>8.55%</b> 10	<b>19.66%</b> 23	<b>13.68%</b> 16	117	4.52
Simplicity (easy to understand)	<b>9.40%</b> 11	<b>8.55%</b> 10	<b>7.69%</b> 9	<b>5.13%</b> 6	<b>7.69%</b> 9	<b>4.27%</b> 5	<b>8.55%</b> 10	<b>9.40%</b> 11	<b>39.32%</b> 46	117	3.77

## City of Boulder Utility Rates Survey

### Q10 In your opinion, are there any other objectives that utility rates should be designed to achieve?

Answered: 45 Skipped: 78

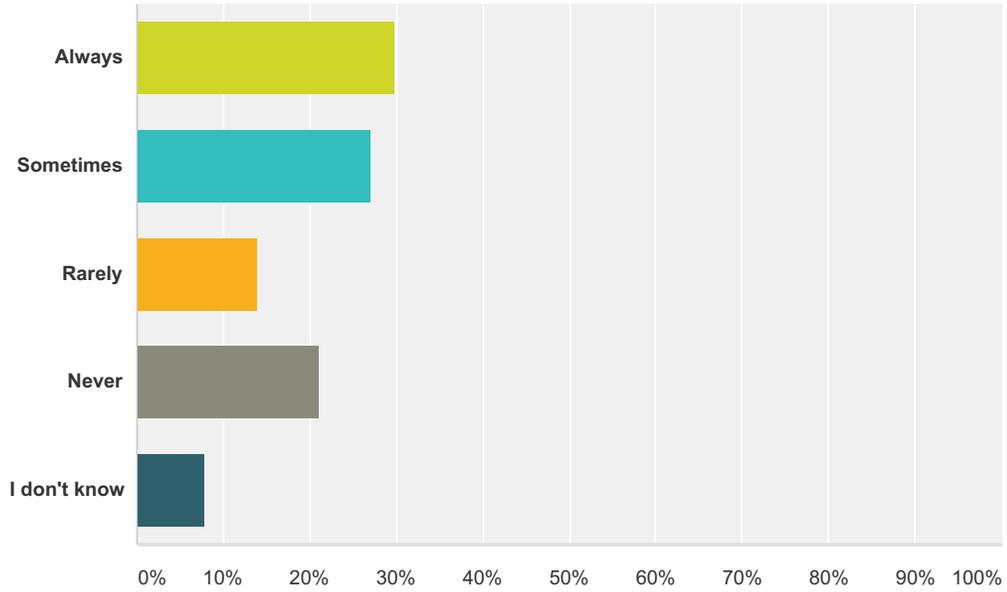
#	Responses	Date
1	Is the incentive structure really needed to conserve the resource, and keep it affordable for citizens? It's getting awfully complicated, the water bill is looking more and more like a tax return, and it still just gets more and more expensive every year. I conserve water, actually use very little, and still find it's barely affordable.	5/24/2015 10:59 AM
2	Avoiding bankruptcy of customers/consumers Tripling of rates in several years is NOT acceptable	5/21/2015 2:39 PM
3	To keep our system functioning under all circumstances. To educate the public on ways not to waste water.	5/19/2015 3:47 PM
4	reinvest in outdated infrastructure without raising costs	5/19/2015 11:29 AM
5	I think that customers who go over their water budget should pay much more than they do now- many people water their yards every single day and waste a lot of precious water.	5/19/2015 9:40 AM
6	Where does flood protection/mitigation fall in these categories?	5/12/2015 12:49 PM
7	affordability according to income ...and town homes and condos ...	5/11/2015 5:14 PM
8	A comprehensive storm sewer system for a town that sits on marshland!! As someone in your dept. told me 5 years before the flooding when I was complaining about the storm sewers in our neighborhood and comparing them to my parents in Arvada (a city with a much lower tax base.) "Boulder likes to spend its money in other ways. It has lots of little systems & nothing works together as a whole." This was very obvious during the flood-- no flood water in our neighborhood but storm sewer backup. We (east Boulder residents) have been telling the city of Boulder this for many years and when the flood came our words proved true. The open spaces of the 70's takes care of the flooding...the problem is Boulder's storm sewer system. My question is what is the plan for a storm sewer system (and not just for Pearl Street). Another comment made was, " Boulder drains their storms sewers into ditches and then builds on those ditches.	5/4/2015 3:36 PM
9	1. is the only one I ranked. Most important to me is fairness of charges.	5/3/2015 10:53 AM
10	Discourage use of high water usage landscaping and watering at inappropriate time of day (which even the city does!).	5/2/2015 8:29 AM
11	senior discounts	5/1/2015 11:46 AM
12	Why do we make it prohibitively expensive to grow our own food and provide a Bee and bird friendly garden so the city can sell the water for nicotinamide pesticide treated GMO crops.	4/30/2015 2:35 PM
13	LONG TERM economic vitality and therefore, AFFORDABILITY. #7 is a push poll rating of priorities. "Economic vitality"--short or LONG term?????? Affordability---short or LONG term. Long term is a stabilizer for the economy. Stable economies are by my definition more vital.	4/29/2015 5:45 PM
14	Entities that pay the most in fees, should receive preference in terms of projects that will benefit their interests. The rates shouldn't be used to pay for flood benefits to homeowners who purchased homes in the flood plain. Especially considering that the rate increase that the home owners are paying is negligible relative to the benefit they are receiving.	4/29/2015 4:25 PM
15	yes, for the customer not to get charged more because he or she uses less water. There should be a better scale of rates	4/28/2015 11:56 AM
16	Flood mitigation	4/28/2015 10:03 AM
17	The City has been raising rates by a huge percentage every single year for decades. Needs to stop. Wasting our dollars on other projects not related to water.	4/28/2015 9:07 AM
18	Business and developers should be charged higher rates and tap fees, to offset general development impacts and traffic impacts on the community.	4/27/2015 5:30 PM
19	equitable allocation of costs and benefits is very important.	4/27/2015 10:52 AM

## City of Boulder Utility Rates Survey

20	Informative. Boulder's water budgets are useful information whether tied to the rate structure or not. Boulder should work to provide more and better information about usage and if the usage is efficient on the bill.	4/27/2015 10:46 AM
21	Make all new development and commercial users pay a premium for use and demand, and require maximum efficiency on all new construction permits.	4/26/2015 4:08 PM
22	It should not be designed to make it more expensive for middle income homeowners. So that city can provide water to high density growth. Budgets and no roll over are arbitrary and unfair to homeowners,	4/26/2015 11:28 AM
23	Lot size should be a major factor in water budget. Owners of large lots, often with large right of way areas, requiring irrigation for landscaping, should have water budgets that provide more lower cost water May through late September.	4/25/2015 4:24 PM
24	A certain percentage of water used should not be considered wastewater as it is used on the landscape.	4/25/2015 10:49 AM
25	No. Utility rates should NOT be used to achieve social engineering goals -- especially not environmental protection or water conservation.	4/24/2015 4:29 PM
26	Potable water delivery should be the primary objective.	4/24/2015 2:24 PM
27	This is a really poorly conceived question. How can one possibly rank nine items in any coherent way? Who designed this survey? Also, insisting I answer a lame question is an affront. Again, who dreamed this up	4/23/2015 9:08 PM
28	Individual water use and each customer's willingness to conserve water.	4/23/2015 3:03 PM
29	a method for landlords to provide statistics to each tenant	4/23/2015 10:22 AM
30	How about just being able to perform routine maintenance? Why can't that be done for the ridiculous amounts we pay?	4/22/2015 9:59 PM
31	Water conservation for businesses.	4/22/2015 9:56 PM
32	Maintain ifrastructure which clearly hadn't happened as evedenced by the 2013 flood and the catastrophic sewer issues in the Frasier Meadows area and other areas of the city. Lame management CoB.	4/22/2015 9:49 PM
33	reward conservation	4/22/2015 8:10 PM
34	The City should do more to promote home vegetable gardens. This is part of "buy local". Consider a discount or credit for water for home vegetable gardens.	4/22/2015 8:00 PM
35	Start paying for the true cost of maintaining water and utility infrastructure	4/22/2015 2:37 PM
36	People wasting water when their sprinklers go on around rainy days.	4/22/2015 2:02 PM
37	A fair cost to all	4/22/2015 1:35 PM
38	Incentivize water savings by allowing customers to carry-over unused water budget to subsequent months. Right now we have a use-it-or-lose-it system that does not reflect weather issues or holiday periods.	4/22/2015 12:50 PM
39	Provide the healthiest and cleanest water to homes and businesses, with the most possibly toxins, chemicals, heavy metals, and all other environmental contaminants removed as possible, which would go a long way to benefit the environment and others down the line.	4/22/2015 11:28 AM
40	Create more incentives for water conservation. For example, rebates for improving connections between our house the city system. Our house was built in 1986 and no one really knows if our connection is leaking or not. There are probably 1000s of acre feet of water lost through these leaky connections throughout the city. Rebates for planting NATIVE drought tolerant species and removal of lawns.	4/22/2015 10:26 AM
41	Utility rates should not be used as a hidden tax increase for capital projects. If you want to repair and/or upgrade the storm/wastewater systems, ask the voters! Don't sneak it in via rate increases. Shameful!!!	4/21/2015 10:04 PM
42	Reduce consumption by showing how our use compares to our neighbors. The graph makes me think "I need to use more water!"	4/21/2015 8:31 PM
43	What does "economic vitality" mean? Simplicity is a stupid objective. Please add: improve budget for long term infrastructure needs over 20-30 years like most cities.	4/21/2015 3:25 PM
44	When rates went up, you asked us to conserve. We cut our usage at least 25%, the rates never went DOWN after the goal was accomplished. No street cred left.	4/21/2015 3:04 PM
45	Water conservation over the year.	4/21/2015 2:07 PM

**Q11 In 2007, water budgets were developed to encourage water efficiency. Have water budgets influenced you, or those you live with, to conserve water?**

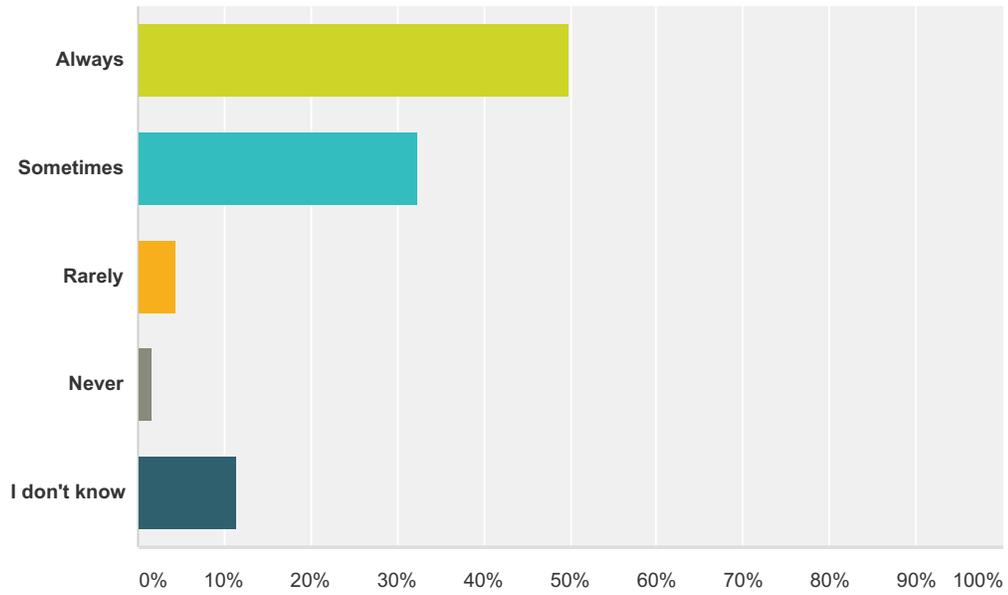
Answered: 114 Skipped: 9



Answer Choices	Responses
Always	29.82% 34
Sometimes	27.19% 31
Rarely	14.04% 16
Never	21.05% 24
I don't know	7.89% 9
<b>Total</b>	<b>114</b>

### Q12 Are you usually able to stay within your water budget?

Answered: 114 Skipped: 9

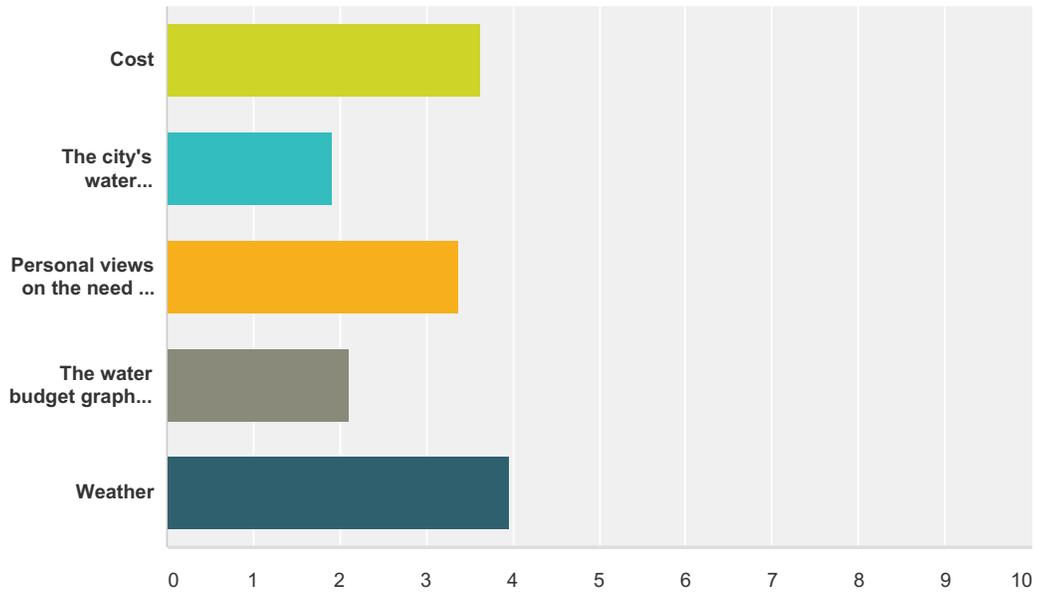


Answer Choices	Responses
Always	50.00% 57
Sometimes	32.46% 37
Rarely	4.39% 5
Never	1.75% 2
I don't know	11.40% 13
<b>Total</b>	<b>114</b>

City of Boulder Utility Rates Survey

**Q13 Please rank the following factors as they relate to their influence on your SUMMER water usage (1 having the most influence and 5 the least influence. Please enter ranking in the box or click and drag into the correct order.)**

Answered: 114 Skipped: 9



	1	2	3	4	5	Total	Score
Cost	28.95% 33	28.95% 33	26.32% 30	7.89% 9	7.89% 9	114	3.63
The city's water conservation outreach and education efforts	1.75% 2	6.14% 7	15.79% 18	35.09% 40	41.23% 47	114	1.92
Personal views on the need for water conservation	28.07% 32	18.42% 21	24.56% 28	21.05% 24	7.89% 9	114	3.38
The water budget graph on my bill	1.75% 2	14.04% 16	14.04% 16	33.33% 38	36.84% 42	114	2.11
Weather	39.47% 45	32.46% 37	19.30% 22	2.63% 3	6.14% 7	114	3.96

## City of Boulder Utility Rates Survey

### Q14 Are there any other factors that influence your SUMMER water usage?

Answered: 39 Skipped: 84

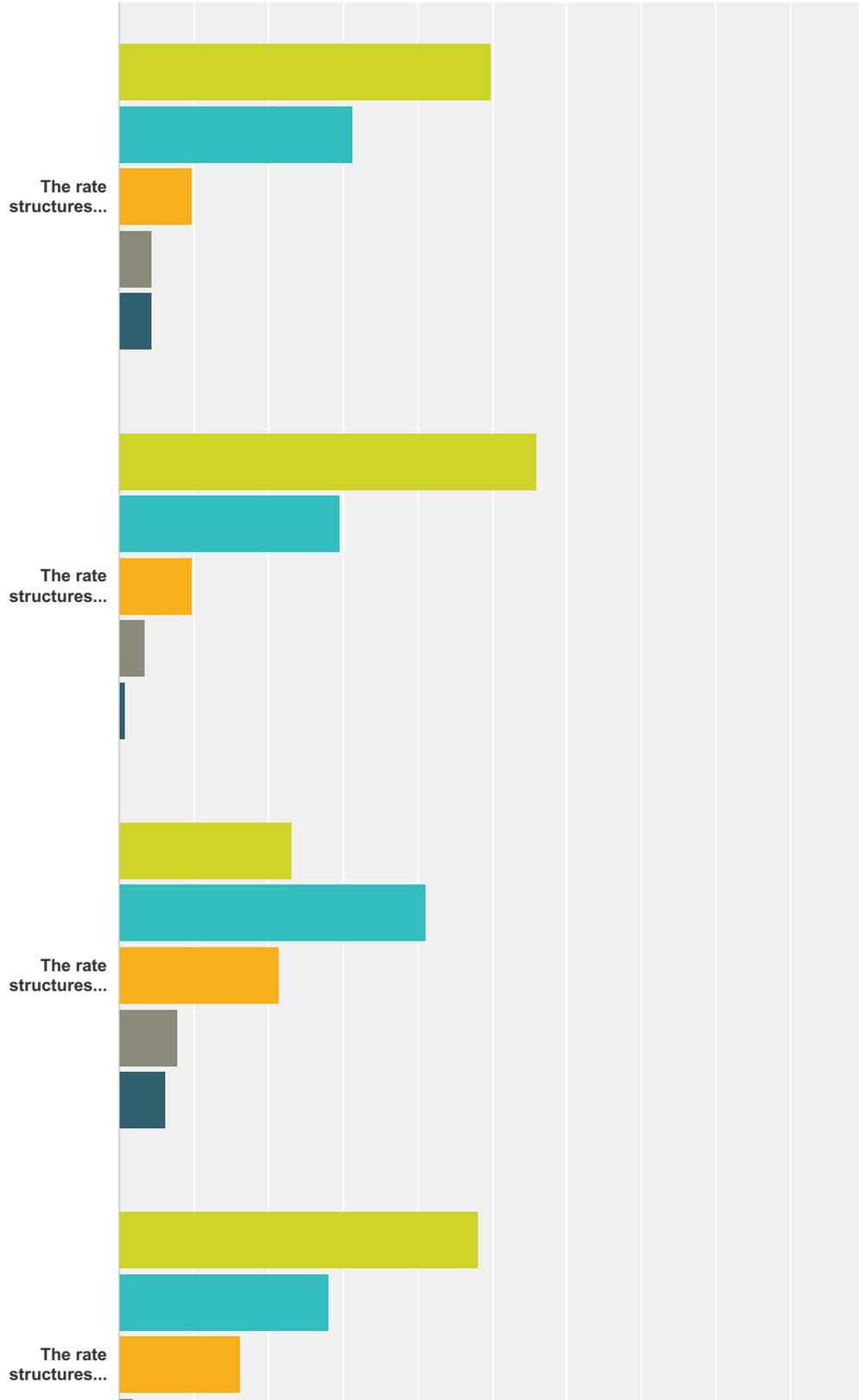
#	Responses	Date
1	I water a small lawn on a hill--the "overspray of shame", the overflow down the street to the gutter, is the most significant factor I consider when I set my sprinkler timing.	5/24/2015 11:03 AM
2	Maintaining my real estate values. A ruined yard decreases my property value So like it or not I have no choice but to WATER the lawn if it doesn't rain!	5/21/2015 2:42 PM
3	heat	5/19/2015 11:30 AM
4	I would love to have help (in the form of approved contractors, advice, guidance, discounts, etc.) installing a more efficient irrigation (drip?) for my landscaping. I would also love help selecting drought-tolerant plants that will work in MY yard.	5/12/2015 12:52 PM
5	we consume more water in the summer because it is used as make up water for cooling systems. Irrigation is not an issue as NIST get this water from Anderson Ditch	5/6/2015 1:57 PM
6	Sprinklers	5/1/2015 1:41 PM
7	# 11 is a bad rating question. Unfair trade-offs. What is the difference between "cost" and "budget"	4/29/2015 5:48 PM
8	the kind and amount of plants in the yard	4/29/2015 5:22 PM
9	The factor that most influences my summer water usage during the summer is the extent to which my lawn has a viridescent hue.	4/28/2015 4:58 PM
10	I do not believe the graph to be consistently correct.	4/28/2015 9:08 AM
11	Drought.	4/27/2015 5:33 PM
12	Perhaps changes in my landscaping.	4/27/2015 3:57 PM
13	Keeping the trees alive.	4/27/2015 1:09 PM
14	Converted property to low water landscape and increased hardscaping. Definitely reduced water needs.	4/27/2015 10:53 AM
15	My landscape and irrigation system.	4/27/2015 10:47 AM
16	The city can not predict the weather - Water budget with no roll over assumes they can	4/26/2015 11:31 AM
17	We try to use xeriscape plants where possible and minimize watering while keeping landscaping attractive, but the City's water cost structure has made having a large lot more difficult and expensive than it would otherwise be. ERE zoned lots are a challenge and always a lot of work, but for those without well or ditch water, the water cost alone can be prohibitive.	4/25/2015 4:30 PM
18	Having the city constantly preaching about water conservation just motivates me to use even MORE water, despite the added cost. I'll decide how much water I need to use -- not the city.	4/24/2015 4:35 PM
19	No.	4/24/2015 2:25 PM
20	portable ac units	4/23/2015 10:23 AM
21	I am sick of Boulder's non-stop outreach and education efforts. Stop lecturing us!	4/23/2015 8:40 AM
22	The crazy high rates. I'm assuming I won't be able to afford to water my plants this summer nor my garden and it will all die out. Thanks!!!	4/22/2015 10:00 PM
23	How green my grass needs to be.	4/22/2015 9:51 PM
24	I think it is hard to rank these things in order. I'm not sure they capture my views this way. I'd rather rate them all on a scale of 1-5 on whether I think they are important or not.	4/22/2015 8:14 PM
25	no	4/22/2015 8:02 PM

## City of Boulder Utility Rates Survey

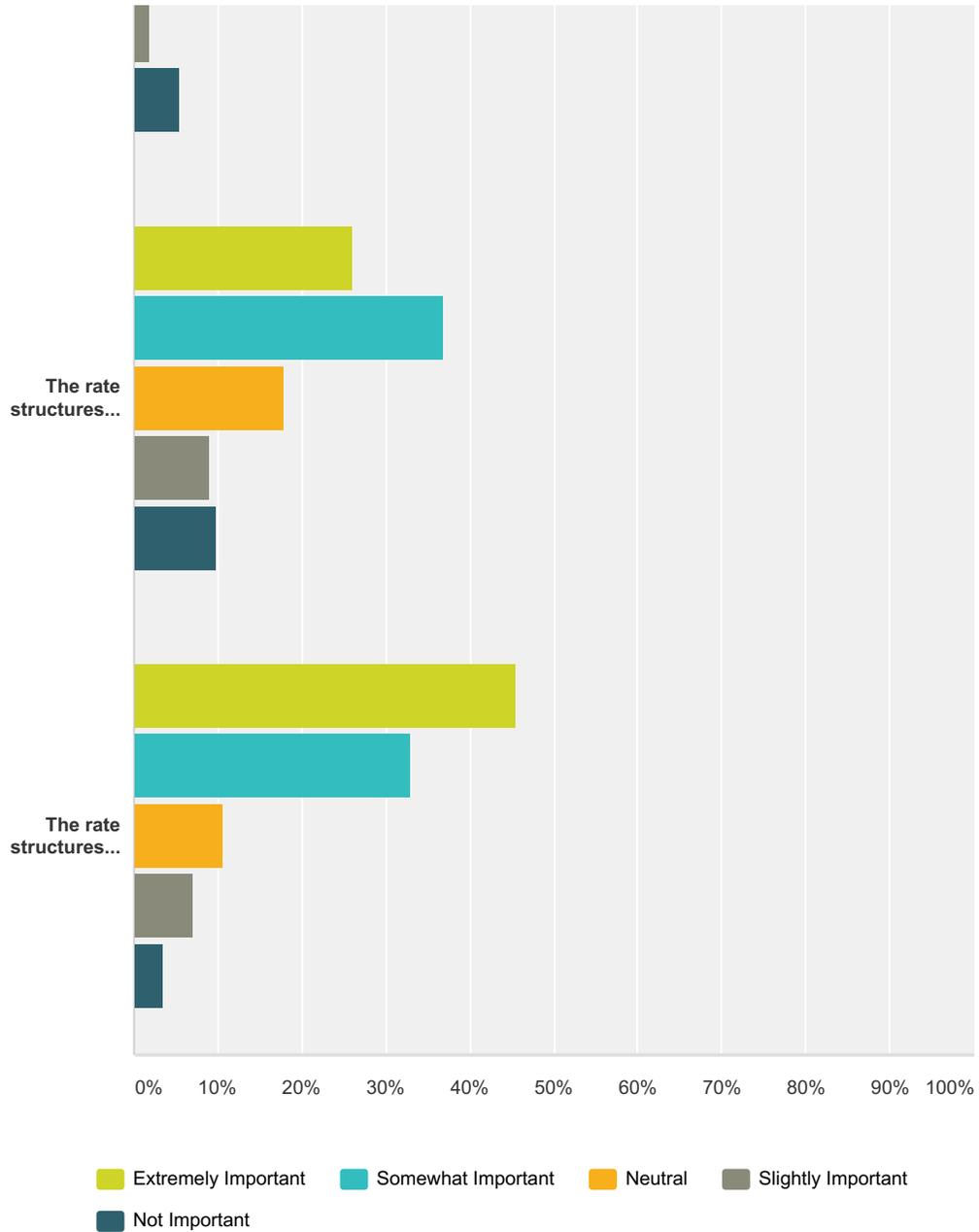
26	none	4/22/2015 2:03 PM
27	We live in a HOA, who maintain our lawns with pond water and sprinkler system, so we have very little personal control over it.	4/22/2015 1:45 PM
28	VACATION	4/22/2015 1:36 PM
29	Requirements of my landscape, especially the trees and bushes that are well established. These larger plants take up more toxins in the environment, provide shade to cool my home, and are more difficult to replace should they become sick and/or die. Drought tolerant plants are more preferred, but I don't have the money to replace my landscape at this time.	4/22/2015 11:35 AM
30	The condition of my lawn	4/22/2015 11:29 AM
31	Yes, if I have long-term house guests.	4/22/2015 10:57 AM
32	Maturity of landscaping. Our NATIVE trees and shrubs are increasing in size/benefits and significantly reducing ETo/need for watering.	4/22/2015 10:28 AM
33	Awareness that Kentucky Bluegrass or any other water guzzling landscape is entirely inappropriate in this region.	4/22/2015 9:48 AM
34	We have a sprinkler system, but water just what is required to keep the grass "somewhat" green, not lush.	4/21/2015 10:05 PM
35	Gave up on existing bluegrass lawn during '03 drought year, for back yard, (the vast majority of my yard). Laughingly call my current back yard a 'Demonstration Prairie'. Neighbors doing the same. Xeriscaping is a smarter. (See California.) Not sure a small garden offers savings over the grocery store, when water cost is included. First year I did a garden, 2013, I watered with a wand. High cost was instructive, so would use a drip system with a timer, if I do another garden.	4/21/2015 7:10 PM
36	I am conserving water all year round.	4/21/2015 5:06 PM
37	Keeping my trees, shrubs and small patch of grass ALIVE.	4/21/2015 3:35 PM
38	I cannot afford to water my trees and shrubs, let alone the lawn with the current rates. Monthly water bill is the same as winter gas/elec bill, absurd.	4/21/2015 3:15 PM
39	Our garden. We don't come close to the budget for fall, winter, spring, and need more than the budget in the summer. The budget should include a yearly target.	4/21/2015 2:12 PM

**Q15 How important do you believe each of these goals should be for the city's Water and Wastewater Utilities' rate structures?**

Answered: 112 Skipped: 11



# City of Boulder Utility Rates Survey



	Extremely Important	Somewhat Important	Neutral	Slightly Important	Not Important	Total
The rate structures should discourage wasteful water use, while promoting all justified types and amounts of use.	50.00% 56	31.25% 35	9.82% 11	4.46% 5	4.46% 5	112
The rate structures should yield sufficient funding to cover the costs of operating the Utilities.	55.86% 62	29.73% 33	9.91% 11	3.60% 4	0.90% 1	111
The rate structures should provide stable and predictable revenue for the Utilities.	23.21% 26	41.07% 46	21.43% 24	8.04% 9	6.25% 7	112
The rate structures should fairly allocate the total cost of service among different customer types to attain equity.	48.18% 53	28.18% 31	16.36% 18	1.82% 2	5.45% 6	110
The rate structures should be dynamic in their ability to respond to changing supply and demand conditions and/or environmental concerns.	26.13% 29	36.94% 41	18.02% 20	9.01% 10	9.91% 11	111
The rate structures should provide stable and predictable monthly costs for customers.	45.54% 51	33.04% 37	10.71% 12	7.14% 8	3.57% 4	112

## City of Boulder Utility Rates Survey

### Q16 Are there any other goals that you believe should be taken into consideration for the city's Water and Wastewater Utilities' rate structures?

Answered: 41 Skipped: 82

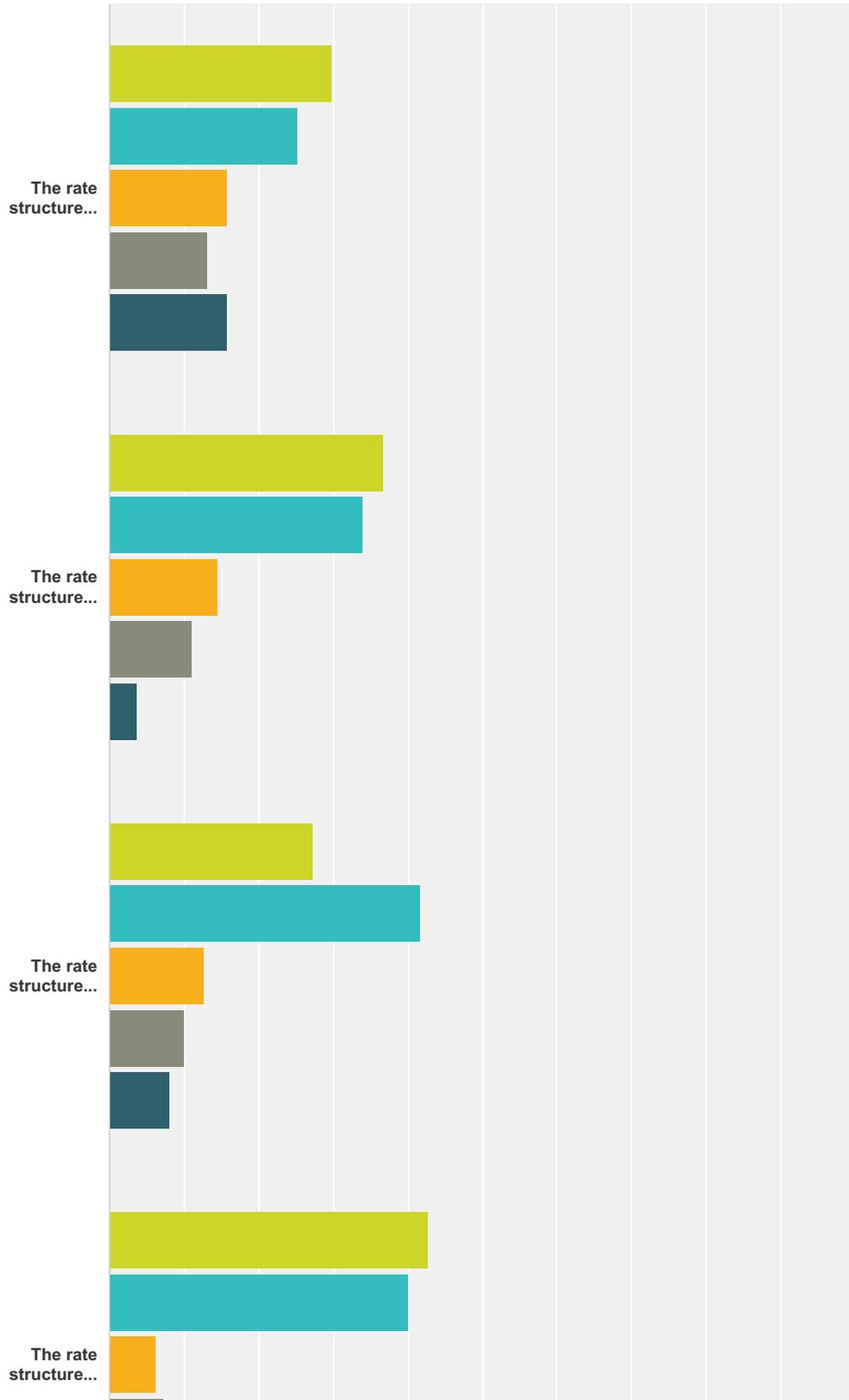
#	Responses	Date
1	Too many goals are already reflected, simplify, simplify.	5/24/2015 11:05 AM
2	The rate structure should NOT give huge users-- ie businesses a reduced cost per gallon rate. Residential and business rates should be identical! Item 2 above "equity" could have many meanings ir every one pays the same per gallon rate or it might mean those who can afford to pay pay more , Poor;ly worded statement	5/21/2015 2:46 PM
3	they don't go up every year for a a virtually "free" resource - city owned senior water rights	5/19/2015 11:32 AM
4	Be more clear on the bill and let customers know the actual meter reading- without rounding it to .0 It will empower people to have more accurate information and know in more detail how much water they are really using. Also, do meter readings within 29-31 days- it's not fair to get a bill with 34 days in it when you are calculatiing the average monthly winter usage.	5/19/2015 9:47 AM
5	I was shocked by how much our residential fixed costs went up in 2015. I would like to see those costs covered by the variable, consumption-based rates, so that we see more of a carrot and a stick when we either save or use too much water.	5/12/2015 12:54 PM
6	my use is the minimum possible and yet I feel like I live in a house with yard to water etc ... when my water use is 0 I am sure since many months a year I am out of CO ... yet I still get charged the minimum which is \$32 now ...and also I have to pay my HOA the water used to water a few bushes and little grass around the property .. so that adds up to the \$32 minimum a month I pay to the city of Boulder ... is a bit too much for a single person who lives part time here ....	5/11/2015 5:24 PM
7	Discourage huge expanses of water intensive landscaping. Perhaps same water budget regardless of lot & house size?	5/2/2015 8:34 AM
8	The one time allowance on a water rebate for the life of a property is unfair.	5/1/2015 1:44 PM
9	We should be billed fairly to the decinal number of our reading not a rounded number	5/1/2015 11:48 AM
10	Planning for an unpredictable and most likely drier and warmer future.	4/30/2015 2:39 PM
11	Consolidating distribution system. Charge greater costs for service at distance from service and in risky canyon areas that are subject to greater maintenance, operations and initial installation of services. Annexation should be limited.	4/29/2015 5:52 PM
12	This falls into conservation, but I think additional effort to encourage landscaping that uses less water (xeriscaping) would be beneficial. As the electric utility encourages efficient bulbs, can the water utility encourage low-water plants?	4/29/2015 5:24 PM
13	Water and Wastewater rates should be structured by how many persons are in a household	4/28/2015 12:07 PM
14	Flood mitigation	4/28/2015 10:04 AM
15	Prevent future problems by conservation, education, use limits and smart infrastructure planning. Long term solutions should be the focus on spending and regulation.	4/27/2015 5:37 PM
16	Twenty or thirty year horizon of maintenance budgeting so the giant leaps in rates don't happen again.	4/27/2015 4:01 PM
17	Keeping the trees alive.	4/27/2015 1:11 PM
18	Since automatic annual rate increases have been used, it seems the maintenance fees have climbed steeply every year. I hope this practice levels off at some point.	4/27/2015 10:56 AM
19	New development and commercial use should bear the burden of costs incurred with increased demand on the current facilities.	4/26/2015 4:25 PM

## City of Boulder Utility Rates Survey

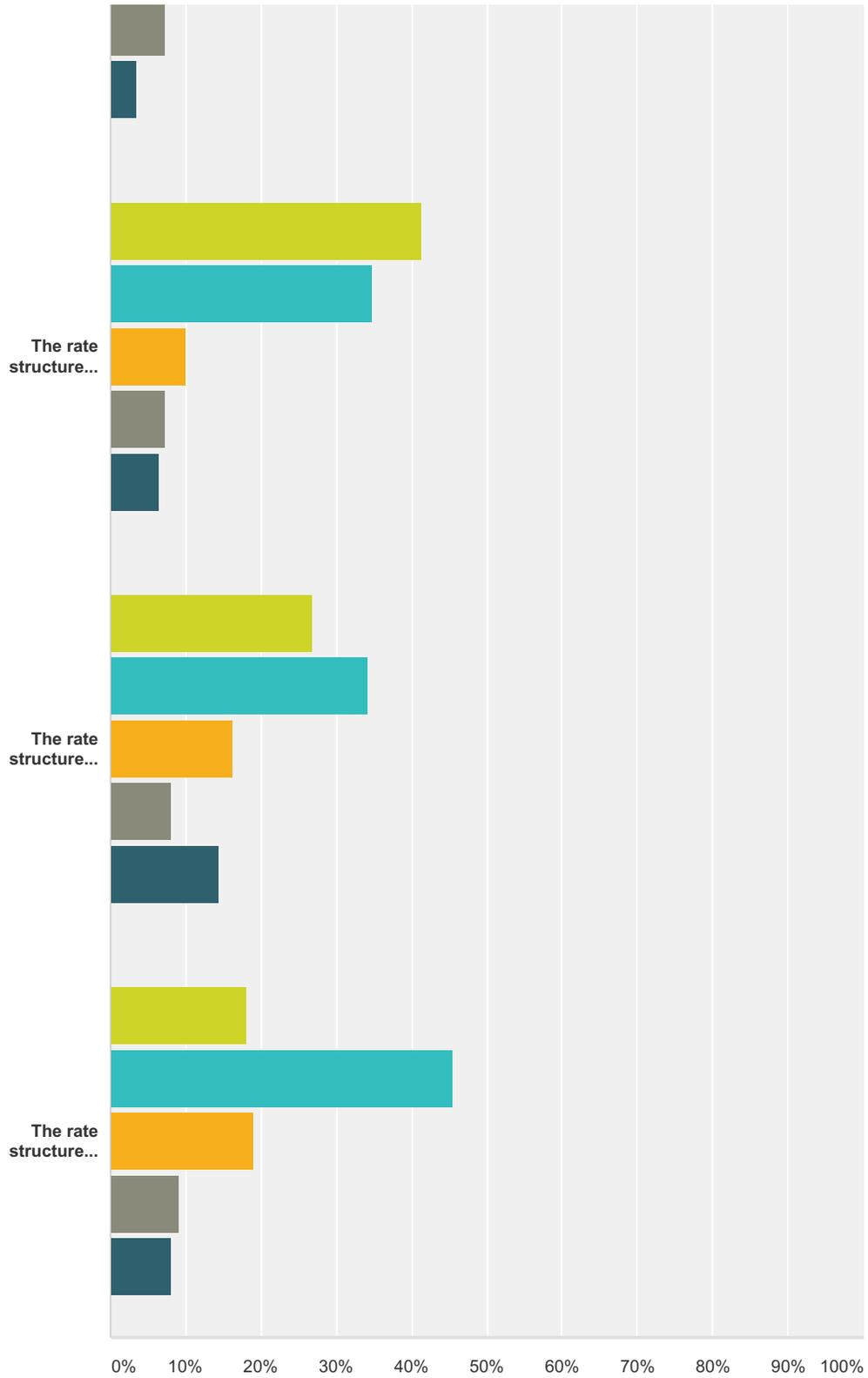
20	The residents of Boulder should be consider the owners of the water utility. Currently, the city considers residents simply a revenue stream.	4/26/2015 11:33 AM
21	Boulder Utilities have not demonstrated productivity improvements nor aggressive cost cutting measures. Need plan to provide non-treated water for outside watering.	4/25/2015 10:56 AM
22	You might want to offer budget billing like Xcel does so that it is the same amount each month. That is actually a really nice feature and pretty helpful. That last month in the year you balance it then start again I'm sure you know of this method.	4/24/2015 5:47 PM
23	A primary goal should be keeping the cost of water AFFORDABLE for all customers, especially single-family homeowners.	4/24/2015 4:42 PM
24	I strongly disagree to the tremendous rise in Wastewater Utilities. Why didn't you take measures on a longterm basis to keep upgrading them? Alos--staffing--are you growing staff members when it is not necessary?	4/24/2015 2:51 PM
25	Municipal landscaping should minimize water-intense plants.	4/24/2015 2:28 PM
26	I think people should be rewarded for wise use/ conservation of water resources.	4/23/2015 12:14 PM
27	Keep trees green	4/23/2015 11:46 AM
28	if a residential customer only goes over their budget 1-2 months per year, this should be "forgiven" on the high month at least once	4/23/2015 10:24 AM
29	the survey question meanings are unclear....what does it mean, "the rate structures should fairly allocate the total cost of service among different customer types to attain equity". equity among who? get your questions clearer so respondant knows what they are answering. also in this section, "slightly important" is below " neutral". and there is no "slightly unimportant" choice	4/23/2015 7:24 AM
30	I think the city should look at ways to reduce the costs for these services. The recent rate hike should have never been approved!!! The city was rewarded for their incompetence with this rate hike and passed their mistakes onto the residents to cover. Why don't you find a way to do things cheaper/faster/better instead of more expensive and slower/worse????	4/22/2015 10:02 PM
31	The City should work harder to control and reduce costs. Recent increases are way to high given the fact that the City owns the Watershed.	4/22/2015 8:04 PM
32	The city should require every house with a sprinkler system to install a rain sensor, so the lawn will not be necessarily watered on or shortly after a rain.	4/22/2015 2:06 PM
33	Water rates should reflect weather conditions -- if we have a hot month it should not slam homeowners with penalty water rates if the homeowner has generally been prudent with water.	4/22/2015 1:58 PM
34	Connecting water conservation to maintaining healthy ecosystems. Addressing current water conservation efforts to long-term challenges. Where are we going to be in 2050? Why should we conserve now if regardless we will have 9000 acre foot shortage by 2030? No joke, I think the long term view is important on many levels - water bill, open space, M&I, etc.	4/22/2015 10:33 AM
35	My budget is more than adequate. If costs are problematic for sustainability of the utilities, then rates should be acutely progressive after approximately 4K.	4/22/2015 9:59 AM
36	See previous comments regarding the 75% rate increase that was not approved by voters!	4/21/2015 10:07 PM
37	Take a message from California. We expect snowpack. What if it doesn't come? Encourage xeriscaping. Discourage huge bluegrass lawns with economic incentives. Golf courses pay their way, and go brown in severe drought. Conservation always. Can't put wildfires out with mud. Engage the legislature to require that agriculture leave us an aquifer with water in it.	4/21/2015 7:19 PM
38	Don't overreact to a 500 year flood and decide you need to fix everything immediately. Create a senior subsidy fund for long time residents.	4/21/2015 3:36 PM
39	Fixed income subsidies for longtime senior residents.	4/21/2015 3:15 PM
40	Yearly usage should be considered.	4/21/2015 2:15 PM
41	This is really two different issues, that should not have been combined: The rate structures should discourage wasteful water use, while promoting all justified types and amounts of use Also, aren't the first and last goals the same?	4/21/2015 1:56 PM

**Q17 How important do you believe each of these goals should be for the city's Stormwater/Flood rate structure?**

Answered: 111 Skipped: 12



# City of Boulder Utility Rates Survey



■ Extremely Important   
 ■ Somewhat Important   
 ■ Neutral   
 ■ Slightly Important   
 ■ Not Important

	Extremely Important	Somewhat Important	Neutral	Slightly Important	Not Important	Total

## City of Boulder Utility Rates Survey

The rate structure should discourage impervious surfaces that create stormwater runoff, such as parking lots.	<b>29.91%</b> 32	<b>25.23%</b> 27	<b>15.89%</b> 17	<b>13.08%</b> 14	<b>15.89%</b> 17	107
The rate structure should encourage stormwater improvements that lessen the impact of stormwater runoff.	<b>36.70%</b> 40	<b>33.94%</b> 37	<b>14.68%</b> 16	<b>11.01%</b> 12	<b>3.67%</b> 4	109
The rate structure should provide stable and predictable revenue for the Utility.	<b>27.27%</b> 30	<b>41.82%</b> 46	<b>12.73%</b> 14	<b>10.00%</b> 11	<b>8.18%</b> 9	110
The rate structure should provide stable and predictable monthly costs for customers.	<b>42.73%</b> 47	<b>40.00%</b> 44	<b>6.36%</b> 7	<b>7.27%</b> 8	<b>3.64%</b> 4	110
The rate structure should fairly allocate the total cost of service among different customer types to attain equity.	<b>41.28%</b> 45	<b>34.86%</b> 38	<b>10.09%</b> 11	<b>7.34%</b> 8	<b>6.42%</b> 7	109
The rate structure should account for the differences in flood risk and flood mitigation needs across different parts of the city.	<b>27.03%</b> 30	<b>34.23%</b> 38	<b>16.22%</b> 18	<b>8.11%</b> 9	<b>14.41%</b> 16	111
The rate structure should be dynamic in its ability to respond to changing environmental concerns.	<b>18.18%</b> 20	<b>45.45%</b> 50	<b>19.09%</b> 21	<b>9.09%</b> 10	<b>8.18%</b> 9	110

## City of Boulder Utility Rates Survey

### Q18 Are there any other goals that you believe should be taken into consideration for the city's Stormwater/Flood Utility rate structure?

Answered: 23 Skipped: 100

#	Responses	Date
1	If you want to change the percentage of permeable surfaces in the city, do it through building permit and planning process, don't penalize water customers for past planning policy in this area.	5/24/2015 11:08 AM
2	Last item is unclear. Does equity mean that those who can pay more should do so or does it mean that those whose property contribute more to waterrun off should pay more --Poorly worded statement	5/21/2015 2:48 PM
3	be better prepared than the last time. using the floods as an excuse to exorbitantly raise rates for failed upkeep of infrastructure is dishonest	5/19/2015 11:33 AM
4	Clearly, we need to cover the costs of repair and clean up from the 2013 floods. Then, we need to look at what we can do to prevent future damage and flooding.	5/12/2015 12:57 PM
5	Goal= letting Boulder residents know specifically how this Stormwater/flood utility rate is being used within the city--A site that I can click on and see where the month & improvements is going each month. Once again I will say Boulder's storm water systems stink & it is not for a lack of funds. Who has the oversight of this fund allocation?	5/4/2015 3:41 PM
6	"The rate structure should account for the differences in flood risk and flood mitigation needs across different parts of the city." As evidenced by the floods of 2013, there is no entirely sound way to show this and verify it; its based on an assumption that is not always proved true. I can see this impacting certain customers unfairly areas and being erroneous. Secondly, the rate should only produce revenue so that improvements may be made to city utility infrastructure and repairs.	5/1/2015 1:50 PM
7	This cost should be determined and disbursed fairly to citizen not a percentage of the water used	5/1/2015 11:49 AM
8	#15 Define "different" on #3. On #5, this would depend on flood likelihood in given drainages.	4/29/2015 5:56 PM
9	Citizens are being charged too much. Why are there not improvements being made to capture water in additional reservoirs?	4/28/2015 9:11 AM
10	Your questions 15 & 16 are the same as Questions 13 & 14!	4/27/2015 4:02 PM
11	Building sustainable wetlands to divert and absorb the storm water runoff rather than dumping it into the storm drain or wastewater stream would be a great idea. Every new gutter, storm drain, street and parking lot should have or be required to have some type of this built in. All new development should be required to build diversion and pre filtering of run off water before entering the municipal storm drain system.	4/26/2015 4:57 PM
12	The city should be required to bring all city streets up standards. Many ares don't have storm sewer other have storm sewers on uphill side of street. All new development should be require to install storm sewers	4/26/2015 11:39 AM
13	The storm sewer system should be imported so the system doesn't back up into homes and businesses during flood times. This infrastructure cost should be spread across the City not only to affected areas.	4/25/2015 4:39 PM
14	Parking lots can be designed with surfaces that are able to absorb water	4/25/2015 11:02 AM
15	People in flood prone areas should pay for this, not people who choose to live in flood safe areas.	4/25/2015 10:57 AM
16	Just don't really want to subsidize others' water usage. We are super mindful about our water usage and when you make the rate the same for all, or something to that effect, it discourages careful usage by each individual. I don't want to be super careful with my lawn watering, drip system, low-flow shower heads but then pay the same cost as someone who installs those lovely rainhead shower heads and who waters and noon every day. Seriously. That is why I like the graduated rate as it rewards mindful water usage.	4/24/2015 5:51 PM
17	NO	4/24/2015 2:30 PM
18	there should' be been an 'I don't know' choice here. I think I'd have checked that for all of them	4/23/2015 12:17 PM

## City of Boulder Utility Rates Survey

19	How about requiring contractors to not leave their construction equipment in and near active streams when not working? Nothing like polluting our streams when it rains and all the oil and dirt from that equipment goes right into the stream! Way to go! Also, how about speeding up the flood recovery work?	4/22/2015 10:04 PM
20	The recent severe rate increases should be temporary. They are justified only for a year or two.	4/22/2015 8:07 PM
21	Better coordination with Boulder County. Gathers Acres is a time-bomb ready to repeat 2013.	4/22/2015 10:35 AM
22	Allocate funds to subsidize seniors similar to property taxes.	4/21/2015 3:36 PM
23	Fixed income seniors subsidy for long time residents just like property taxes.	4/21/2015 3:15 PM

## City of Boulder Utility Rates Survey

### Q19 Is there anything else you would like to share about your views on water, wastewater, and/or stormwater/flood utility rate structures or other utilities topics?

Answered: 45 Skipped: 78

#	Responses	Date
1	To the extent that rising costs are due to social engineering to change water use, this is troubling and ill advised. If it is actually necessary to conserve a limited resource, it is somewhat justified, but still troubling and unfortunate.	5/24/2015 11:11 AM
2	I've seen my rates triple in several years. I use 1/2 of my allocated amount consistently and have always been very conscious of water consumption for environmental reasons. I feel that a flat rate fee would be MUCH more fair. If you use 20,000 gallons you pay for 10,000 gallons . If you use 2, you pay for 2.	5/21/2015 2:51 PM
3	budget to maintain and improve infrastructure	5/19/2015 11:33 AM
4	I was dismayed by the recent steep increase in wastewater and storm charges, but after reading your brochure "2015 Utility Rate Increases; Why are rate increases needed?" I'm resigned to the situation.	5/3/2015 11:00 AM
5	The policy with regard to rebates is unfair. A single rebate for the life of a property is not adequate and should be given different consideration, especially in the multi-family arena where managers and maintenance rely on tenant to report running toilets.	5/1/2015 1:53 PM
6	The non water percentages should be a flat amount based on their budget not a percentage of one's water used - they don't correlate to me	5/1/2015 11:51 AM
7	The structure of the system favors commercial users.	4/30/2015 2:42 PM
8	1. I don't understand the month-by-month cost penalties. I'm under my cumulative water budget for the whole year, but over during the summer. If I don't use all the water in my budget during January, isn't that water still in the reservoirs for use during the summer months? This isn't electric generation where you have to produce what you use at any instant. 2. My bill reading comes on the 4th or 5th of the month. Thus my fee setting period for wastewater usage runs from Nov 4 to Feb 4. But often in early Nov I still have to water my lawns about once a week (we don't even get first snow these days until about Nov 14). This unfairly affects my wastewater charges for the rest of the year. People who get their meters read later in the month don't have this problem. I recall the Nov - Feb period was decided upon instead of Dec - Mar because Feb only has 28 days. Why can't you just prorate the usage over the actual number of days in Dec - Mar instead? Why does it have to be month to month?	4/30/2015 1:57 PM
9	I still don't understand how the sewage found its way into the water system and why the storm water was not accounted for in previous planning. We have known for years this was a potential w	4/29/2015 7:49 PM
10	Lots. But they are closing up here.	4/29/2015 5:57 PM
11	Either adjust the budget amount based on community-level averages, or show me how I'm doing compared to my neighbors - a good behavioral modifier	4/29/2015 5:31 PM
12	Total rates go up dramatically every single year for 20 years. No new plant and equipment and reservoirs built. City is infilling with thousands of people and overloading the current ability to provide services. The City is not spending the dollars on the correct improvements but spending else where in the City Budgets. Water bills are carrying all of the rest of the unnecessary expenditures.	4/29/2015 9:53 AM
13	I would primarily like to be informed about the direct reasons behind rate increases. Specifically, I would like to know what I can do to lessen my wastewater usage and/or rate. Thanks!	4/28/2015 5:02 PM
14	consumers should not be penalized with increased of water rates when conserving water	4/28/2015 12:17 PM
15	City has increased water rates for decades. Have not do anything to build additional reservoirs. Have used the money for other projects not related to water.	4/28/2015 9:12 AM

## City of Boulder Utility Rates Survey

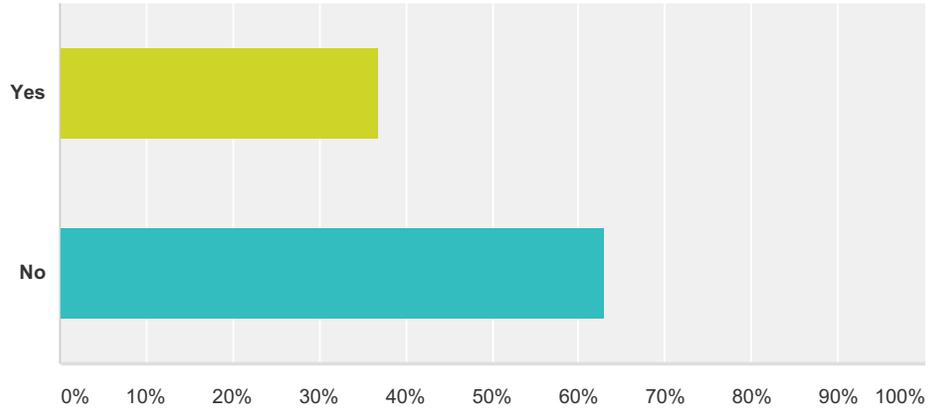
16	If climate change produces more heavy rains and lesser snow amounts, teaching us to use and reduce storm water runoff may help retain the green look of the town. If the glacier melts away, how will Boulder's water supply fare in the future. If there is more dense development, will that put pressure on existing utility systems and should builders/owners pay for those extra costs?	4/27/2015 11:02 AM
17	The water budget rate structure was a HUGE advancement for Boulder. It should be modified, but not trashed. Comparing actual use against the budget is actionable information that we never had before 2007. Even if the City chooses not to bill based on the water budget, the budgets should still be part of the bill to provide the useful comparison.	4/27/2015 10:51 AM
18	Reduce the demand on the utility at every point while preserving and improving water quality throughout the system. Make all new development and commercial use pay a premium for the demand on the utility. Develop and allow a municipal rainwater harvesting and grey water reuse program.	4/26/2015 5:04 PM
19	We are on a well with sewer conect. Our sewer bill does not reflect our usage. We pay more than households that have more people and bathrooms!	4/26/2015 12:03 PM
20	All new development should pay to increase cost and provide new water sources. Not assume city has existing sources or can get it by forced saving by homeowners.	4/26/2015 11:41 AM
21	Lack of predictability in rates is very important, and creates problems for homeowners, landlords and renters. Creating a predictable fair system with advance notice adequate to prepare is essential.	4/25/2015 4:41 PM
22	Winter water usage is unfair for wastewater calculation. I get charged for outside winter watering, humidifier, plant watering, and human consumption which drive me to an additional 1000 gallon charge when this water does not go to the storm sewer. First 1K gallons should NOT be charged.	4/25/2015 11:01 AM
23	Incentive for time of day water is used is helpful, like running the dishwasher at night or after 10 PM or whatever is nice. I also think its important that the rates are structured so that it costs more at some times than others. People should be charged more if they are going to water their lawn between 10-4, say, and I don't want a flat rate that essentially penalizes me for making the effort to water at 6 am and educating myself about the best time, and essentially rewards those jackasses who water at 1 PM or high noon. I hate seeing that so if they have to pay more to do it, that might "speak" to them more that the generic moral imperative to do so, and then they might change their ways. I don't want to pay more so that a low-income person can water her yard at noon, either. That would grind my gears. Just set it up so that those who want to save water by doing all of the save -water-behaviors are rewarded financially for their efforts, and those who do all the waste-the-water or I-dont-care or I-am-not-going-to-educate-myself-about- it pay a higher rate. Finally, this is important: that water budget graph you offer each month means nothing. We have 5 people in our family and have never come close to having our use match that budget graph. I would love to see you offer a graph that shows our own household use each year and compare this month's bill to the same time last year, in graph form. Honestly if you were able to it would be great to show this month's vs last year vs 2 years ago, all on the same graph. Really, that's what matters- how you are improving your own usage over time. That is a meaningful graph and might make an impact on how people view their water usage. I know sometimes by law if there is a previous homeowner you can't share that info, which is so dumb, but you want to know what I want? I want to see how I am doing relative to myself last year and the year before. I also would love to see how I rate among my quadrant in the city, for example, and make that comparison. That generic water budget graph has always been so much higher every month than my own water use that it means nothing as I truly can't imagine a scenario that we would go over our budget, those bars are so high. Maybe if we left all the taps running for a week or something we could get close	4/24/2015 6:09 PM
24	Why isn't the city looking at ways of storing more water thru additional dams and reservoirs, rather than constantly asking residents to conserve or cut back on their water use?	4/24/2015 4:48 PM
25	Money increases should be allocated in the city budget to emphasize rebuilding outdated infrastructure and an expansion in the maintenance of water lines, runoff ditches and storm mitigation instead of spending millions on a dubious power municipality that is a fools errand.	4/24/2015 2:36 PM
26	Individual usage should be encouraged and rewarded instead of punishing all customers because of the flood.	4/23/2015 3:10 PM
27	I like water budgets to keep the City green	4/23/2015 11:48 AM
28	The current flat-rate Stormwater fee - that does not take into consideration flood plains - is not fair or equitable. The fee should not be a fixed rate, but should be based on a percentage of water Usage.	4/23/2015 10:38 AM
29	i dont agree with the water budget concept. being told the amount of water i should or shouldnt use during any given month and charged exceedingly if i overuse.	4/23/2015 7:31 AM
30	Please get the rates to go down significantly.	4/22/2015 10:04 PM

## City of Boulder Utility Rates Survey

31	Leave it to the city to have to address this post flood for incompetent management pre flood.	4/22/2015 9:55 PM
32	Water budgets must not be adjusted downward (reduced) in wet years because consumption drops. Much more should be done to reduce use of automatic watering systems when it is wet or raining - people should pay a penalty for that. It is unacceptable. The City should not sell water off to other communities or buyers - it should be shared with residents and discounted for vegetable gardens.	4/22/2015 8:11 PM
33	The last city meeting I went to we were told the city was going to do it this way, but we still want your input. I don't see my water bill going down in Boulder and that extra \$10. dollars added in January will be permanent tax on the people.	4/22/2015 2:27 PM
34	re. question 17, what is future engagement opportunities? Can you be more specific?	4/22/2015 2:08 PM
35	"Budget" is a misnomer the way the city uses it, but in a more traditional sense, budget is exactly the concept we need. I'd like to be able to save up my unused water budget for the months when we have a full house of visitors (as at Christmas) or for use in a particularly hot and windy stretch of the summer. The current system does nothing other than to encourage a use-it-or-lose-it mentality.	4/22/2015 2:02 PM
36	I think it is OK to water lawns and gardens unless we have a drought.	4/22/2015 1:24 PM
37	The water budget is calculated on a yearly basis based on irrigable square footage, then allocated monthly with a formula. In my opinion this does not account for differences in monthly weather patterns year over year, now does it reward the people who use water with good judgement based on temperature or rainfall. A more equitable way is to run on a yearly progressive consumption where if I conserve water one month, I can use it the next if necessary.	4/22/2015 11:39 AM
38	I do a lot to conserve water. I only see on my bill the amount of thousand gallons I use. I would love to see it in smaller increments or in an exact amount so that I can better gauge and monitor my water use.	4/22/2015 10:59 AM
39	Require NATIVE species and give incentives to plant them. For example, the City is giving away non-native tree species to replace Ash trees. A feasible plan for home owners to ensure their connection to city water are not leaking. Communicate long-term water management plans and how we (City of Boulder) anticipate how we will make up our projected deficit.	4/22/2015 10:40 AM
40	I should not be paying more for water running down the street than I do for the water coming out of my taps! WTF?	4/21/2015 10:09 PM
41	I would like to see something other than the graph, since I use far less than my water budget. The graph makes me want to use more water. Perhaps a smiley face or a green thumbs up or a plus sign or something happy for using very little, rather than showing in gray what I could be (should be?) using each month. I would also like to see how my household use compares to our neighbors or Boulder households generally.	4/21/2015 8:36 PM
42	The absurd rate increases imply that our flood has caused Boulder to discard common sense when it comes to infrastructure needs. If you live in a flood zone, you should pay more. If you build in a flood zone, you should pay more.	4/21/2015 3:36 PM
43	I am disgusted with the lack of consideration for long time residents like myself who have paying ever increasing water bills for decades. Instead of throwing away \$17M on municipal electric, you could use these funds to pay for need infrastructure improvements. What a total waste of taxpayer \$\$\$. If the electric effort works, we'll all be HOWLING about a 31% increase in electric costs. BOULDER ALONE CANNOT SAVE THE WORLD. Hello...	4/21/2015 3:16 PM
44	If everybody used their their budgeted water amount would the reservoirs have enough supply in the summer months???	4/21/2015 2:36 PM
45	1. yearly use should be folded in. Gardens should be encouraged, not punished. 2. when we had an outside water leak while away, we had proof that the usage was due to a broken valve. However, we were "given" one rate adjustment, which still resulted in an extra \$200 charge. This has nothing to do with promoting water conservation!!	4/21/2015 2:22 PM

**Q20 Would you be interested in participating in potential future engagement opportunities on the topic of water, wastewater, and/or stormwater/flood utility rate structures?**

Answered: 100 Skipped: 23



Answer Choices	Responses
Yes	37.00% 37
No	63.00% 63
<b>Total</b>	<b>100</b>

## City of Boulder Utility Rates Survey

**Q21 If you answered yes, please share your name and contact information below. Providing this information is completely optional and will only be used to contact you for future engagement opportunities.**

Answered: 30 Skipped: 93

#	Responses	Date
1	Dr G Dale Greenawald 2020 oak Ave Boulder CO 80304 dgreenawal@aol.com	5/21/2015 2:51 PM
2	Cathy Regan 3010 15th St Boulder 80304	5/19/2015 3:53 PM
3	Jarrold Biggs 2537 Mapleton Ave. Unit A Boulder, CO 80304 jmbiggs@gmail.com 303-868-6978	5/19/2015 11:12 AM
4	Rachel Sours-Page, rachelsourspage@gmail.com	5/12/2015 12:57 PM
5	Don Archibald Facility Engineer NIST Boulder Donald.archibald@nist.gov 303 497-5680	5/6/2015 2:31 PM
6	Janet Zacharisen jrzech@yahoo.com 720-352-9353	5/4/2015 3:42 PM
7	Madelyn Wynne mjpwynne@gmal.com	5/1/2015 11:51 AM
8	jmsknapp@gmail.com James Knapp 4283 Peach Way, Boulder CO, 80301	4/30/2015 4:19 PM
9	Helen Browne 4500 Baseline Rd., #4402 Boulder, CO 80303-8228 helen@pbrowne.com	4/30/2015 1:06 PM
10	James Wiglesworth 3806 Angelovic Ct. Boulder, CO 80301	4/30/2015 12:56 PM
11	Jerry L. Beaver jjbeaver60@msn.com	4/29/2015 7:49 PM
12	Lynn Segal 538 Dewey Boulder, CO 80304 303-447-3216 lynnsegal7@hotmail.com	4/29/2015 5:57 PM
13	Jonathan Akins CU Boulder	4/29/2015 4:47 PM
14	Peter Mayer peter.mayer@waterdm.com	4/27/2015 10:51 AM
15	R.G. O'Connor 303.859.1941	4/26/2015 2:50 PM
16	urling@gmail.com	4/26/2015 11:41 AM
17	Gary Corner, garyacs@juno.com	4/25/2015 11:01 AM
18	m thorne mjmjthorne@gmail.com	4/25/2015 10:35 AM
19	Just wanted to say thanks for reaching out. I don't truly care too much about my water bill because we always try to save, but it's nice to know you are looking at how to make it better. You heard my ideas. Thanks!	4/24/2015 6:09 PM
20	Susan Balint sebalint@comcast.net	4/24/2015 2:36 PM
21	dbiasca@gmail.com	4/23/2015 12:17 PM
22	R Crittenden rcrittenden@comcast.net	4/23/2015 11:48 AM
23	I'll look for future messages included with my utility bill.	4/23/2015 10:38 AM
24	Barb Kostanick barbk978@comcast.net	4/22/2015 2:02 PM
25	Claudio Coppoli ccoppoli@gmail.com	4/22/2015 11:39 AM
26	K.J. McCorry kj-m@comcast.net 303-440-4605	4/22/2015 10:59 AM
27	Mark Willuhn mwilluhn@me.com	4/22/2015 10:40 AM
28	Doug Schuler 3300 Euclid Ave. Boulder, CO 80303	4/21/2015 10:09 PM
29	Mary Uchida, phone 303-939-8881	4/21/2015 8:36 PM

# City of Boulder Utility Rates Survey

30	Gerry Bunce, bunce@Bnl.gov, 303-362-0759	4/21/2015 2:22 PM
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