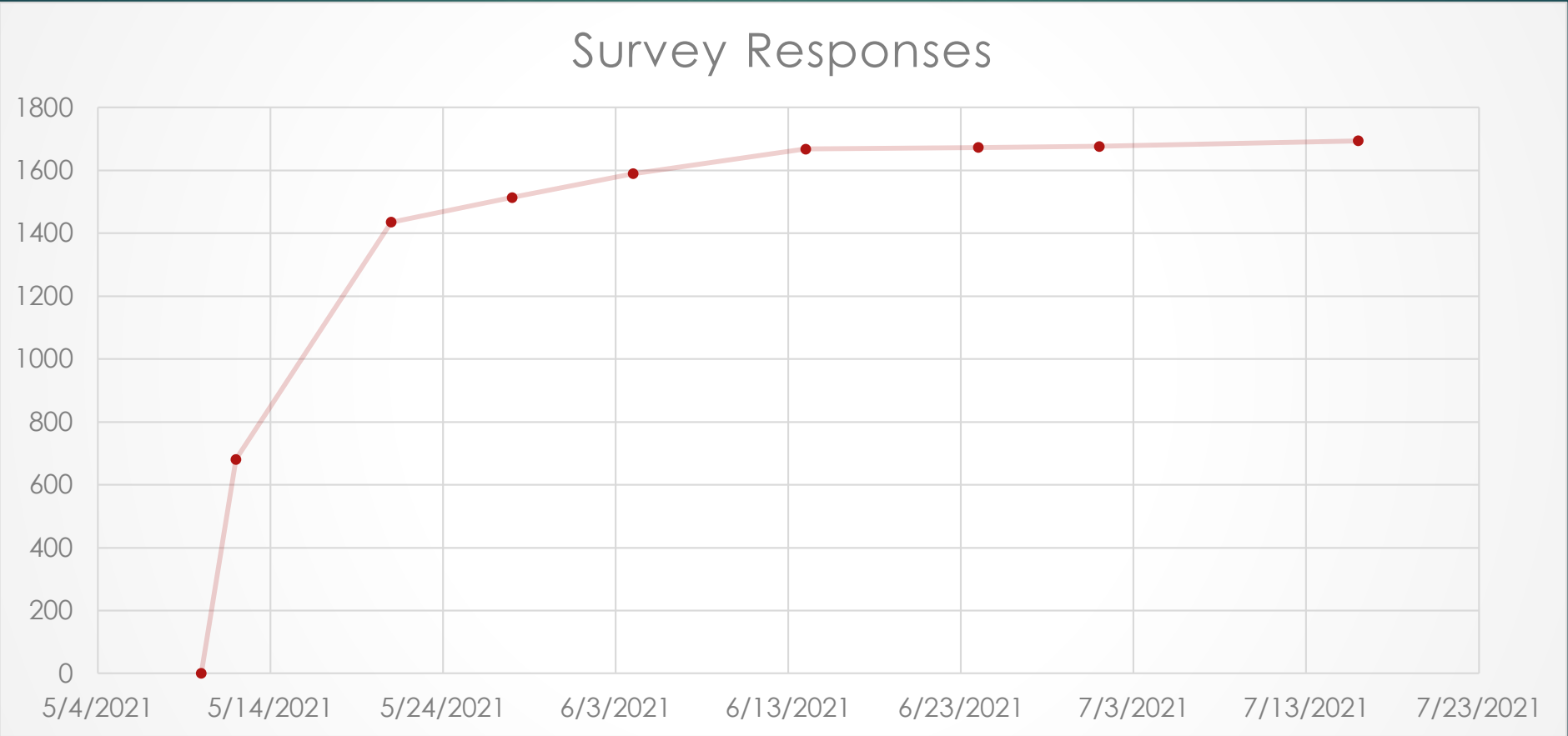


Tuolumne- Stanislaus/MAC IRWM DAC survey results

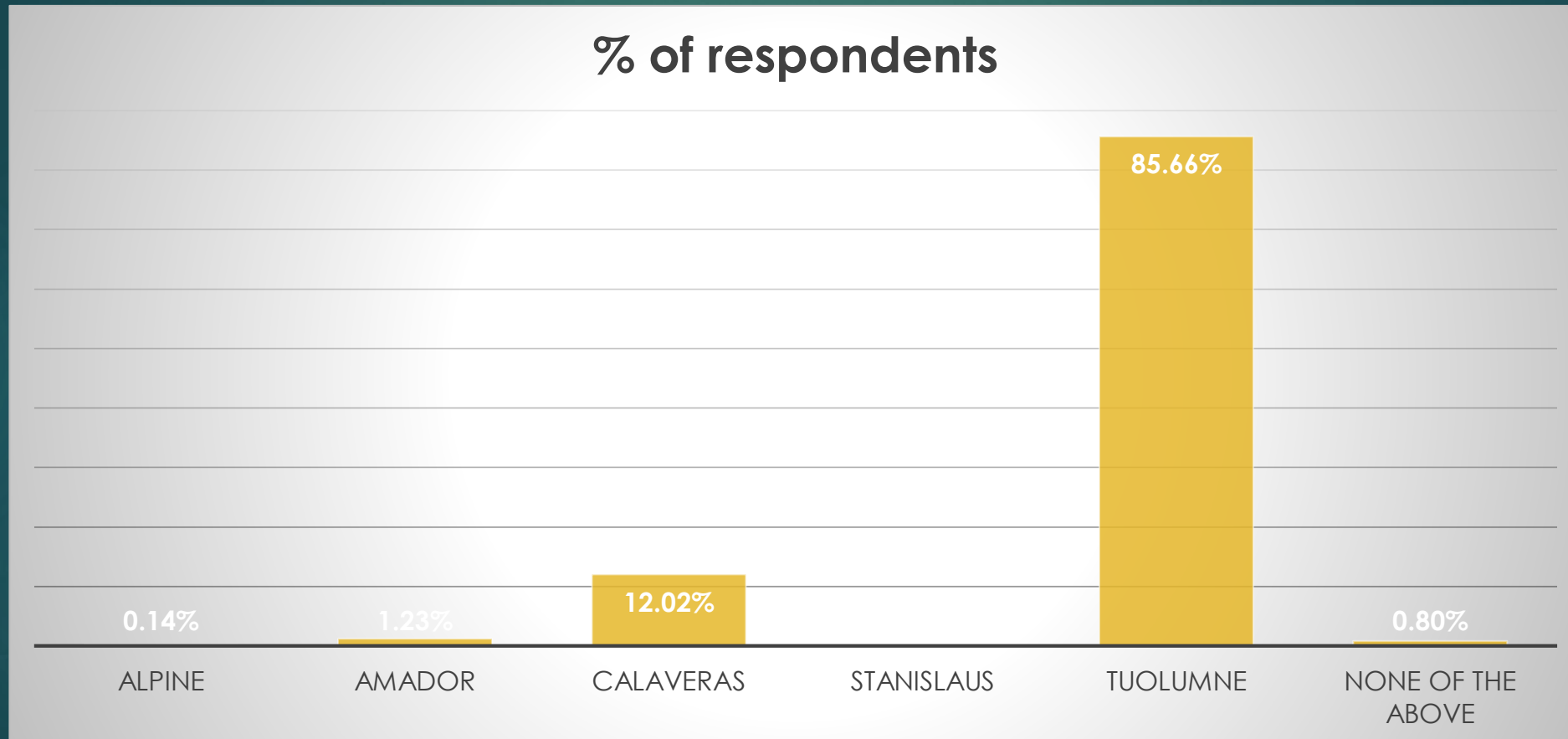
HOLLY ALPERT

OCTOBER 20, 2021

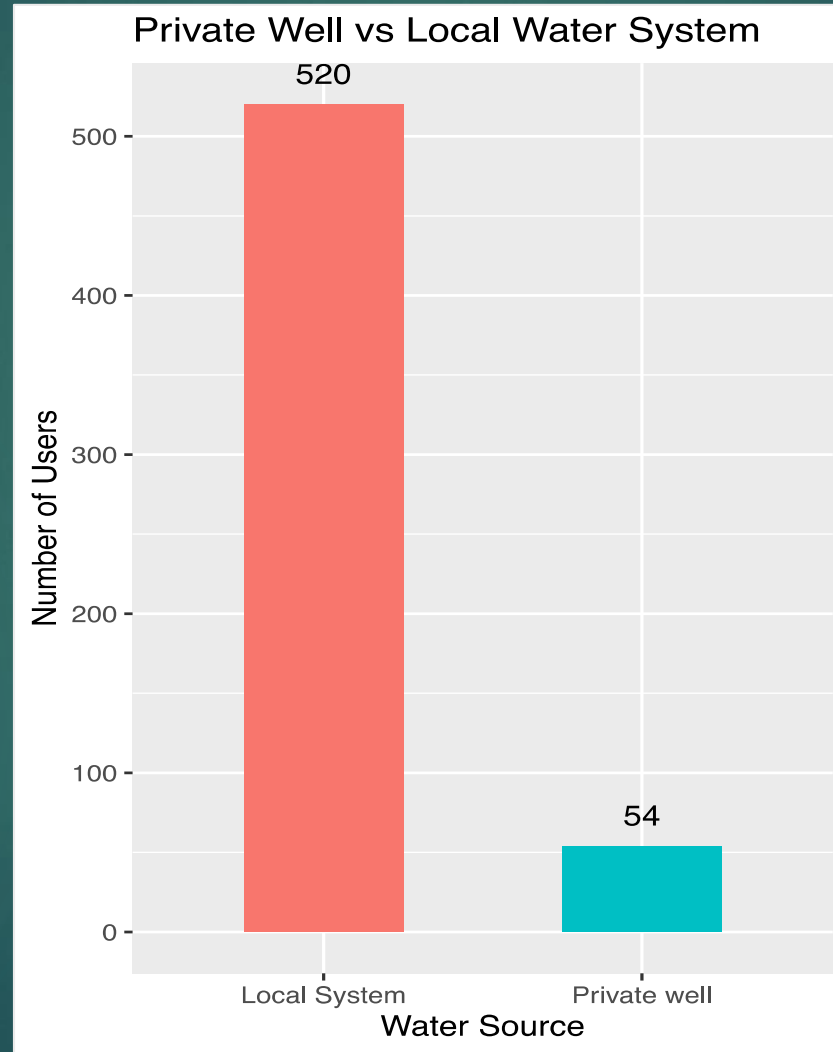
1,694 surveys completed



Respondents by county



System customers vs. well users (DAC respondents)



Water system customers

Local Water System Name	Count
Tuolumne Utilities District	309
Groveland Community Services District	38
Calaveras County Water District	32
City of Angels, Water / Sewer	12
Amador Water Agency	9
Union Public Utility District	8
Mi-Wuk Village Mutual Water Company	5
Sonora Meadows Mutual Water Co.	4
City of Jackson, Water / Sewer	2
Pine Grove Community Service District	2
Twain Harte Community Services District	2
Valley Springs Public Utility District	2
Bear Valley Water District	1
Calaveras Public Utility District	1
Cold Springs Water Company	1
Lake Don Pedro Community Services Dist.	1
First Mace Meadow Water Assoc., Inc.	1
Data are Missing	89

Water Conservation

- ▶ Incentives
 - ▶ Lower baseline to reward those trying to conserve
- ▶ Enforcement
 - ▶ Penalize irrigating roads and sidewalks
 - ▶ Renters who do not pay for water
 - ▶ Water waste hotline
- ▶ Water loss accountability from infrastructure
 - ▶ Leak detection
 - ▶ Reuse water from fire hydrant testing

Rates

- ▶ Education on calculation of rates and costs of delivering water
- ▶ Revisit rates
- ▶ Provide assistance or grants to low-income customers
- ▶ Monthly billing at TUD

Infrastructure

- ▶ Education on who owns what, who's responsible for what
 - ▶ Comments on improvements to smell, taste, pressure, access to equipment
- ▶ General infrastructure upgrades
 - ▶ Citing 1924 vintage of some of TUD's system
 - ▶ Concerns about asbestos pipes
 - ▶ Modernize ditch system
- ▶ Overall more local control over water and water rights

Water bottle filling stations

- ▶ For people experiencing homelessness
- ▶ At a safe, trusted location

Water quality education

- ▶ 30% of DAC water system customers feel water is unsafe to drink
- ▶ 48% use water purification at home
- ▶ 40% buy bottled water for drinking water needs
- ▶ Comments about smell, taste, color, eliminating “toxins”, boiling water
- ▶ Provide reporting on water quality sampling/testing results more than once/year

Drought-related

- ▶ Ensuring long-term water security
- ▶ Backup water supplies
- ▶ Adequate fire flow
- ▶ Backup power supplies
- ▶ Water conservation again

Wastewater

- ▶ Rates
 - ▶ Education and/or revisit and/or provide assistance
- ▶ Metering wastewater
- ▶ Connecting septic to sewer
- ▶ Upgrades to sewer system to handle increased volume
- ▶ Reducing sewer smell in houses and outside in some places
- ▶ Education on what shouldn't go into sewers – e.g., wipes