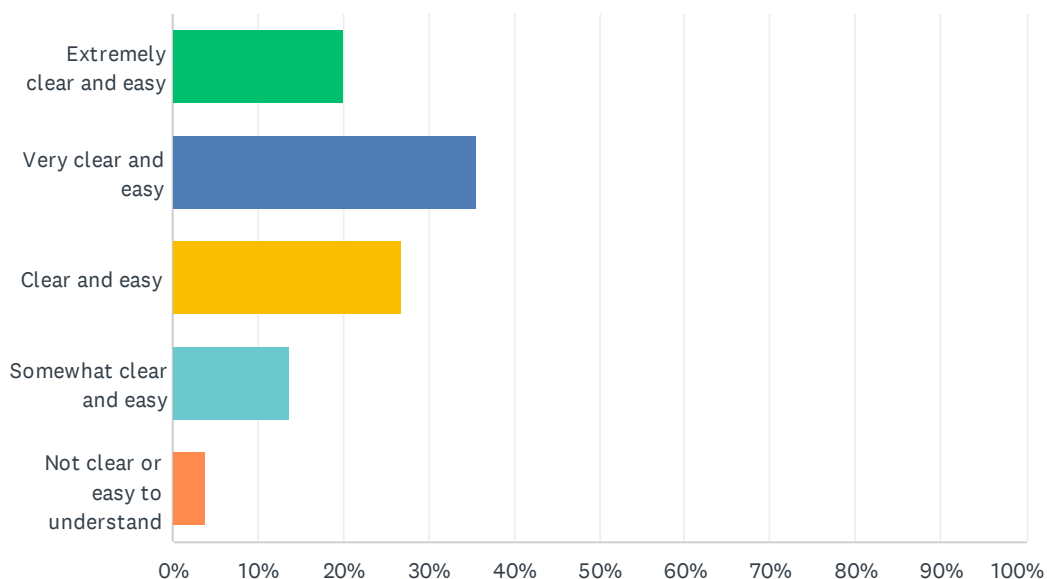


Q1 How clear and easy to understand is your monthly billing statement?

Answered: 160 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely clear and easy	20.00%	32
Very clear and easy	35.63%	57
Clear and easy	26.88%	43
Somewhat clear and easy	13.75%	22
Not clear or easy to understand	3.75%	6
TOTAL		160

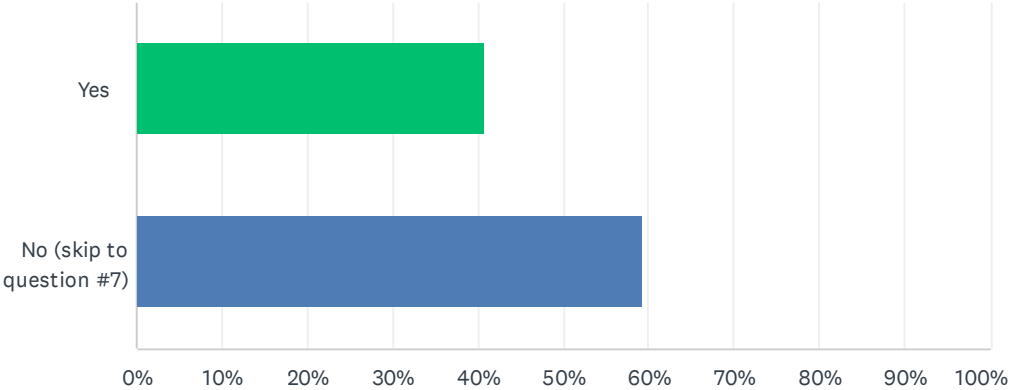
#	WHY?	DATE
1	Multiplier of 78?	9/30/2024 3:20 PM
2	I see detailed information listed on the statement.	9/26/2024 10:36 AM
3	It couldn't be more complicated.	9/23/2024 3:52 PM
4	I don't understand the irrigation line item.	9/23/2024 1:12 PM
5	The water part of the bill is hard to understand as it seems to be estimated based on electric usage?	9/23/2024 8:21 AM
6	I'm confused by the fact that in 2 back-to-back months where I do not step foot into my unit, my bill can differ by over \$60.	9/22/2024 10:11 PM
7	Other than silly baseline rates the bill is simple	9/17/2024 8:55 AM
8	I rarely understand the tariffs	9/16/2024 7:24 AM
9	I think its fairly well done but the rates and numbers seem to always be changing. Realize you are doing your best but cant say that its "extremely easy". For example solid waste always seems confusing. Maybe say refuse bins at Loop road or something.	9/15/2024 8:37 PM

2024 KMPUD Customer Satisfaction Survey

10	It's clear what I'm being charged for, but I am unable to see if I'm using a lot of electricity or a little electricity compared to other similarly sized dwellings.	9/15/2024 10:35 AM
11	Overpriced base charges	9/15/2024 10:12 AM
12	Not sure "why" makes sense. My only desire would be for either the fixed charges or the usage-based charges to be shown slightly differently, or perhaps broken out in some place.	9/14/2024 9:44 PM
13	every charge clearly listed	9/13/2024 5:26 PM
14	They are fine, I am always blown away by how high the energy costs are there, 4 x what I pay at home.	9/13/2024 5:12 PM
15	All the detail is available	9/13/2024 10:14 AM
16	descriptions are clear	9/13/2024 9:42 AM
17	EDU rates should be on the statement	9/13/2024 9:16 AM
18	The electric Base Rate should not be based on historical usage, but on service capacity (KW). Where are "surcharge" and "fuel adjustment" defined?	9/11/2024 10:06 AM
19	It's impossible to understand how the base rates are calculated	9/10/2024 7:32 PM
20	since KMPUD went to the new semi-communist rate plan a few years ago, I have no idea what I'm paying for anymore anyway, just that it is a lot more than it used to be, and that I am somehow subsidizing the heavy users. so, does it even matter what the bill says anymore, as you seem to have decided to make the rates be such that you can take whatever you want, no matter how little one uses.	9/9/2024 9:17 PM
21	It would be helpful to see my EDU and the price per EDU on my bill.	9/8/2024 11:24 PM
22	Base rate as shown for electricity is very misleading. Nowhere does it say that the electric baserate varies from property to property. If I compare my statement with a neighbors, the term "base rate" makes no sense.	9/6/2024 1:55 PM
23	All details are provided	9/6/2024 9:54 AM
24	Not enough info	9/6/2024 6:32 AM
25	Utilities cost a fortune, we average 100\$ a day	9/5/2024 1:33 PM
26	So many line entries	9/5/2024 1:23 PM
27	It would be great to get the details of the recalculation of the base rate each year.	9/5/2024 12:33 PM
28	fits on one page and has all the data	9/5/2024 11:48 AM

Q2 Have you contacted our customer service staff during business hours in the past six months?

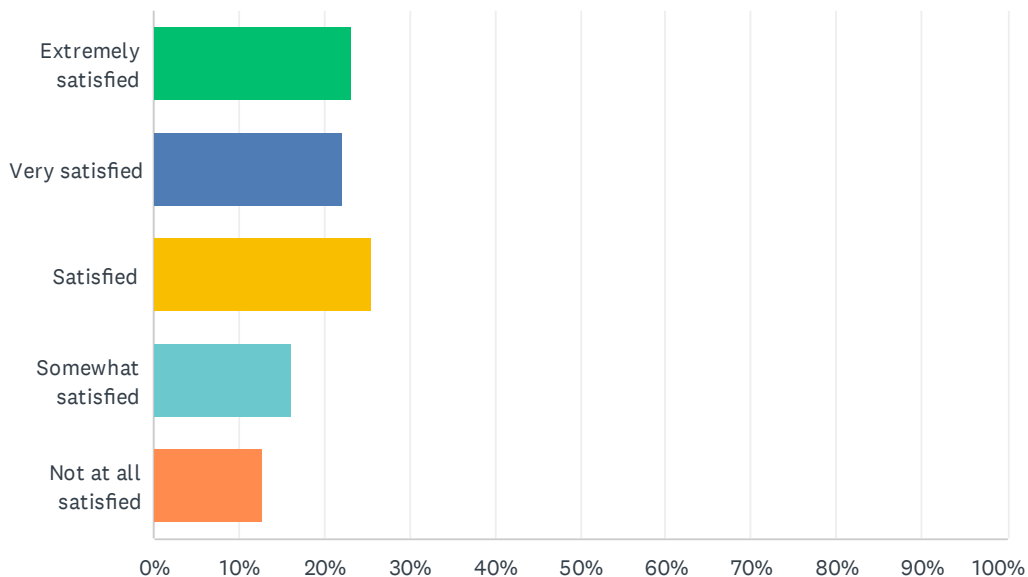
Answered: 160 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	40.63%	65
No (skip to question #7)	59.38%	95
TOTAL		160

Q3 On your most recent contact with our customer service staff, how satisfied were you with the outcome?

Answered: 86 Skipped: 74



ANSWER CHOICES	RESPONSES	
Extremely satisfied	23.26%	20
Very satisfied	22.09%	19
Satisfied	25.58%	22
Somewhat satisfied	16.28%	14
Not at all satisfied	12.79%	11
TOTAL		86

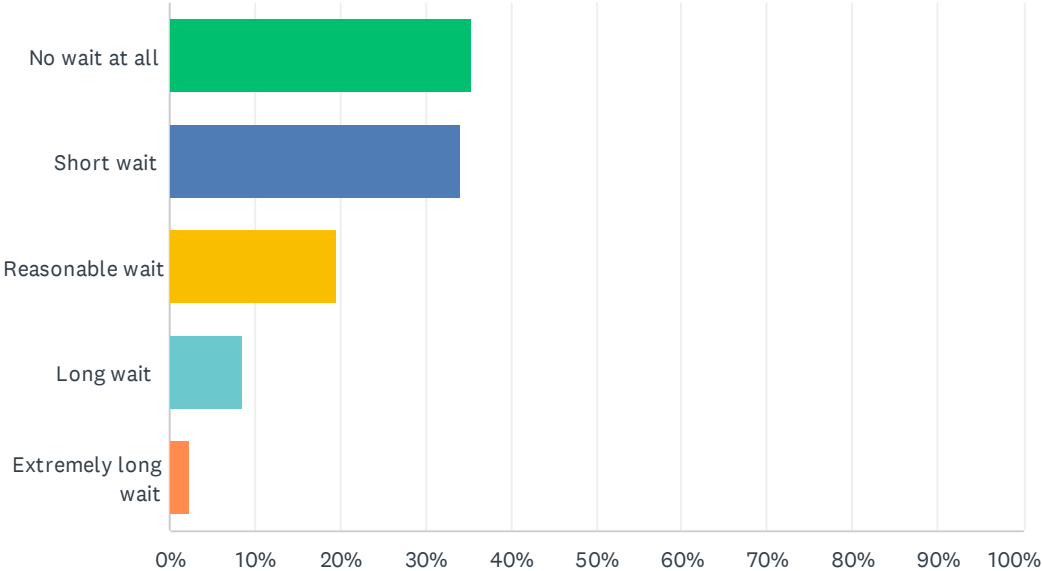
#	WHY?	DATE
1	My encounter was with a bill for January services. I had a trip planned out of the country before the invoices were sent out (they were sent out a bit late because the person who prepares them was snowed out for a few days). I called asking what my payment was and you did not know. In talking with your customer service rep it was decided what amount should be paid safely. That amount fell short of the actual amount and you still charged me late charges. In discussing this and disputing it I got a "We don't care attitude and late fee was not reversed". Not great customer service at all. More of a "we are the king and you don't matter " attitude.	9/26/2024 10:36 AM
2	Called me over a change in water usage. We had a leaky toilet. Great catch!! The staff is always friendly and helpful	9/24/2024 5:28 PM
3	Problem was not taken care of.	9/23/2024 4:03 PM
4	I emailed re this survey.	9/23/2024 8:21 AM
5	skip to question 7 did not work	9/17/2024 8:55 AM

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6	Staff interactions are hit or miss. Sometimes they are pleasant and helpful, other times they are antagonistic.	9/17/2024 7:52 AM
7	We needed help with our outdoor water (Lost Cabin) and got help within a few hours.	9/16/2024 2:59 PM
8	The person with whom I spoke was very polite, etc. However, I was given incorrect information about the FireWise program.	9/16/2024 9:08 AM
9	staff was very nice and responsive but they were unable to address the snow removal issues	9/15/2024 12:35 PM
10	Rude, unhelpful.	9/13/2024 6:35 PM
11	The guys have come over multiple times to help us diagnose a gas line issue that was actually a faulty sensor inside our house. They let me ask questions and follow them around so I could learn about our house & systems. They were awesome.	9/13/2024 10:26 AM
12	Tried to get a feel if the driveway was going to be plowed before I drove up and the staff did not want to discuss. Too worried they were going to be held accountable for something they could not control	9/13/2024 10:14 AM
13	Provided a clear, timely response to my question	9/13/2024 9:32 AM
14	Were not helpful.	9/13/2024 8:17 AM
15	While very polite and professional, it seems like a waste of their time to come downstairs to let me in or answer a question. Get a remote unlock feature to pair with the Ring.	9/11/2024 10:06 AM
16	They tried to blame me for loosing a check that was stapled to a check that they did receive. KPMUD often misapplies or looses checks when n envelope contains payments for multiple properties.	9/9/2024 4:57 PM
17	Temp staff for the day, but was very helpful as to how to get information / questions to the correct PUD staff member	9/8/2024 1:36 PM
18	during the 03/04 season we asked for drive snow removal numerous times, even after plow had ramped the road and we were stuck sometimes for 5 days.... and we live here full time. We were even told a couple of times if the service wasn't okay KMPUD can just tear up our contract! After we prepaid for the service, no joke!	9/7/2024 7:55 AM
19	Did not seem to care about my request, and I called twice and nothing was done; and I asked for a status of fulfillment of my request to be sent to me, and it was not.	9/6/2024 10:37 PM
20	Most recent contact was on a relatively trivial matter, a missing carabiner on the garbage dumpster. On other contacts, I have had varying levels of satisfaction	9/6/2024 1:55 PM
21	Great customer interface	9/6/2024 12:21 PM
22	They took care of a unique request requiring collaboration with ACES to move and replace garbage bins. The request was done on time without any fuss! Thank you!	9/5/2024 9:05 PM
23	The situation is not resolved for our building propane usage.	9/5/2024 7:16 PM
24	It was difficult to know which number to call--there are so many different ones. When I left a voicemail, it wasn't always checked/found even when the mailbox was the designated one I was told to leave a reply on in response to a message from KMPUD staff.	9/5/2024 6:26 PM
25	Utilities cost a fortune, we average 100\$ a day	9/5/2024 1:33 PM
26	Snow removal issues are not resolved by customer service	9/5/2024 1:23 PM
27	Snow removal issues	9/5/2024 1:01 PM
28	knew the answer	9/5/2024 11:48 AM

Q4 How long did you have to wait before a representative was available to help you?

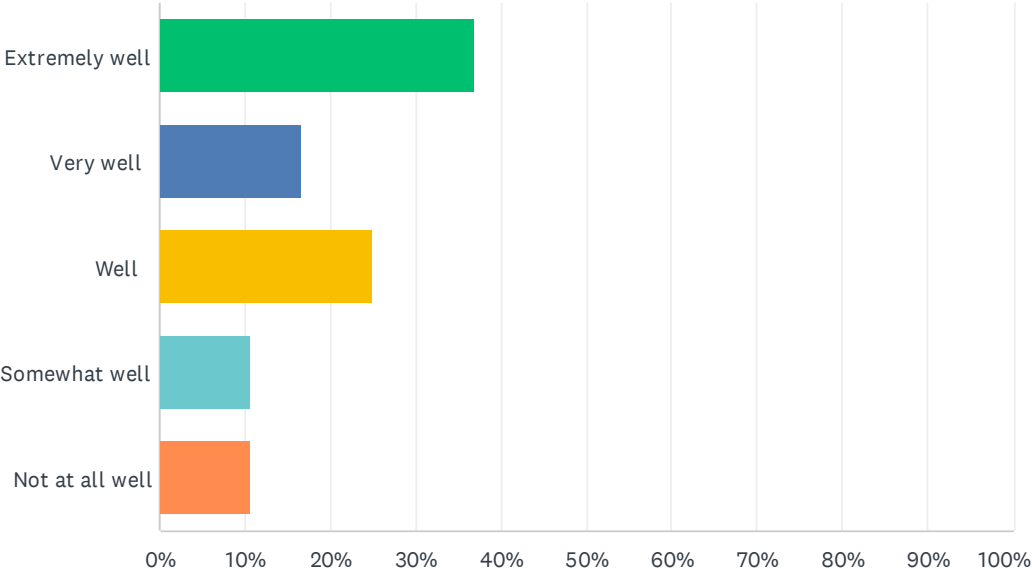
Answered: 82 Skipped: 78



ANSWER CHOICES	RESPONSES	
No wait at all	35.37%	29
Short wait	34.15%	28
Reasonable wait	19.51%	16
Long wait	8.54%	7
Extremely long wait	2.44%	2
TOTAL		82

Q5 How well did the customer service representative listen and answer our question?

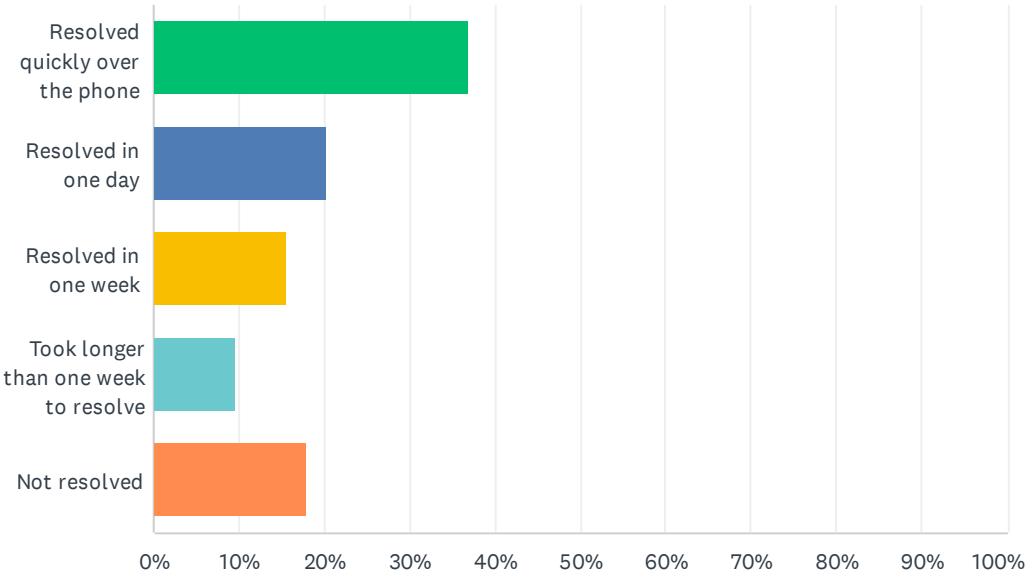
Answered: 84 Skipped: 76



ANSWER CHOICES	RESPONSES	
Extremely well	36.90%	31
Very well	16.67%	14
Well	25.00%	21
Somewhat well	10.71%	9
Not at all well	10.71%	9
TOTAL		84

Q6 How long did you have to wait for the issue to be resolved?

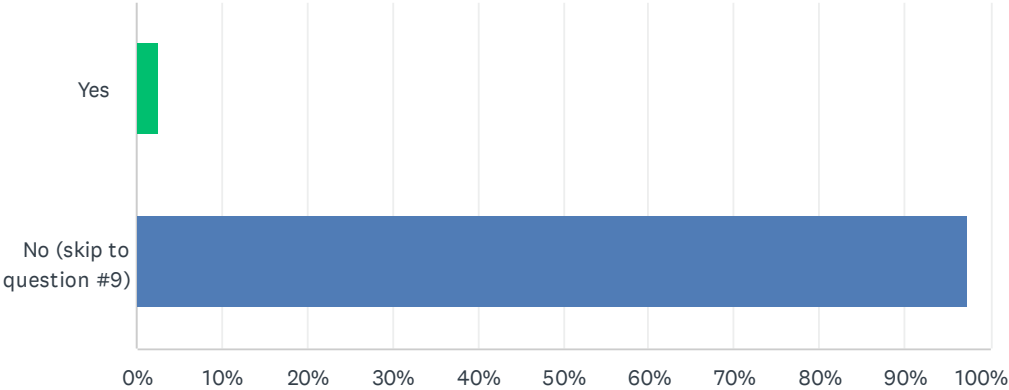
Answered: 84 Skipped: 76



ANSWER CHOICES	RESPONSES	
Resolved quickly over the phone	36.90%	31
Resolved in one day	20.24%	17
Resolved in one week	15.48%	13
Took longer than one week to resolve	9.52%	8
Not resolved	17.86%	15
TOTAL		84

Q7 In the past 6 months, have you placed a non-emergency call after the office was closed for the day?

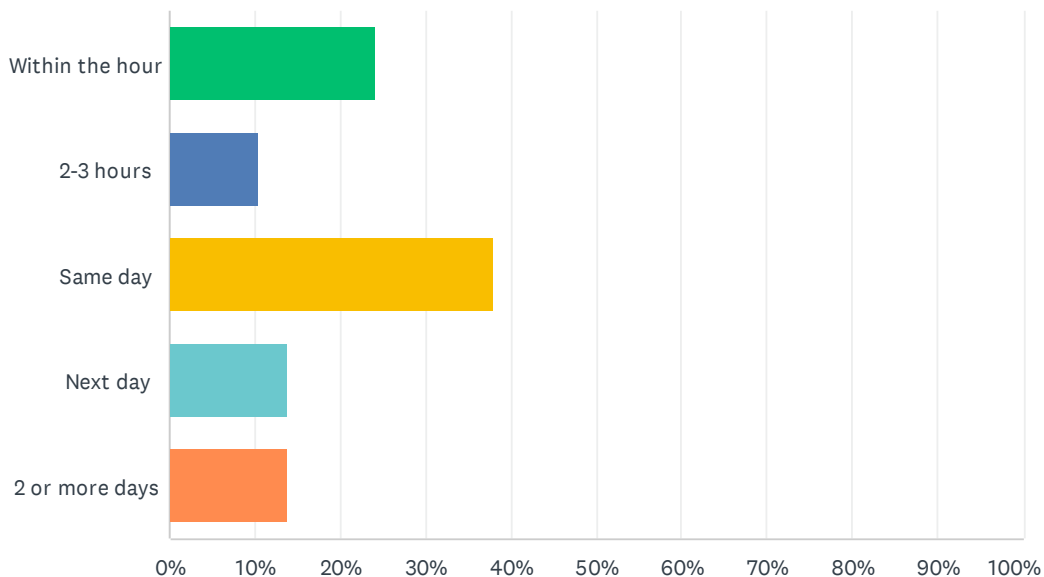
Answered: 158 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	2.53%	4
No (skip to question #9)	97.47%	154
TOTAL		158

Q8 How long did you wait for the District's operations staff to respond to your call?

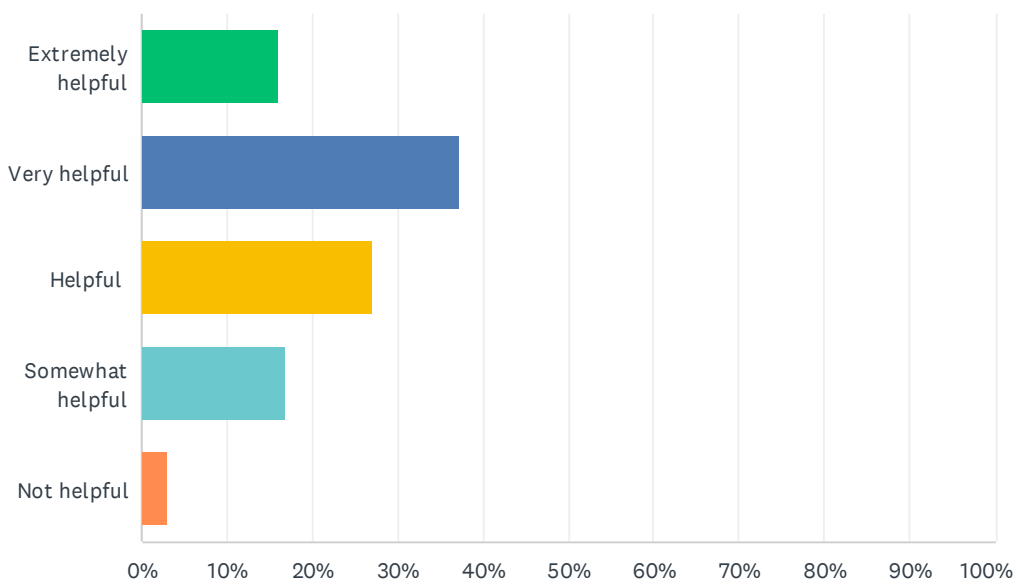
Answered: 29 Skipped: 131



ANSWER CHOICES	RESPONSES	
Within the hour	24.14%	7
2-3 hours	10.34%	3
Same day	37.93%	11
Next day	13.79%	4
2 or more days	13.79%	4
TOTAL		29

Q9 Overall how helpful do you find the District's customer service staff?

Answered: 137 Skipped: 23



ANSWER CHOICES	RESPONSES
Extremely helpful	16.06% 22
Very helpful	37.23% 51
Helpful	27.01% 37
Somewhat helpful	16.79% 23
Not helpful	2.92% 4
TOTAL	137

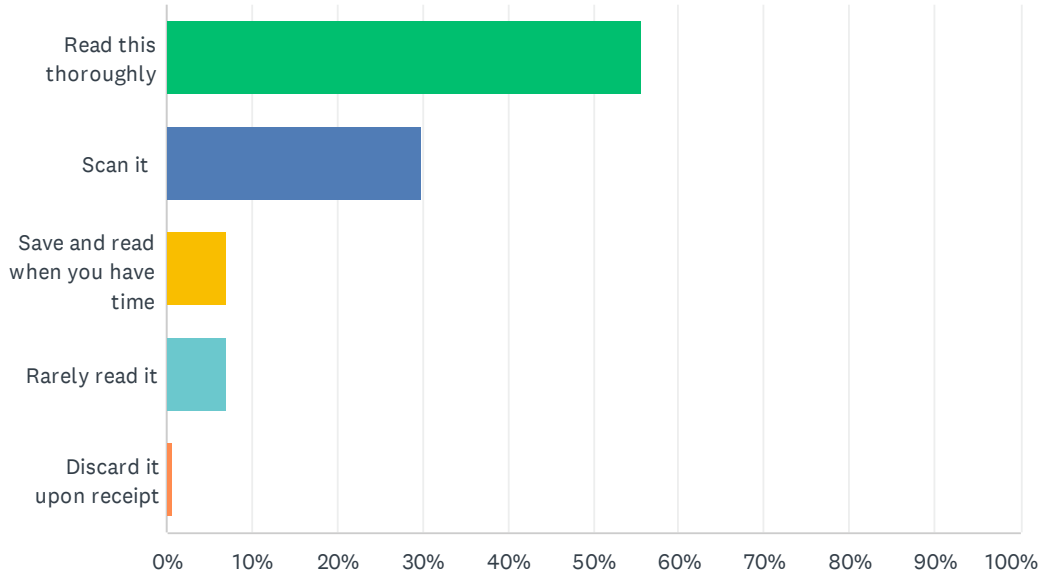
#	WHY?	DATE
1	March 5 2023 propane outage was slow to acknowledge but fixed promptly with good followup communications. Gas updates and other communications since have been clear and informative.	10/1/2024 6:07 PM
2	I do not often contact the KMPUD customer service, so it is difficult to answer this question accurately.	9/30/2024 8:25 PM
3	No real response, just a gut feeling	9/26/2024 10:36 AM
4	Person on the phone was nice and courteous but advised serviceman would fix issue. However nobody ever came out.	9/23/2024 4:03 PM
5	Would not rplain high charges when property unoccupied	9/23/2024 3:55 PM
6	N/A	9/23/2024 3:52 PM
7	Have had very little interaction with staff but what I've had has been satisfactory	9/23/2024 3:10 PM
8	Jon Campbell was very helpful in getting our driveway repair completed.	9/23/2024 1:12 PM
9	generally respond when contacted	9/17/2024 8:55 AM

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10	I really haven't had enough experience with staff.	9/16/2024 9:08 AM
11	Think they try to answer questions when they can.	9/15/2024 8:37 PM
12	NA, haven't contacted them.	9/15/2024 10:43 AM
13	I have called KMPUD customer service, and have had good experiences on the phone as it relates to questions about utilities and energy. The snow removal side of KMPUD is a different story, however. It's run like a monopoly business that knows there are no other options. From refusal to deliver contracted-for services to take-it-or-leave it contracting practices, KMPUD snow removal feels like a bully rather than a partner in the community.	9/15/2024 10:35 AM
14	I needed orange recycling bags and was able to pick some up at the office.	9/14/2024 9:44 PM
15	always try to to do their best	9/13/2024 5:26 PM
16	I think they are as helpful as they can be for the type of location we live at, and staffing they are allowed.	9/13/2024 5:12 PM
17	Last contact was for approval of shed - went okay no issue and they responded promptly	9/13/2024 4:49 PM
18	When I have questions, KMPUD staff has always answered them	9/13/2024 12:42 PM
19	Always responsive, and generally have answers.	9/13/2024 10:26 AM
20	I know snow removal is a touchy subject, I just wanted to know if there was any hope that the driveway would be plowed or just tell me don't come up or bring your own blower...	9/13/2024 10:14 AM
21	Seems like they don't even understand the rules of the KMPUD as they changes based on who is calling	9/13/2024 9:27 AM
22	When I have called them they have been extremely helpful but it has been a while.	9/13/2024 8:24 AM
23	A snowplow operator intentionally blocked Hawkweed with a berm of snow. Rick was able to get the blockage cleared later that day.	9/11/2024 10:06 AM
24	In regards to general service. NO HELP WHATSOEVER FOR SNOW REMOVAL!	9/7/2024 7:55 AM
25	Since KMA did not use KMPUD for snow removal, things were easy. It is on the issue of snow removal that things get tricky with KMPUD customer service staff.	9/6/2024 1:55 PM
26	Took three times to change billing issue.	9/6/2024 10:54 AM
27	They answer questions and provide recycling bags when I need them	9/6/2024 9:54 AM
28	When they can answer the question they are great. When the question requires follow up things seem to get lost	9/5/2024 7:16 PM
29	Haven't interacted with staff recently.	9/5/2024 5:41 PM
30	Helpful when the right person is available. Issue had to be referred to someone who was out of the office and did not get call back within a few days. So I called again and got the right person. Not really a problem as the issue was not urgent and somewhat unusual.	9/5/2024 12:53 PM
31	working through the meter move was a good experience. appreciated the team oriented approach to getting it finalized.	9/5/2024 12:52 PM
32	KMPUD required protection for propane meters/ connections for good reason. The process by which safety was determined was not reasonable. The person in charge of exception was inflexible. Also the KMPUD is refusing to supply propane to homes that already have infrastructure. This makes no sense. I'm happy with propane management currently.	9/5/2024 12:40 PM
33	The staff have always been very responsive, but our concerns regarding pricing for new homeowners were out of their control.	9/5/2024 12:33 PM
34	Friendly and well trained	9/5/2024 11:48 AM

Q10 Each month the District prepares a newsletter to communicate information about the projects that are working on and general items of interest in Kirkwood. Do you generally:

Answered: 158 Skipped: 2



ANSWER CHOICES	RESPONSES	
Read this thoroughly	55.70%	88
Scan it	29.75%	47
Save and read when you have time	6.96%	11
Rarely read it	6.96%	11
Discard it upon receipt	0.63%	1
TOTAL		158

Q11 Do you have suggestions for how the newsletter might be improved or have requests regarding topics to be covered? If so, please list your ideas.

Answered: 46 Skipped: 114

#	RESPONSES	DATE
1	More regular updates via social media posts rather than only a single monthly newsletter dump.	10/1/2024 6:07 PM
2	I would appreciate if the newsletter had more accurate information about when green waste dumpsters will arrive, when e-waste dumpsters will arrive, when the large item dumpsters will arrive, when the playground will be assembled and disassembled, and so on.	9/30/2024 8:25 PM
3	No	9/30/2024 8:29 AM
4	Highlight the communication to be a newsletter	9/24/2024 3:35 PM
5	Anticipated changes coming	9/23/2024 1:12 PM
6	It's good to have ideas of energy-saving included in the newsletter - but would be good to have specific incentive programs that are relevant and applicable in Alpine County / and directly from KMPUD included in the newsletter. Are there some options for limited solar deployments (where feasible) or to convert to more efficient water heaters etc? Or perhaps an incentive to replace / upgrade wood-burning stoves?	9/23/2024 8:21 AM
7	Very interested in learning about planning and mitigation efforts to ensure propane deliveries during winter storms	9/22/2024 10:11 PM
8	no	9/17/2024 8:55 AM
9	Please talk about the picnic area next to KMPUD housing. It's not clear if it's open to the public since all the property boundary signs seem to be designed to keep people away. Wasn't it paid for with our taxes?	9/17/2024 7:52 AM
10	I didn't know there was still a newsletter! Is it electronic or sent with the paper bill?	9/16/2024 9:08 AM
11	I love the tips - like winter is coming here's what you should think about	9/16/2024 7:24 AM
12	No real requests, its just good info.	9/15/2024 8:37 PM
13	Na	9/15/2024 1:15 PM
14	Place in mailboxes. I haven't seen one for a long time.	9/15/2024 12:03 PM
15	No	9/15/2024 10:43 AM
16	The newsletter is great. I read it every month. I like the stats on the weather/snowfall and to know what is going on at Kirkwood. I also like the updates on snow removal operations and best practices. The newsletter feels friendly, which is a welcome departure from actually working with the snow removal team.	9/15/2024 10:35 AM
17	Same letter past 20 years	9/15/2024 10:12 AM
18	Keep doing it	9/15/2024 10:10 AM
19	Add "Read the parts that matter to me" as another possible answer to the question: I read the parts that are useful, but I have a condo, not a separate home, so many of the items are not useful (gas tank safety, chipping services, etc.	9/14/2024 9:44 PM
20	Perhaps upcoming projects,etc. Lots of junk behind water treatment plant so meadow visible and nice to keep that in front vs meadow view maybe that's because working on plant so that kinda stuff is nice example. You've all have a lot on plate to keep it all going. Thank you	9/14/2024 10:45 AM
21	I really appreciate that you are doing these regular communications!	9/14/2024 9:51 AM

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22	Would appreciate clear communication on when the large item dumpster is coming! I don't think I saw any communication about it but then found it ready to go on the July 4th weeked.	9/13/2024 7:13 PM
23	No	9/13/2024 5:50 PM
24	I am never sure who is responsible for what at Kirkwood, There is an odd division of labor/resources. For example, the KCA seems to be charged with maintaining roads that I thought were county roads? How could a community rec center be charged with road maintenance? Likewise, I am not 100% sure what KMPUD is responsible for. I think it would be a great thing for all agencies to come together and create a document for all homeowners that has content such as "If you need this or would like to talk about potholes in the roads, contact ____" or, "if you would like to talk about snow stakes and why they are up all summer, contact ____". This would be extremely helpful, especially for new homeowners in the valley, as it's not clear who is responsible for what, with contact information.	9/13/2024 5:12 PM
25	More updates on road maintenance and information needed during the plowing season. Maybe focus on who is responsible for fire hydrant snow removal.	9/13/2024 4:49 PM
26	No	9/13/2024 11:48 AM
27	How about advice/instructions on how to get my outdoor, uncovered, designated space plowed when there is NO other place for me to park.	9/13/2024 9:56 AM
28	No	9/13/2024 9:38 AM
29	Shorter - and funny - and photos	9/13/2024 8:18 AM
30	Include best practices for traveling during winter storms (carry chains, shovel, extra food, water, clothing, headlamp reflective vest, etc.). When describing items that do not belong in the waste or recycling bins, tell us where to dispose of these items (e.g. batteries, fluorescent lights).	9/11/2024 10:06 AM
31	Generally, the info is helpful. We would like to read about upcoming activities in the valley.	9/10/2024 10:44 AM
32	Seems the email format is different and does not come up until you scroll down and over to see the newsletter. Not sure what changed.	9/8/2024 1:36 PM
33	no	9/6/2024 1:55 PM
34	No, you're doing great	9/6/2024 12:21 PM
35	Highlight events in Kirkwood, like what is going in n with the tennis courts. When will the roads be repaired (know they have started to repair), etc.	9/6/2024 10:54 AM
36	No	9/5/2024 7:23 PM
37	How to use the website is a good idea. Just learned I can see all my past invoices	9/5/2024 7:16 PM
38	We have two very active Facebook Groups for Kirkwood. It would be useful if you effectively used this group for important updates--and not just when you want people to come out and vote for issues you are trying to get passed.	9/5/2024 6:26 PM
39	Work more closely with Vail and KCA to have a community wide newsletter as I think KMPUD has the largest reach.	9/5/2024 1:53 PM
40	no	9/5/2024 1:45 PM
41	No	9/5/2024 1:34 PM
42	For the most part , have good information in it	9/5/2024 1:33 PM
43	I would like paper again	9/5/2024 1:31 PM
44	Status of projects Updates on issues Announcements of upcoming projects or issues	9/5/2024 1:23 PM
45	Explain what is happening in the area. E.g. there are red tags on some trees in the East Meadows so I am guessing those are going to be removed. Is that correct? Why were those trees chosen? When will the work be done? Things like that are good to know.	9/5/2024 12:53 PM
46	The newsletter tends to not include the KMPUDs items that need the community's vote.	9/5/2024 12:33 PM

Q12 If you are familiar with the District's website, do you have suggestions for how the District's website could be improved? If so, please list your ideas.

Answered: 45 Skipped: 115

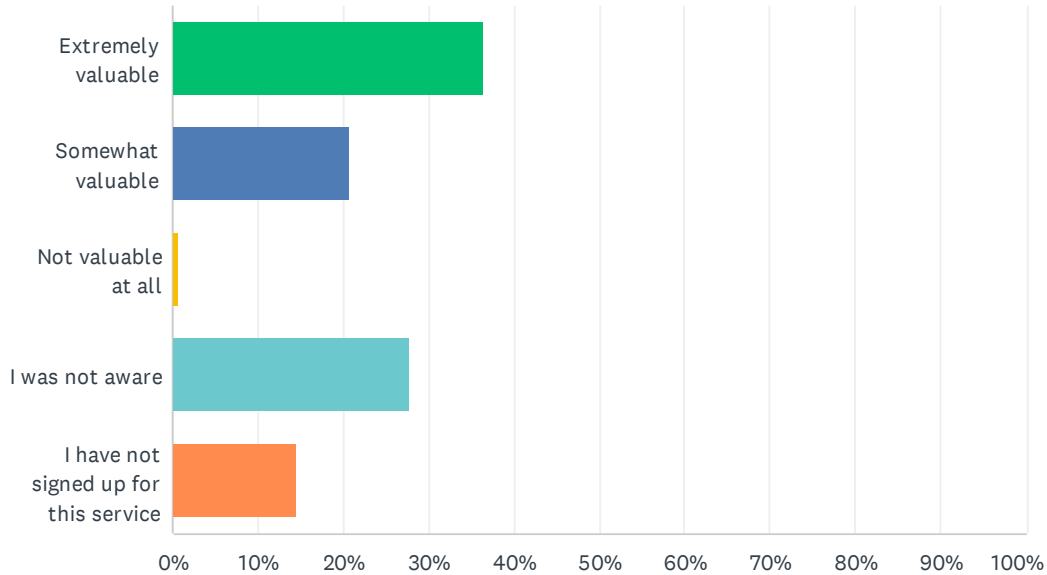
#	RESPONSES	DATE
1	Launch a Facebook page like the fire department and post regular content and updates there, with links back to the District website.	10/1/2024 6:07 PM
2	-Many dangling links. -Poor user interface. -Buggy usage plots -Too short back history available.	9/30/2024 8:29 AM
3	No	9/23/2024 3:55 PM
4	I go online to pay my bill every month or so. It would help if your listing of monthly bills clearly showed the balance due. It's sometime hard for me to figure out if I owe for one month or two.	9/23/2024 12:57 PM
5	Clear outline of how bills are calculated would be useful so that we can guide family members / renters on how to help reduce costs.	9/23/2024 8:21 AM
6	no	9/17/2024 8:55 AM
7	I would like to have an alert configuration to control when to be notified (and how) when water has been running continually.	9/16/2024 2:59 PM
8	I don't visit	9/16/2024 7:24 AM
9	Familiar but no suggestions.	9/15/2024 8:37 PM
10	Na	9/15/2024 1:15 PM
11	No	9/15/2024 12:03 PM
12	No	9/15/2024 10:43 AM
13	The website is easy to use and I like being able to look at my past usage. I would like to be able to compare my usage, anonymously, to other units at Kirkwood.	9/15/2024 10:35 AM
14	You are overstaffed cut cost to provide a lower consumer cost	9/15/2024 10:12 AM
15	No	9/15/2024 10:10 AM
16	The design is somewhat dated. Could use an update. Functionality is sometimes hard to find. Adding a blog of something with current information might be useful.	9/15/2024 9:06 AM
17	I don't use it much, but have generally been able to find information.	9/14/2024 9:44 PM
18	Same as above	9/14/2024 10:45 AM
19	Not sure I have visited recently, or needed to!	9/14/2024 9:51 AM
20	Maybe center home updated on weekly basis with current issues and news	9/13/2024 4:49 PM
21	Looks good to me	9/13/2024 12:42 PM
22	An easily accessed header for documents. Organize documents by type: studies, policies, etc.	9/13/2024 12:07 PM
23	Very good website	9/13/2024 11:48 AM
24	Familiar and I think it is just fine.	9/13/2024 11:28 AM
25	I appreciate the usage detail	9/13/2024 10:48 AM
26	Include a live map of snow plows so that the homeowners don't bug staff	9/13/2024 10:14 AM

2024 KMPUD Customer Satisfaction Survey

27	No	9/13/2024 9:38 AM
28	I just learned about the meter monitoring and emergency alerts from this survey, so I signed up, but it would be nice to have all sign-up links displayed prominently on the main page so that people don't have to search for these things. It took me several minutes to find each one. Searching for "monitor," "emergency," and "alert" did not turn up the relevant results (although "meter" did).	9/13/2024 9:32 AM
29	I'm not familiar	9/13/2024 8:18 AM
30	See my comments on question 1. The calendar was lacking or slow to be updated with events such as KVFD fundraiser or Chili Cook-off.	9/11/2024 10:06 AM
31	Make it more modern and easy to find statistics, meter readings and account information	9/10/2024 7:32 PM
32	Yes, no comments for improvement right now.	9/8/2024 1:36 PM
33	When a regularly scheduled meeting is canceled, the events calendar should contain that message, like "No KMPUD Board Meeting this month"	9/6/2024 1:55 PM
34	Not generally familiar as the newsletter is good. But I do use the snowplow residency feature.	9/6/2024 12:10 PM
35	The snow removal residency list could be more flexible regarding changing dates.	9/5/2024 8:59 PM
36	Please update the account when a check has been cashed instead of waiting for the following month.	9/5/2024 8:27 PM
37	No	9/5/2024 7:23 PM
38	It seems a bit dated.	9/5/2024 6:26 PM
39	Some way to set up automated water leak alerts	9/5/2024 6:07 PM
40	i would like to be able to access copies of my bills and print them from the web site. i know I can pay my bills online but it'd be helpful to access my account. Thanks	9/5/2024 5:16 PM
41	It is almost impossible for me to find the section regarding snow removal management. It needs to have a much more straightforward labeling/location on the site.	9/5/2024 4:21 PM
42	can't tell if auto pay was connected as i get email bill and mail	9/5/2024 1:45 PM
43	N/A	9/5/2024 1:34 PM
44	I use the website but making suggestions now would take longer than I have. You should consider a questionnaire just on that topic so I know to review the website before I begin answering.	9/5/2024 12:53 PM
45	Needs to be updated and kept up to date	9/5/2024 11:48 AM

Q13 The District provides its customers the ability to remotely and securely monitor your ongoing water, propane, and electrical usage from kmpud.com once you register and link to your property on the website. Have you found this valuable for you and your Kirkwood home?

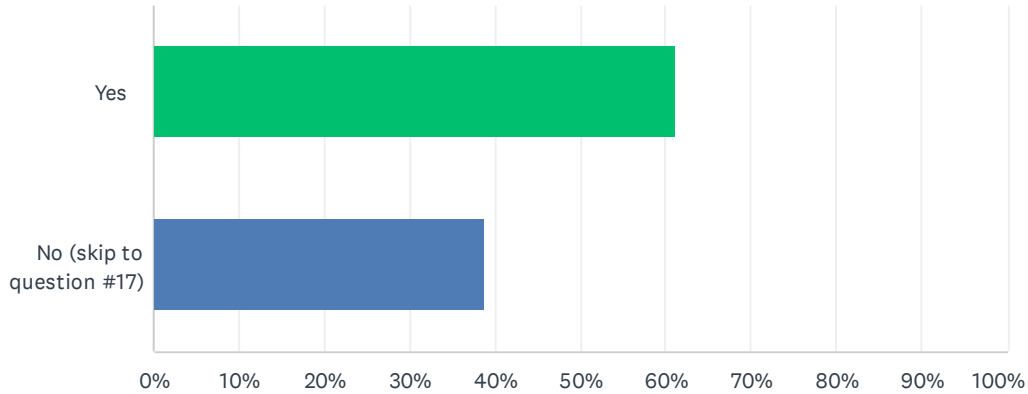
Answered: 159 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely valuable	36.48%	58
Somewhat valuable	20.75%	33
Not valuable at all	0.63%	1
I was not aware	27.67%	44
I have not signed up for this service	14.47%	23
TOTAL		159

Q14 The District provides its customers the ability to sign up for emergency notifications (via phone call, text, or email) for issues related to KMPUD services and local emergencies like wildfires. Have you signed up to receive emergency notifications?

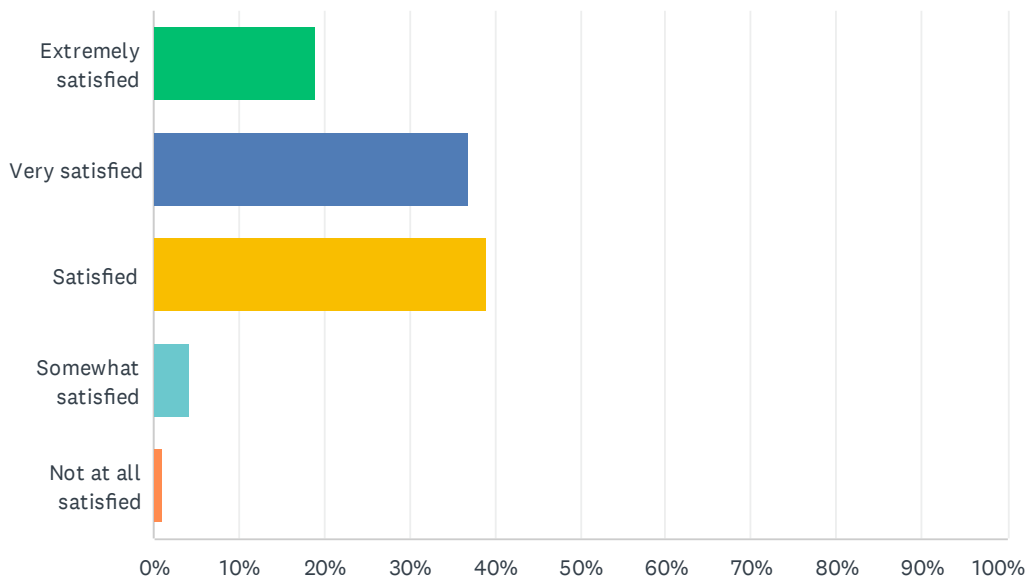
Answered: 157 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	61.15%	96
No (skip to question #17)	38.85%	61
TOTAL		157

Q15 If you answered Yes to question #14, what is your level of satisfaction with the emergency notification service?

Answered: 95 Skipped: 65



ANSWER CHOICES	RESPONSES
Extremely satisfied	18.95% 18
Very satisfied	36.84% 35
Satisfied	38.95% 37
Somewhat satisfied	4.21% 4
Not at all satisfied	1.05% 1
TOTAL	95

#	WHY?	DATE
1	skip to question 17 did not work	9/17/2024 8:55 AM
2	Get texts and emails and thats helpful	9/15/2024 8:37 PM
3	I believe I signed up for the service, but now I can't find it on the website so I'm not sure if I'm actually registered.	9/15/2024 10:35 AM
4	Rarely needed	9/15/2024 10:12 AM
5	Haven't been sent any messages yet.	9/14/2024 5:37 PM
6	Hopefully it's because there are not to many but have not seen one in a while	9/13/2024 4:49 PM
7	Not sure if I have seen it used yet	9/13/2024 4:48 PM
8	The only notification I remember was being told not to use propane because the district failed to fill the storage tank prior to a big storm we all knew was arriving.	9/13/2024 12:42 PM
9	I would be great if the sensitivity were turned up. I had a pinhole leak in a bathroom faucet	9/13/2024 10:14 AM

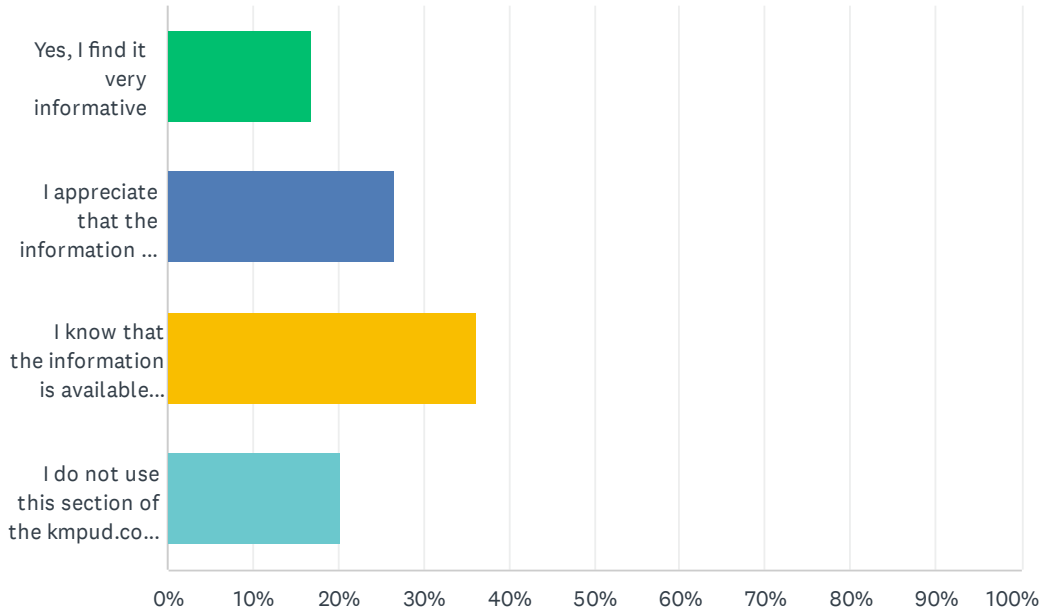
2024 KMPUD Customer Satisfaction Survey

supply line. The meter registered one or two cubic feet of water over 6 weeks - in November and early December - when we were not in Kirkwood. Even that small leak caused extensive damage. The system detected a toilet leak at neighbors a few years ago and that was great. be wonderful if it could detect very small usage....

10	N/a	9/13/2024 9:38 AM
11	No emergency experience since we signed up.	9/10/2024 10:44 AM
12	It works as intended	9/6/2024 1:55 PM
13	I need to do this.	9/6/2024 12:10 PM
14	The effectiveness of communication during the propane shortages was disappointing	9/5/2024 6:07 PM
15	Not always timely	9/5/2024 1:23 PM
16	I am not sure if I am signed up for the service.	9/5/2024 12:53 PM
17	Don't know	9/5/2024 12:40 PM
18	The Caldor info was a great example	9/5/2024 11:48 AM

Q16 The District website, kmpud.com includes recordings of Board meetings, Board agendas, packets, meeting minutes, other meeting notices and District news. Is this a convenient way for you to stay informed about these issues facing the District?

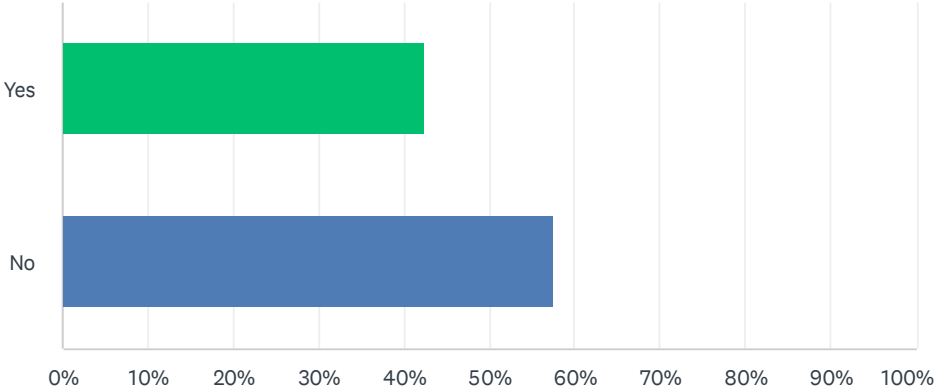
Answered: 124 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes, I find it very informative	16.94%	21
I appreciate that the information is available, and I review it as often as possible.	26.61%	33
I know that the information is available when I have time.	36.29%	45
I do not use this section of the kmpud.com website	20.16%	25
TOTAL		124

Q17 Starting because of COVID-19, District Board and Committee meetings can be attended via video/teleconference on Zoom. Have you attended a Board or Committee meeting on Zoom?

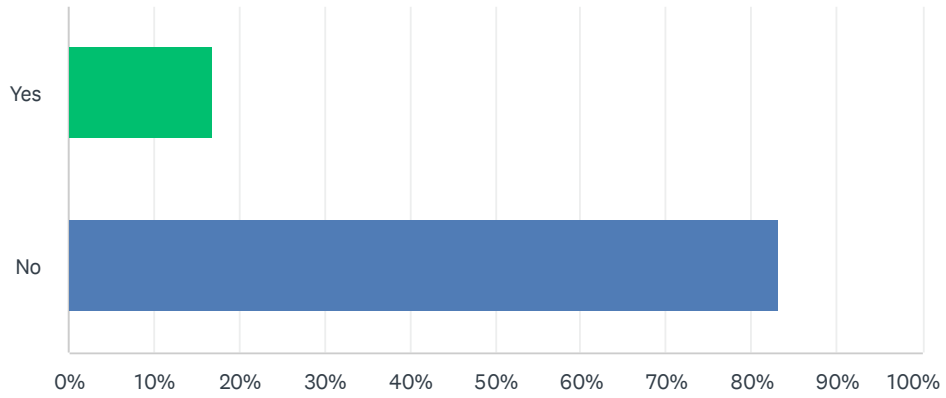
Answered: 158 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	42.41%	67
No	57.59%	91
TOTAL		158

Q18 You can participate in District Board meetings either in-person or on Zoom. Do you prefer to attend in-person?

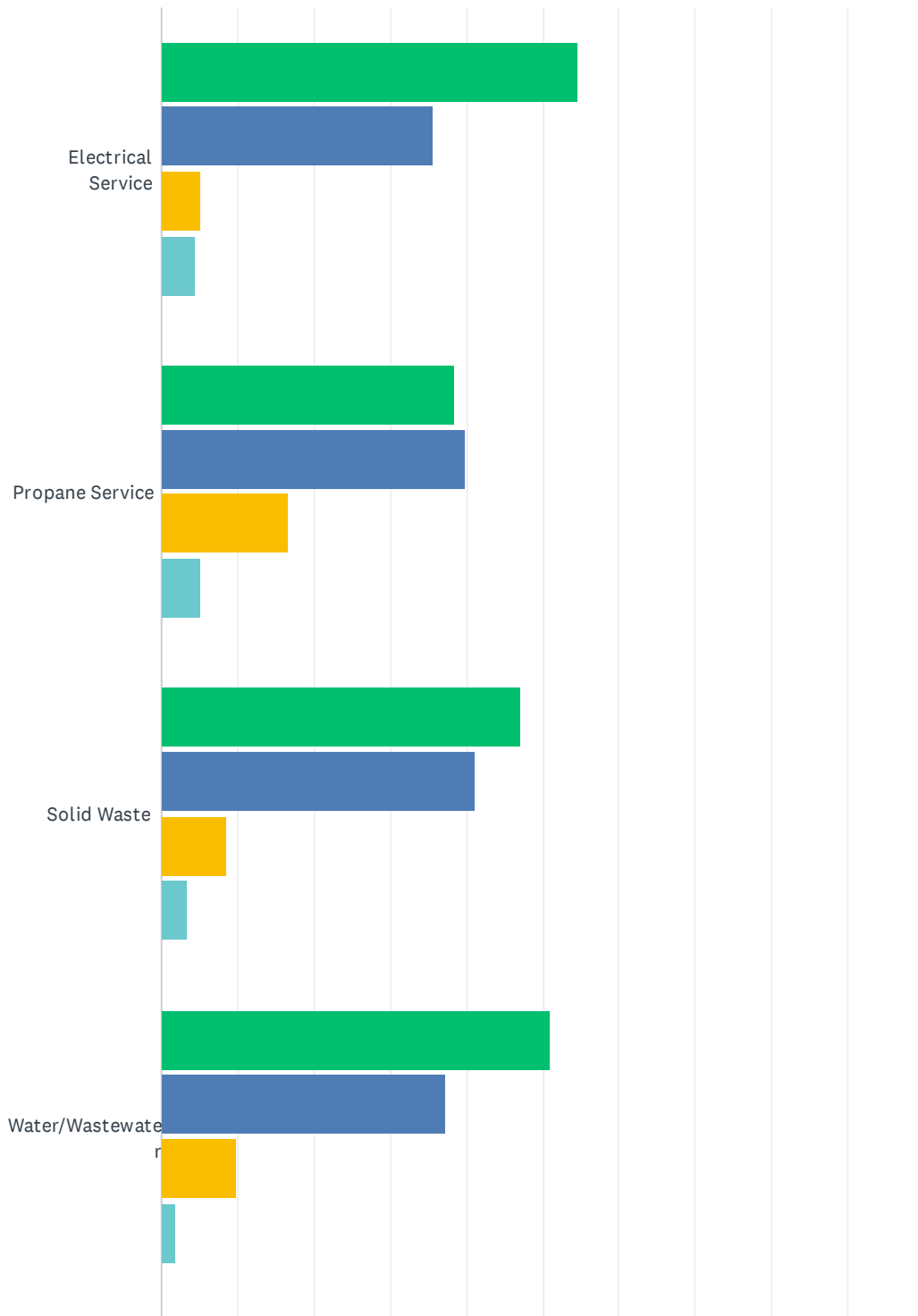
Answered: 149 Skipped: 11



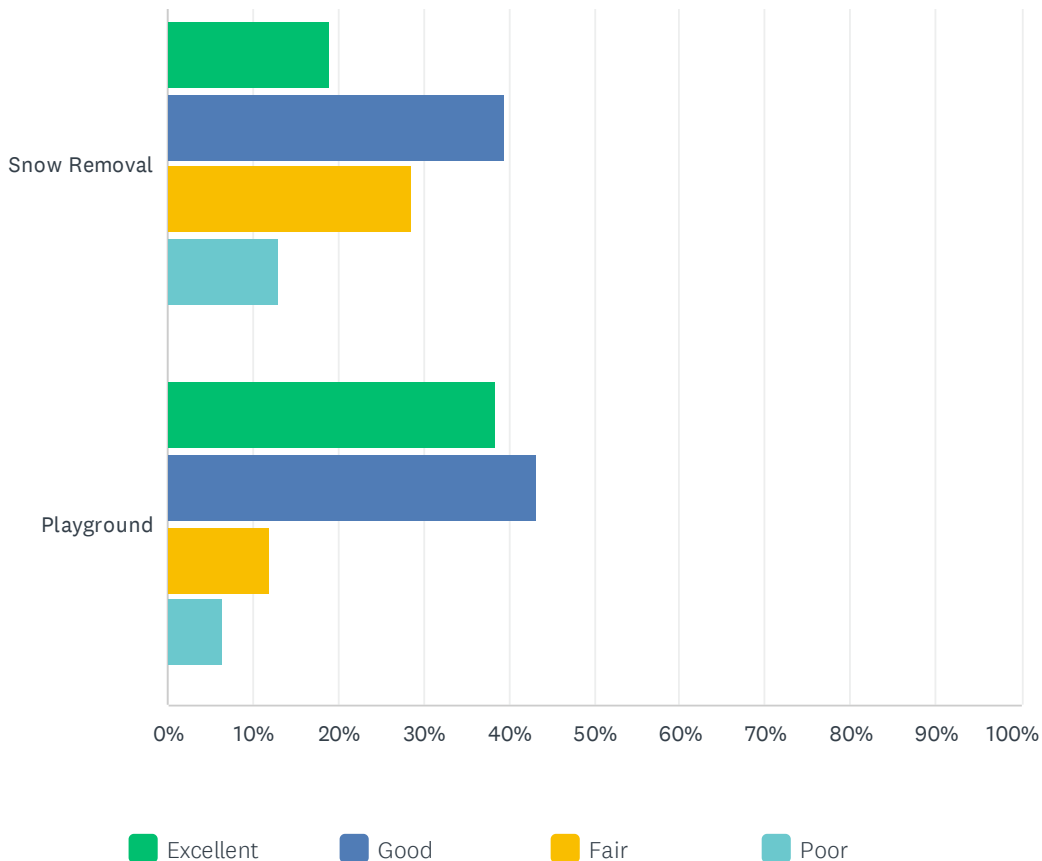
ANSWER CHOICES	RESPONSES	
Yes	16.78%	25
No	83.22%	124
TOTAL		149

Q19 Currently, the District provides Electricity, Propane, Water, Wastewater, Fire/Emergency Response, Snow Removal, Solid Waste and maintains a Playground. Please evaluate the District's performance in providing the following service(s). Comments to support your evaluation are welcome.

Answered: 155 Skipped: 5



2024 KMPUD Customer Satisfaction Survey



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Electrical Service	54.55% 84	35.71% 55	5.19% 8	4.55% 7	154
Propane Service	38.41% 53	39.86% 55	16.67% 23	5.07% 7	138
Solid Waste	47.02% 71	41.06% 62	8.61% 13	3.31% 5	151
Water/Wastewater	50.98% 78	37.25% 57	9.80% 15	1.96% 3	153
Snow Removal	19.05% 28	39.46% 58	28.57% 42	12.93% 19	147
Playground	38.40% 48	43.20% 54	12.00% 15	6.40% 8	125

#	COMMENTS	DATE
1	I cannot believe how terrible and vindictive KMPUD became with snow removal and am glad we no longer depend on you for this service. Shameful for a mountain town. Past propane shortages were only partly understandable given challenges. Overall, need better planning for failure possibilities going forward.	10/1/2024 6:07 PM
2	Snow removal has gotten very expensive	9/23/2024 3:10 PM
3	Not sure what the solid waste service means - are these the trash containers by the KMPUD? The water service works fine but it's hard to understand what the usage is and how that gets billed. It seems very high for very limited days of usage (we shut off the water when not there). On the other hand, we have continual electric usage from smart devices, heating etc while we are not there. If water is somehow linked to electric usage, that's an unfair way to calculate billing.	9/23/2024 8:21 AM

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4	Wastewater charges are ludicrous. I've owned property all around the country and have never seen rates as high as these	9/22/2024 10:11 PM
5	The inadequate snow removal service for the ever increasing price is infuriating. We feel like we are caught in a monopoly at the mercy of a very badly run service.	9/18/2024 6:32 PM
6	driveways cost 2x private services & KMPUD has created snow banks that hinder private operations	9/17/2024 8:55 AM
7	Should have kept the tennis courts as opposed Vail parking lots	9/16/2024 11:41 AM
8	There should be a "Not applicable" choice for these questions.	9/16/2024 9:08 AM
9	What happened to the Tennis Court?	9/15/2024 9:03 PM
10	Thanks for all you do.	9/15/2024 8:37 PM
11	Snow removal on upper Larkspur is not good. We are last cleared in EM and usually not cleared before we need to leave so I have to clear our drive most days. Please focus on clearing drives of people in residence. We spend most of the winter and Kirkwood and watch dozens of obviously empty homes get cleared before us. Also, please don't always clear upper larkspur last in rotation. We dream of having our drive cleared before we need to leave for mountain. Also, there have been times with the EM roadways are completely unpassable while the highway 88 is still open. This could be a big issue in case of medical emergency. Seems that roads should be cleared to level where they are passable as long as highway is open.	9/15/2024 12:35 PM
12	Although excellent, the propane service is not drama free due to the nature of our location.	9/15/2024 10:43 AM
13	I've been at Kirkwood during insanely windy and snowy winter storms and have been impressed that the electricity never goes out and the propane keeps flowing. The reason for my lower rating with propane service is due to the multiple times over the past few years that the Valley has come close to running out of propane and residents have been asked to conserve their usage of the propane. There has to be a way to store enough propane to get through a 7 day storm event. I am often impressed with the snow removal capabilities and appreciate the hard work of the snow removal operators, but it's hard for me to give a good rating because of the take-it-or-leave-it contracting behavior, occasional refusal to provide contracted-for snow removal services, and the sometimes rude demeanor of the KMPUD snow removal managers. My suggestion to the snow removal management: perhaps try being friendly and act like a community partner, and people will respond accordingly.	9/15/2024 10:35 AM
14	You have same meetings you waste \$\$\$ Lower cost no just increases	9/15/2024 10:12 AM
15	Don't use playground. Wish fixed costs had not risen so high, and that Vail paid the same rate (or more) than homeowners. Propane shortage was concerning. T	9/14/2024 9:44 PM
16	Electricity rates are very unaffordable. Can we find ways to lower that cost?	9/14/2024 10:52 AM
17	I am concerned about the high fixed costs of utilities with the rate changes. Our fixed cost, even if we don't step foot in the Valley, seems to have doubled since we purchased our home 6 years ago. Re: solid waste, I want to understand why food scrap recycling is not yet provided to homeowners. It is required under SB 1383 (unless we have an exemption?). Vail announced at the last TriTAC meeting that they have put a bio-digester online and are presumably handling commercial food waste this way. Ricky mentioned something about hoping to extend that service to homeowners. But why wouldn't this be a joint investment? And when will the service be available to homeowners? Will there be a charge?	9/14/2024 9:51 AM
18	Wish you had communicated the tennis court issue. The whole thing is horrible and sneaky	9/14/2024 8:31 AM
19	Water cost is very high!	9/14/2024 8:07 AM
20	Expensive compared to my other properties	9/13/2024 9:38 PM
21	More frequent snow removal is needed.	9/13/2024 7:56 PM
22	All the utilities seem to be consistently available but the cost is high. Also the Propane scares of 2022/23 were stressful.	9/13/2024 7:13 PM
23	hello, I left an infant swing (added by me, a new grandmother, on the playground) Could you please save and put back up next spring!? Thank you!	9/13/2024 5:12 PM

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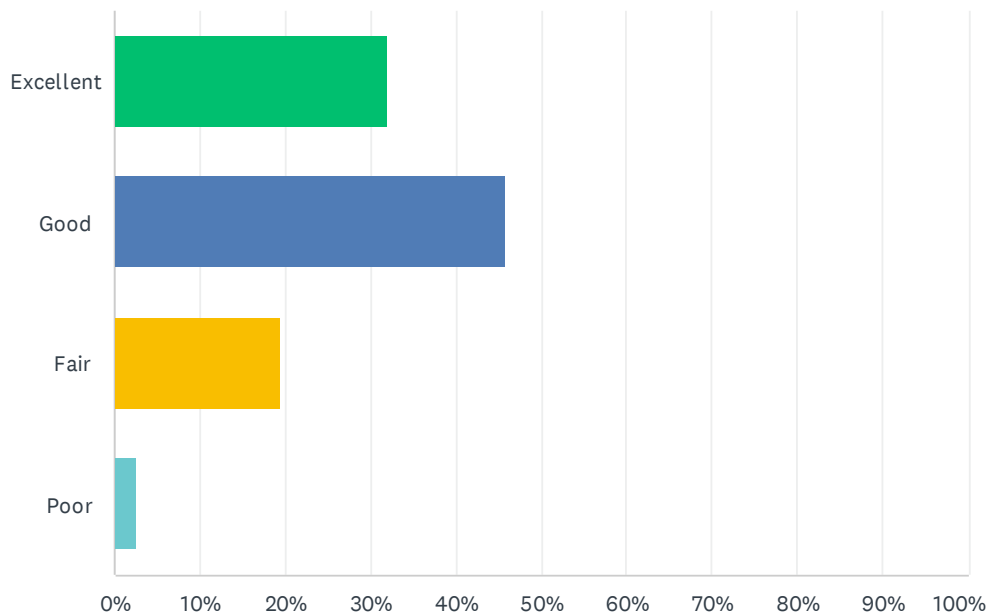
24	Electric rates are VERY unfair to full time residents. Meter charge highly favors the giant seldom used homes, which use giant amounts of electricity but only for a few days a year. And our infrastructure has to support that. Meter charge should be based upon the amperage service the panel can supply. The electric rate was much more fair when we paid \$.65/KwHr. And how many times did I get a phone call to not use propane because we were almost empty.	9/13/2024 12:42 PM
25	Would like to better understand all the water charges	9/13/2024 11:48 AM
26	For snow removal, the big snow year of '22-'23 was foreseeable, but seems like the major equipment maintenance wasn't done in time to keep in front of storms.	9/13/2024 10:26 AM
27	They do an awesome job! We are just crazy skiers that want our driveways and roads plowed on "Country Club" days when there is fresh snow and the passes are closed and we are the only ones that can enjoy the Pow!	9/13/2024 10:14 AM
28	Is the tennis court included in the "playground"? If yes, then please explain why the asphalt surface was removed in August.	9/13/2024 9:56 AM
29	If KMPUD has snow removal back, I will be thrilled. I wasn't happy with last year's service.	9/13/2024 9:55 AM
30	the base rates for electricity and water/wastewater are exceptionally high;	9/13/2024 9:47 AM
31	Snow removal was much better this year than last year (I understand there were more challenges last year).	9/13/2024 9:42 AM
32	I don't understand why the electric base rate is so expensive. It's increased dramatically over the past four years. There has to be something wrong. PLEASE BRING THE ELECTRICAL BASE RATE DOWN TO A REASONABLE AMOUNT	9/13/2024 9:38 AM
33	The current EDU rates have become quite expensive.	9/13/2024 9:16 AM
34	Water/Wastewater is marked fair because I do find that service to be very expensive	9/12/2024 4:01 PM
35	KMA did not contract with KMPUD for snow removal last season due to the sudden large increase in fee. We look forward more stable fees in the future and KMPUD offering driveway snow removal.	9/11/2024 10:06 AM
36	Rates are way too high, but the services are all top notch. Love the updated playground. VERY sad that the tennis courts have been destroyed.	9/10/2024 7:32 PM
37	I keep hearing about a playground, but have no idea where it is. Could you actually tell us where it us?	9/9/2024 9:17 PM
38	Solid waste is crazy expensive. We rarely deposit any waste yet are billed almost \$700 per year. That means we are paying over \$200 for each bag of garbage we leave at kirkwood!	9/9/2024 4:57 PM
39	I know snow removal is an ongoing issue and in big storms personal can be an issue. I thought there was employee housing to ensure adequate staff was in the valley at all times to ensure snow removal was preformed. It's important to keep roads open for emergency vehicles and avoid issues with people not able to leave when passes finally open up, or get to their properties in a major storm once in the Valley.	9/8/2024 1:36 PM
40	Snow removal is not timely. Sometimes snow removal does not come for over 24 hours and depth gets to where cars cannot come or go. Garbage dumpsters in condo get full, and instead/rather than du,ping, pud just locks the dumpster so it can't be used and people pile up their garbage against the locked dumpster. Playground gets setup over a month after the snow is gone, sometimes longer. Playground equipment seem rickety, like the bolts are not tightened and the footings are loose in ground.	9/6/2024 10:37 PM
41	Until the rates for electricity, propane, water/wastewater are made more fair, especially for full-time residents, I cannot give an excellent for these services.	9/6/2024 1:55 PM
42	None	9/6/2024 12:21 PM
43	We had some tough years on snow removal but last winter was better. But you leave berms that are bigger than necessary. That did not used to be the case.	9/6/2024 12:10 PM
44	Thanks for the playground, my kids love it. Snow was good this year, hopefully will continue after the rough year. I also hope we manage around future propane issues like the issue we had in the past.	9/5/2024 8:59 PM

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45	Utilities are too expensive	9/5/2024 8:33 PM
46	Water is very expensive, electricity as well but it is mostly included in the fixed charges. Snow removal takes great care not sending snow on driveways, but ignores walkways to the homes.	9/5/2024 8:27 PM
47	Snow Removal was excellent because you had lost a large contract. Hopefully it remains same. As far as electrical, we should know the capacity of our buildings to install EV without having to hire an outside engineering firm	9/5/2024 7:16 PM
48	Snow removal worked better for 23/24 than 22/23	9/5/2024 6:26 PM
49	I am unclear if the root causes of the near propane outages, namely poor contracting/purchasing without guaranteed timed deliveries, has been resolved. Wastewater costs are absurdly high Solid waste costs are very high for a vacation community with far below 100% occupancy.	9/5/2024 6:07 PM
50	> The only issue with the Electrical Service is the calculation of the Base Rate. It should be based on the capacity of a connection (i.e, size of the "electrical" pipe), not on some random past usage (same size homes are paying vastly different sums, depending on when they used their houses in the past) > The quality of the snow removal service has been decreasing for several years in a row. > Forcing the installation of private propane tanks is a disaster. It is bad for the environment, economically non-sensical, and reduces safety in the valley.	9/5/2024 3:05 PM
51	we need electronics and has mat options for solid waste	9/5/2024 1:31 PM
52	Snow removal is a major issue Running out of propane is a critical issue	9/5/2024 1:23 PM
53	My property has available service, but because it is not developed I do not use any utilities. I also have no roads that need snow removal or children who use playgrounds.	9/5/2024 1:12 PM
54	I am not sure this rating scheme works for ALL of these services really works. Maybe for electrical but not for the others. E.g. how would I know if there is a problem with waste water or not? I am directly affected by issues with Electricity and propane but the others are not visible to me.,	9/5/2024 12:53 PM
55	I don't know about the playground. I would like the snow removal to be closer to our garage. The snowplow only removes snow about 8 feet from our garage which creates lots of work for the final few feet	9/5/2024 12:38 PM
56	Why is propane so much more expensive than if we had our own tank and had a service fill it up. Electricity rates are crazy high as well. I'm also always amazed that the cost for water waste is higher than fresh water. Overall the biggest complaint is how costly all the services are.	9/5/2024 12:36 PM

Q20 Overall, how would you rate the District as a provider of services for the Kirkwood community in meeting your expectations?

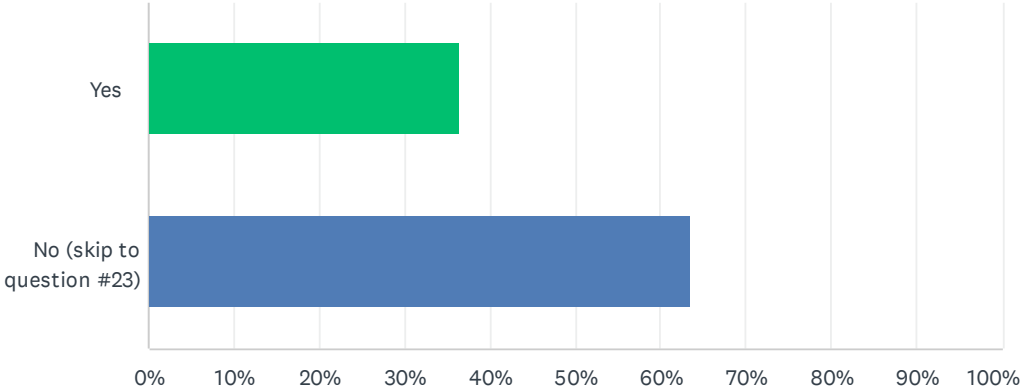
Answered: 159 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	32.08%	51
Good	45.91%	73
Fair	19.50%	31
Poor	2.52%	4
TOTAL		159

Q21 Do you have a private driveway that receives District snow removal services?

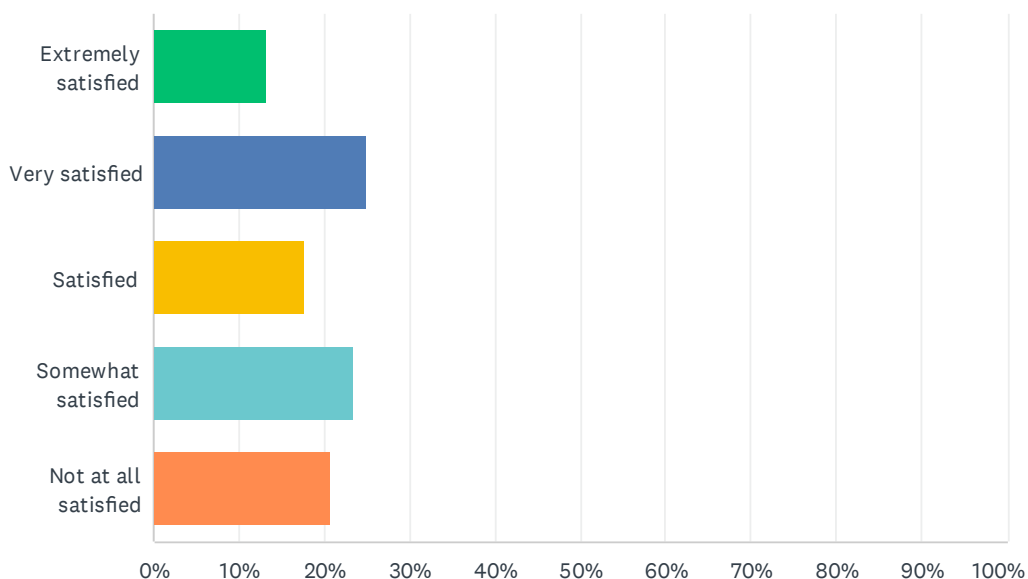
Answered: 159 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	36.48%	58
No (skip to question #23)	63.52%	101
TOTAL		159

Q22 If Yes, what is your overall satisfaction with the service?

Answered: 68 Skipped: 92



ANSWER CHOICES	RESPONSES
Extremely satisfied	13.24% 9
Very satisfied	25.00% 17
Satisfied	17.65% 12
Somewhat satisfied	23.53% 16
Not at all satisfied	20.59% 14
TOTAL	68

#	PLEASE INDICATE YOUR HOA SO WE CAN UNDERSTAND CUSTOMER SATISFACTION BY HOA:	DATE
1	Tower	10/1/2024 6:07 PM
2	Sentinels West	9/26/2024 10:36 AM
3	Base Camp HOA - big snow years we seem to be last on service list	9/24/2024 7:41 AM
4	East Meadows	9/23/2024 4:03 PM
5	Kma	9/23/2024 3:55 PM
6	Juniper Ridge	9/23/2024 3:10 PM
7	Thimblewood. Service last year was better and is more timely - but still causes an issue as we have to contact all residents to clear the parking lot and then removal often takes several hours to days afterward to be completed. If there is a way (as we have had in the past) to request snow-removal and get an ETA on when the plow might swing by, that would be immensely helpful. As a very small condo / parking lot as well, we really don't have the space to effectively become a store for snow coming off Kirkwood Meadows Drive. Often the plow will push snow from the road downhill to us and create a berm on the east side of the lot. In	9/23/2024 8:21 AM

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general, KMPUD might want to consider having a truck that the snowplow can load up as snow is moved from the road and have the truck transport the snow to an offsite storage location. Canada uses that method to good effect.

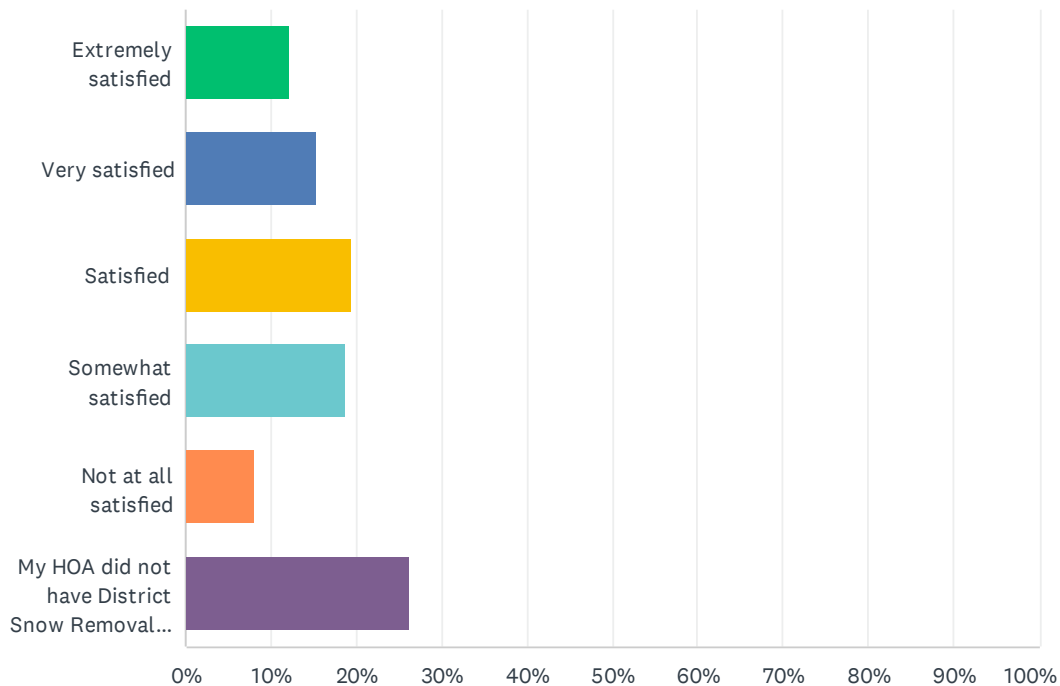
8	Snowcrest	9/22/2024 10:11 PM
9	Juniper Ridge	9/18/2024 6:32 PM
10	KMA	9/17/2024 8:55 AM
11	JRHOA	9/16/2024 11:41 AM
12	EMHOA	9/15/2024 12:35 PM
13	KMA	9/15/2024 12:03 PM
14	SmhoA	9/15/2024 10:12 AM
15	Kma	9/15/2024 10:10 AM
16	Snowcrest. Not here often enough to really know.	9/14/2024 9:44 PM
17	Meadowstone	9/14/2024 9:51 AM
18	BASECAMP. Definitely improved over the prior year but our spot got very narrow.	9/14/2024 8:31 AM
19	EMHOA	9/14/2024 6:54 AM
20	East Meadows Association	9/13/2024 7:56 PM
21	East meadows	9/13/2024 6:54 PM
22	EMHOA	9/13/2024 5:12 PM
23	East Meadows	9/13/2024 5:03 PM
24	Lost cabin	9/13/2024 4:41 PM
25	East Meadows	9/13/2024 12:07 PM
26	East Meadows	9/13/2024 11:28 AM
27	East Meadows	9/13/2024 10:14 AM
28	N/A	9/13/2024 9:38 AM
29	KMA - not available any more	9/13/2024 9:27 AM
30	The Meadows	9/13/2024 8:55 AM
31	East meadows	9/13/2024 8:24 AM
32	Kirkwood Unit #3 Association	9/12/2024 4:01 PM
33	We have a driveway but KMA did not contract with KMPUD last season and while KMA is contracting with KMPUD this season we were disappointed that driveways were not offered.	9/11/2024 10:06 AM
34	Hit building three times last season causing damage.	9/9/2024 4:57 PM
35	Caples View	9/7/2024 7:55 AM
36	Base Camp	9/6/2024 10:37 PM
37	It's a tough job. I had not problems this year. But see above comment about size of the berms.	9/6/2024 12:10 PM
38	EMHOA, last season great service. Season before we were all overwhelmed	9/6/2024 10:54 AM
39	Residency app is not flexible enough when dates change. Drivers don't plow if not on the list even if you are standing in your drive or tracks are present. They should plow if it's obvious a resident is present.	9/5/2024 8:59 PM
40	Meadowstone Lodge	9/5/2024 7:16 PM
41	Palisades	9/5/2024 6:26 PM

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42	Lost Cabin	9/5/2024 6:07 PM
43	East Meadows	9/5/2024 3:05 PM
44	Kirkwood meadows and was very upset with the hoa decision last year. I liked your service.	9/5/2024 2:02 PM
45	Timber Ridge	9/5/2024 1:34 PM
46	Meadowstone hoa	9/5/2024 1:33 PM
47	East Meadows	9/5/2024 1:23 PM
48	Emhoa	9/5/2024 1:23 PM
49	East Meadows	9/5/2024 1:01 PM
50	EM HOA	9/5/2024 12:53 PM
51	Juniper Ridge	9/5/2024 12:38 PM
52	East Meadows - was much better last winter	9/5/2024 12:36 PM
53	KMA	9/5/2024 12:33 PM
54	Juniper Ridge	9/5/2024 11:48 AM

Q23 If the District provided Snow Removal Services for your HOA during Winter 2023-2024, what is your overall satisfaction with the Snow Removal Service for your Homeowners Association (HOA)?

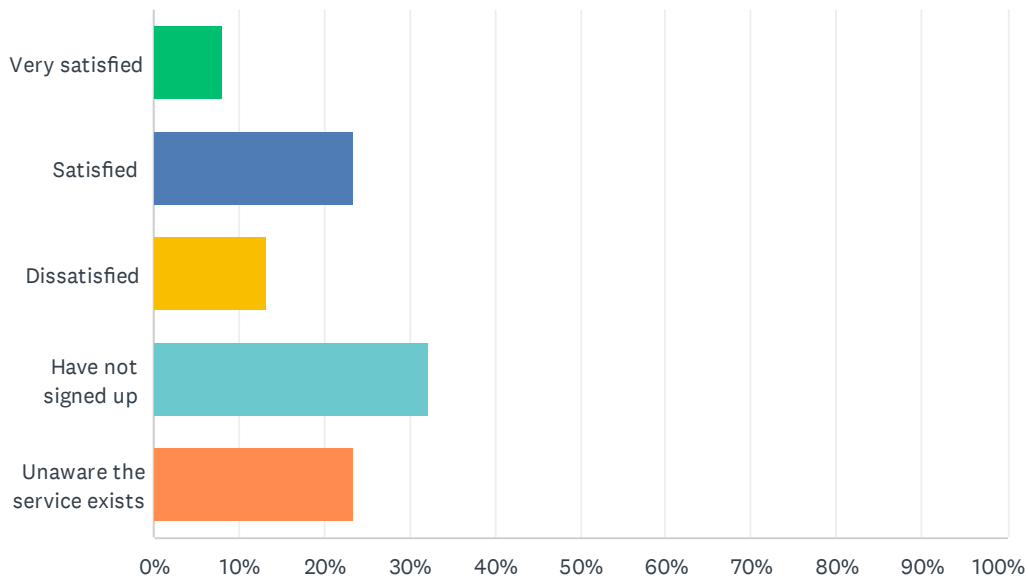
Answered: 149 Skipped: 11



ANSWER CHOICES	RESPONSES	
Extremely satisfied	12.08%	18
Very satisfied	15.44%	23
Satisfied	19.46%	29
Somewhat satisfied	18.79%	28
Not at all satisfied	8.05%	12
My HOA did not have District Snow Removal Services in 2023-24	26.17%	39
TOTAL		149

Q24 Thinking about Snow Removal services, do you utilize the online services to tell the District when you are in residence and how do you rate it?

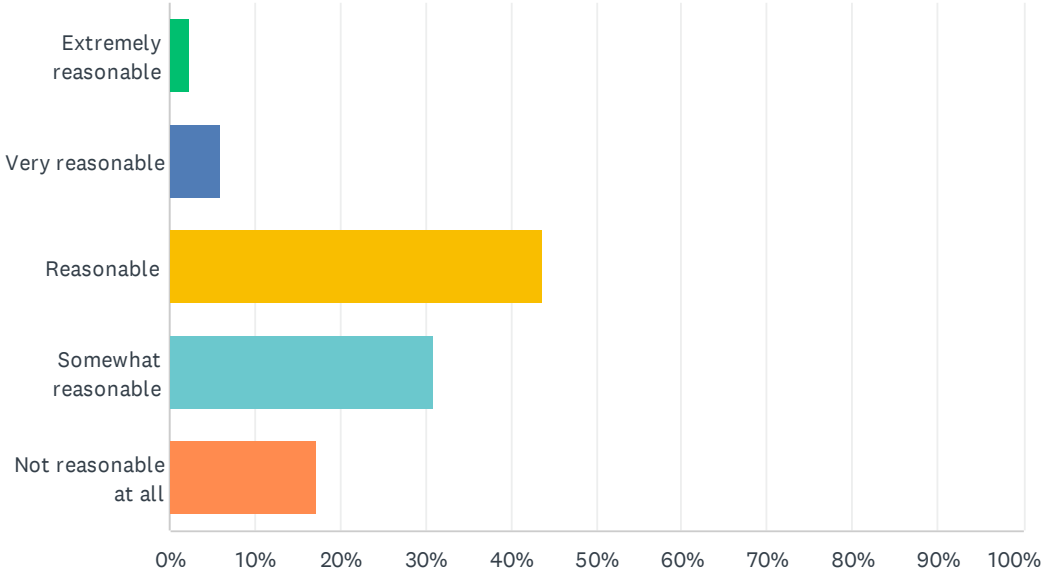
Answered: 137 Skipped: 23



ANSWER CHOICES	RESPONSES	
Very satisfied	8.03%	11
Satisfied	23.36%	32
Dissatisfied	13.14%	18
Have not signed up	32.12%	44
Unaware the service exists	23.36%	32
TOTAL		137

Q25 Regarding Snow Removal services, do you believe the District rates are:

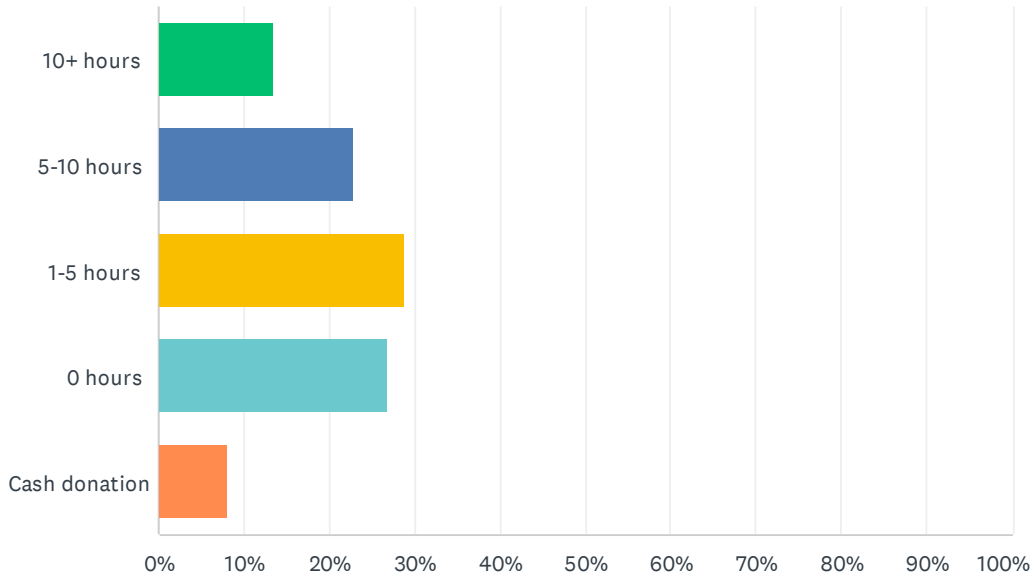
Answered: 133 Skipped: 27



ANSWER CHOICES	RESPONSES	
Extremely reasonable	2.26%	3
Very reasonable	6.02%	8
Reasonable	43.61%	58
Somewhat reasonable	30.83%	41
Not reasonable at all	17.29%	23
TOTAL		133

Q26 Effective March 2022, the KMPUD, Vail/Kirkwood Mountain Resort, and 18 Kirkwood HOAs became a recognized NFPA Firewise Community. The goal of Firewise is to engage residents on ways to mitigate wildfire risks. Have you been helping or are you willing to help make Kirkwood fire safe by volunteering your time? Please indicate level of support.

Answered: 149 Skipped: 11



ANSWER CHOICES	RESPONSES	
10+ hours	13.42%	20
5-10 hours	22.82%	34
1-5 hours	28.86%	43
0 hours	26.85%	40
Cash donation	8.05%	12
TOTAL		149

Q27 Please provide any other comments as to how the District might improve any of the services provided to the community.

Answered: 58 Skipped: 102

#	RESPONSES	DATE
1	Fix and repave potholes before they become nuisances, or engage legal authority to demand the responsible party does, across all of the Meadows drive and Vail guest-abused access roads.	10/1/2024 6:07 PM
2	Take more in consideration the community input.	9/30/2024 8:29 AM
3	Relating to fire and emergency it seems that KMPUD could work closer with Vail to make this more of a community service	9/26/2024 10:36 AM
4	Should continue to build and strengthen relationships with HOAs.	9/23/2024 1:12 PM
5	I hope that someday through Kirkwood volunteer fire department or some other entity in coordination with Vail, there will be emergency medical services in Kirkwood.	9/23/2024 12:57 PM
6	I am setting up a Firewise Community in Placerville as well - and happy to discuss ideas. Can someone contact me re the snow removal electronic service too - I do get the text when it has been completed but maybe I am not signed up to the full service. Snow removal is our biggest expenditure as an HOA so we need to evaluate whether KMPUD is the most cost-effective way to contract this service for the future.	9/23/2024 8:21 AM
7	See above comment regarding propane during winter storms	9/22/2024 10:11 PM
8	The snow removal service needs to be overhauled. We have spent two seasons unable to get to our home for a significant part of the season due to broken equipment and staff shortages.	9/18/2024 6:32 PM
9	KMPUD needs to be more of a community partner. It seems they do everything in their power to not participate in community events including the fire dept BBQ fundraiser.	9/17/2024 7:52 AM
10	EV charging would be great. Current option is slow and expensive	9/15/2024 9:03 PM
11	Roadside chipping in summer is great.	9/15/2024 8:37 PM
12	Snow removal and communication are paramount to success with all hoas	9/15/2024 3:03 PM
13	Na	9/15/2024 1:15 PM
14	Please address snow clearing issues mentioned above. It is critical roads are adequately cleared in case of emergency and drives are cleared early in morning. Please plan for propane usage so we dont have outages.	9/15/2024 12:35 PM
15	Suggestions for pet safety plant removal solutions within 5' of residences.	9/15/2024 12:03 PM
16	I recognize the challenges of providing snow removal services at 7,800' and 500+ inches of snow. Overall, KMPUD does a great job of actually removing snow. But the heavy-handed contracting practices and the constant fear of KMPUD refusing to deliver snow removal when it's the only option in the Valley really sours the overall perception of KMPUD, which is sad.	9/15/2024 10:35 AM
17	2 years of trying to get low income senior full time resident discount. You hired consultant and nothing but more kmpud wasted cost , nothing for consumer	9/15/2024 10:12 AM
18	Create available housing for employees who provide services for the District, Vail and other major property owners in Kirkwood. Without this, all services in Kirkwood suffer and in turn do the residents and value to the public.	9/15/2024 10:10 AM
19	District should look into the future of energy use at Kirkwood. The best long-term strategy is almost certainly ground-source heating. If a large number of HOAs plus KCA (lodge, red cliffs, pool, etc.) were to work together it might be possible to greatly reduce dependence on propane, especially if/when economies of scale could be recognized for drilling many wells. One last	9/14/2024 9:44 PM

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comment I almost always have to add: it's important to allow questions to simply skipped and/or to provide alternative's such as N/A, Don't Know, etc. For example, I know nothing about snow-removal rates, so how can I answer?

20	Interested in managing our one court? Maybe we can raise some funds to update?	9/14/2024 10:45 AM
21	None	9/14/2024 9:51 AM
22	The road drainage to the creek near BASECAMP is not operating as designed by the Army Corp of engineers and we would appreciate help bringing it back up to where it should be	9/14/2024 8:31 AM
23	I am a huge supporter of financing much more emergency coverage- It makes me extremely nervous that our Emergency services are stretched so thin. I remain frustrated that many residents do not want to pay for this.	9/13/2024 5:12 PM
24	I don't remember hearing about the wood chipping program this summer. In the past it has been useful (although not always clear when it would occur so piles of sticks sometimes sat by the road for multiple weeks).	9/13/2024 5:03 PM
25	I'm hoping differences get put aside and PUD plows kma again. I'm not a board member so I have no power but it was better.	9/13/2024 4:49 PM
26	Snow removal in HOA parking lot (Base Camp) is often rather slow during moderate or large storms. Most of the time, not super problematic, but occasionally takes much longer than one would expect.	9/13/2024 2:20 PM
27	Be friendly like our good old KMPUD was some 10 years ago, and help build our community. The current KMPUD has divided Kirkwood and killed our feeling of being a community. KMPUD should be the glue that brings us together, not an opposing field magnet pushing us apart.	9/13/2024 12:42 PM
28	Communicate communicate communicate	9/13/2024 12:07 PM
29	No comments	9/13/2024 11:48 AM
30	I appreciate every thing the district does. I wish the emergency services and Volunteer Fire Department were better funded but I understand that with the residents not supporting the ballot measure, that this is very difficult. I honestly fear having an emergency (heart attack) and not getting any help.	9/13/2024 11:28 AM
31	Previously the District didn't allow KMA to notify that we'd be "in town" so our parking pad spaces can be plowed. The parking pad IS OUR DRIVEWAY and should be treated as such! Parking pad = only way we can arrive and be in-valley. So change the system to allow pad homes the same rights as driveway homes. Pad = driveway.	9/13/2024 10:26 AM
32	The moratorium on new propane connections is a disservice to the community. The board appeared to have a "I have mine now you have to suffer and save the world" attitude. Communication of snow removal is always a hot button as we are spoiled brats and want to be skiing fresh pow. That said, the priority is Sewer, water, power and Propane. Just stay focused on the basics and forget about saving the world.	9/13/2024 10:14 AM
33	Could you please explain how/why the electric base rate has increased in the last four years?	9/13/2024 9:38 AM
34	Electricity and water base rates way to high.	9/13/2024 8:55 AM
35	Lower rates that match usage	9/10/2024 7:32 PM
36	Please look into one-time online payment option. Currently, the only options are: (1) mail payment (2) monthly autopay. thank you.	9/9/2024 8:58 AM
37	ensure delinquent staffing has been hired, and equipment has been inspected and repaired before fall arrives in the valley	9/8/2024 1:36 PM
38	Snow removal communication and response. Keep up with snow removal equipment maintenance.	9/7/2024 7:55 AM
39	Allow private snow removal companies to bid for the contract to service Kirkwood, and allow them to use your parking areas, staff living areas, and garages at minimal cost.	9/6/2024 10:37 PM
40	I saw in the survey that you manage the playground. I am thinking maybe that means you manage the sport courts as well. If that is the case, I noticed that one of them is torn up right now. I hope that you are going to continue to maintain the tennis, pickleball, basketball courts.	9/6/2024 2:31 PM

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In particular we would like to see a little better maintenance of the pickleball courts/nets.
Thank you

41	Chlorine variability in water is bad. Sometimes, the water is like the good old days, when chlorine was never obvious. Now, at times, the chlorine odor and taste of the water is terrible. Someone should look into this.	9/6/2024 1:55 PM
42	None	9/6/2024 12:21 PM
43	KMPUD does a good job providing services in a remote, at times, inaccessible area.	9/6/2024 10:54 AM
44	Improve public relations with the customer base. Figure out a KVFD plan that is viable and might gain public support.	9/5/2024 8:59 PM
45	lower cost.	9/5/2024 8:38 PM
46	Better optimize for price and performance.	9/5/2024 8:27 PM
47	Do a better job to publicize the availability of orange recycling bags and how to use them. Also, make the bags available in locations that do not require pickup during business hours and the need to district staff to give them out.	9/5/2024 7:21 PM
48	Getting information on the estimated snow removal increases and the utility increases when we are building our HOA budgets.	9/5/2024 7:16 PM
49	I have asked repeatedly if we have worked with CalFire to US Forestry Service to potentially expand fire services in our valley. I have never received a concise, clear answer. It feels odd that this question cannot receive a straightforward answer and it undermines your credibility.	9/5/2024 6:26 PM
50	Regarding my snow removal rating, frequently the snowblowers leave the Lost Cabin island too big which makes it hard to get out of the garages. Also the equipment dispatching seems disorganized. For example we often get the small snowblowers showing up before a loader with a blade clears the main areas, which means the small snowblower takes much longer to do it all. Finally, in low snow winters I've noticed lots of gratuitous snowblowing. I'd rather the workers sit around watching TV than waste fuel and equipment wear and tear to do snow removal every time it snows an inch or two. It's also very annoying to be woken up at 1 AM when the big snowblower comes to clear a tiny pile on the snow storage ramp. Was that really necessary?	9/5/2024 6:07 PM
51	Strive for cost effectiveness in all of your provided services, don't improve with added cost.	9/5/2024 2:33 PM
52	Would like to see more collaboration and community wide communication that includes Vail, KCA, and the Counties.	9/5/2024 1:53 PM
53	Utility costs are too high	9/5/2024 1:34 PM
54	Hate loosing the tennis courts Fixed a few pot holes but more to do	9/5/2024 1:33 PM
55	please keep fire rescue	9/5/2024 1:31 PM
56	The metals poles holding the white PVC pipe extensions to define the perimeter of my driveway and other driveways have been bent by the snow plow during normal clearing operation. I have tried but it is impossible for me to bend them back into their correct position so they are just leaning into driveway. As na result, I need to be a little careful driving into the driveway and this issue will make it harder for the plow during the winter. Can you bend it back into its correct position? It will take 2-3 strong guys or a small tractor.	9/5/2024 12:53 PM
57	The pricing for electric service very much penalizes new owners. If we had owned for many years, then after the pricing changes from 2021, decided to install a heat pump we would have a very reasonable base rate. But as newer owners who installed a heat pump, we are now penalized in perpetuity. Rates should be based solely on usage, and should never take into account historical usage.	9/5/2024 12:33 PM
58	Increase fire services and utilize professional, paid fire fighters. I am more than willing to pay an increased fire assessment fee	9/5/2024 11:48 AM

Q28 Please provide your name, so that the District can follow up with you on you comments (optional).

Answered: 50 Skipped: 110

#	RESPONSES	DATE
1	Mike Fake	9/26/2024 10:36 AM
2	Debbie Wolf	9/24/2024 5:28 PM
3	Kati Bell	9/24/2024 7:41 AM
4	Marc Musgrove	9/23/2024 8:21 AM
5	Tom Evans, Lost Cabin #4	9/16/2024 2:59 PM
6	Wolfgang Helfricht	9/15/2024 9:03 PM
7	Amadis Velez	9/15/2024 1:15 PM
8	Tod Francis	9/15/2024 12:35 PM
9	Edmond Funtanellas	9/15/2024 10:12 AM
10	Ron Salviolo	9/15/2024 10:10 AM
11	Tracy Mallory	9/14/2024 9:44 PM
12	Tina Coleman	9/14/2024 10:45 AM
13	Jane Cook	9/14/2024 8:31 AM
14	Peter Tuxen	9/14/2024 6:54 AM
15	Karol messersmith	9/13/2024 5:36 PM
16	Josefa Buckingham 216 East Meadows joey@josefabuckingham	9/13/2024 5:12 PM
17	Pete Sonne	9/13/2024 4:49 PM
18	Leonard Moore	9/13/2024 2:54 PM
19	Williams	9/13/2024 2:43 PM
20	Bruce Odelberg	9/13/2024 12:42 PM
21	Eric Richert	9/13/2024 12:07 PM
22	Dave Sawaya	9/13/2024 11:48 AM
23	Elizabeth Gard	9/13/2024 11:28 AM
24	Pamela Hyde, KMA Lot 45	9/13/2024 10:26 AM
25	Frank Pedroncelli	9/13/2024 10:14 AM
26	Lynda Bell	9/13/2024 9:56 AM
27	Art Taylor	9/13/2024 8:55 AM
28	Tyler Gerking	9/11/2024 1:33 PM
29	Larry Parker	9/11/2024 10:06 AM
30	Karen Higgins, Snowcrest HOA administrator	9/8/2024 1:36 PM
31	Doug Hindes	9/7/2024 7:55 AM

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32	-	9/6/2024 10:37 PM
33	Howard Hoffman	9/6/2024 1:55 PM
34	Bob Williams, 140 Gloverock.	9/6/2024 12:10 PM
35	Mike Hodgson 30 Aster Court	9/6/2024 10:54 AM
36	Gerald Glasgow	9/5/2024 7:23 PM
37	Maureen ODonnell	9/5/2024 7:16 PM
38	Doug Reams	9/5/2024 5:29 PM
39	Bernie Benz, Lot #2, KMA	9/5/2024 2:33 PM
40	Mark Shevitz	9/5/2024 2:02 PM
41	Dolan Beckel	9/5/2024 1:53 PM
42	Hal Nelson	9/5/2024 1:45 PM
43	Bruce Takens Ms 401, Our water meter doesn't show up on web meter info.	9/5/2024 1:33 PM
44	carolinescott	9/5/2024 1:31 PM
45	Dario de Ghetaldi	9/5/2024 1:12 PM
46	Peter Watkins	9/5/2024 12:53 PM
47	Robert Barnes	9/5/2024 12:52 PM
48	Julie Wissink	9/5/2024 12:38 PM
49	William Morris	9/5/2024 12:36 PM
50	MaryAlice Brinkman	9/5/2024 12:33 PM