

# Kirkwood Meadows Public Utility District

## Communications Committee

### REGULAR MEETING NOTICE

NOTICE IS HEREBY GIVEN that the Communications Committee of the Kirkwood Meadows Public Utility District has called a Regular Meeting of the Committee to be held on **Monday, August 17, 2020 at 10:30 a.m.** at the Kirkwood Meadows Public Utility District, Community Services Building, 33540 Loop Road, Kirkwood, CA 95646.

#### **IMPORTANT NOTICE REGARDING COVID-19 AND TELECONFERENCED MEETINGS:**

Based on mandates by the Governor and the Alpine County Health Officer to shelter in place and the guidance from the CDC, to minimize the spread of coronavirus, please note the following changes to the District's ordinary meeting procedures:

- The District offices are not open to the public at this time.
- The meeting will be conducted via video and teleconference.
- All members of the public seeking to observe and/or to address the Committee may participate in the meeting telephonically or online, as described below.

#### **HOW TO PARTICIPATE / OBSERVE THE MEETING:**

**Telephone:** Call Zoom at (669) 900-6833 and enter Meeting ID# **872 3653 0667** followed by the pound (#) key.

**Computer:** Follow this link to join the meeting automatically:  
<https://us02web.zoom.us/j/87236530667>

**Mobile:** Open the Zoom mobile app on a smartphone and enter Meeting ID# **872 3653 0667**

#### **ACCESSIBILITY INFORMATION:**

Committee meetings are accessible to people with disabilities and others who need assistance. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to observe and/or participate in this meeting and access meeting-related materials should contact Jessica Gillies, Clerk of the Board, at least 48-hours before the meeting at (209) 258-4444 or [jjillies@kmpud.com](mailto:jjillies@kmpud.com). Advanced notification will enable the District to swiftly resolve such requests and ensure accessibility.

# Kirkwood Meadows Public Utility District

## **Communications Committee**

### REGULAR MEETING NOTICE

- 1) **Bi-Annual Customer Survey Results.** Discussion & possible action. **Pgs. 3-54**
  - a) Newsletter Q&A Section
- 2) **Website Review & Update.** Discussion & possible action.
  - a) Survey Question Results
  - b) Plan/order of pages to review and revise
  - c) Dead links
- 3) **On-Line Customer Registration & Service Alerts.** Discussion & possible action.
  - a) Survey Question Results
  - b) Newsletter Article
  - c) Sign-up default change
- 4) **Snow Removal Data Projects & Subprojects.** Discussion & possible action.
  - a) Notification verbiage rewording
  - b) Extending existing residency
- 5) **Future Topics**
- 6) Next Meeting/Staff Recommendation: *Monday, September 21, 10:30 a.m.*

Dated: August 12, 2020

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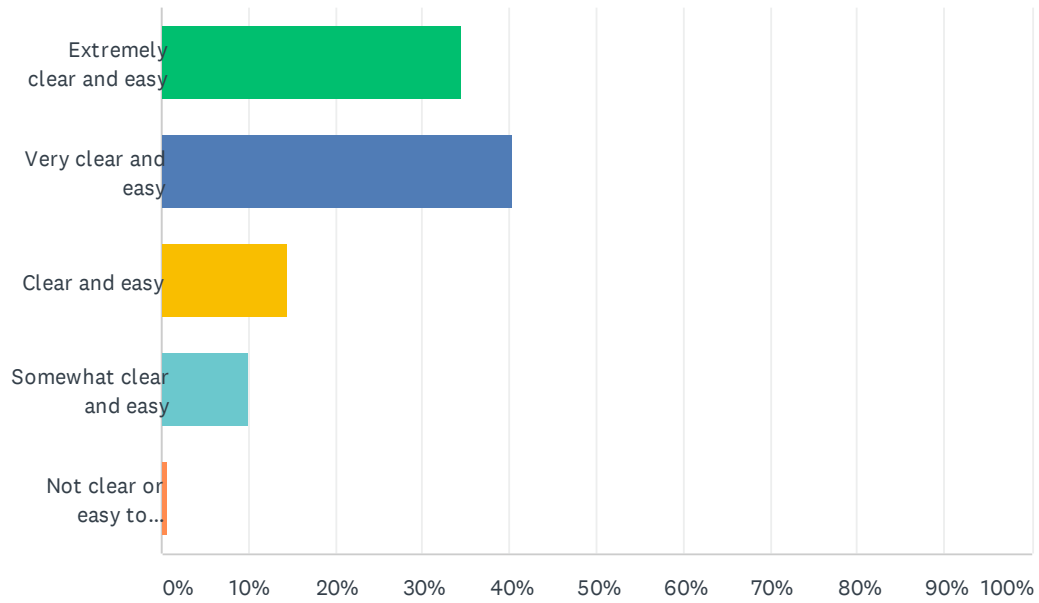
Kirkwood Meadows PUD

The Kirkwood Meadows Public Utility District is an equal opportunity provider and employer.

In compliance with the Americans with Disabilities Act, if you are a disabled person and you need a disability-related modification or accommodation to participate in this meeting, please contact the District at (209) 258-4444, by email to [jgillies@kmpud.com](mailto:jgillies@kmpud.com). Requests must be made as early as possible, and at least two business days before the meeting.

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

Answered: 139 Skipped: 2



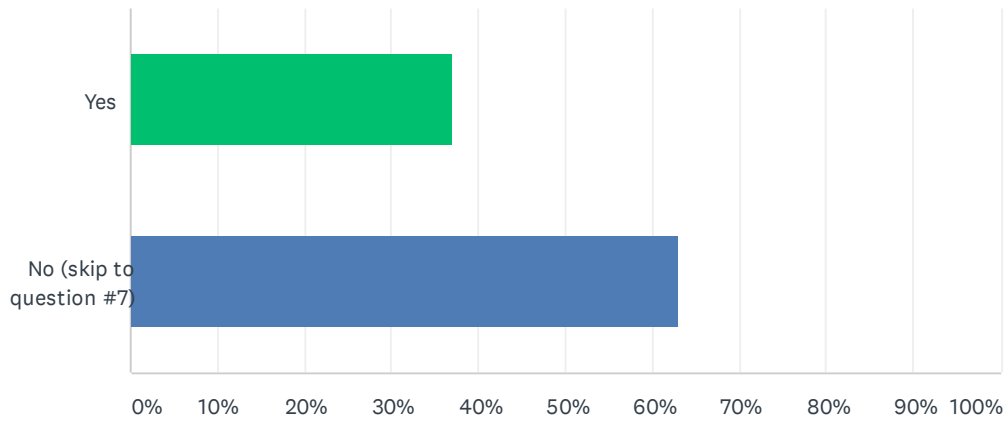
ANSWER CHOICES	RESPONSES	
Extremely clear and easy	34.53%	48
Very clear and easy	40.29%	56
Clear and easy	14.39%	20
Somewhat clear and easy	10.07%	14
Not clear or easy to understand	0.72%	1
<b>TOTAL</b>		<b>139</b>

## Customer Satisfaction Survey 2020

#	WHY?	DATE
1	Itemized, annual comparison informative.	8/4/2020 12:24 PM
2	?Good?	8/4/2020 12:10 PM
3	Now it's clear, but it did take me a moment of scrutiny the first time I saw one. :-)	7/31/2020 1:34 PM
4	Very clear and easy for me to understand. However, I have a lot of accounting training. The only suggestion I have would be in the "Summary of Charges" section to include, in bold, a repeat of the total of the charges, immediately below the listed charges.	7/31/2020 10:59 AM
5	Don't read, seems complicated.	7/31/2020 8:24 AM
6	I pay the bill online and only occasionally look at the actual statement. There are multipliers that are just numbers, but the charges are clear enough, although \$180 for simply being connected is quite a bit of money, especially given it's a condo, not a separate house.	7/30/2020 10:56 PM
7	I can read English. I'm an engineer and math teacher, so reading numbers is easy for me.	7/24/2020 4:05 PM
8	The summary is good. I don't like that the meter charges show as line items in the detail. They could be included in the base rates.	7/23/2020 4:20 PM
9	Everything is separated to the appropriate level of detail with no assumptions to be made to determine how the bill adds up.	7/23/2020 3:52 PM
10	I have tried and tried, through many interactions with KMPUD over the years, to figure out why my utility bill for a small condo that I don't set foot into for a month is more than the combined utility bills for two other homes. I expect I have been wrongly billed for tens of thousands of dollars of utilities that KMPUD hasn't been able to explain.	7/23/2020 1:15 PM
11	Concise. But detailed.	7/23/2020 10:20 AM
12	Not much to it, just lists uses and costs.	7/23/2020 8:09 AM
13	readability is not as good, I guess information is ok	7/21/2020 1:12 PM
14	The bill would be better if a few things were updated: 1) shows a trend for up or down usage month over month 2) shows what the average or normal use is of my neighbors of similar sized homes 3) is easier to get to on the website. takes many clicks to get to the actual current statement	7/20/2020 9:00 AM
15	Because I have become accustomed to reading it.	7/19/2020 11:00 AM
16	I like it on line, it comes early so I can plan my payments in my budget as it varies significantly, and I like the breakout of utilities so I can see where and how to create savings.	7/19/2020 9:12 AM
17	Lots of Detail - not the easiest layout BIG ISSUE is that one can not print a copy of the billing statement and have all the detail print on one page width - the right hand edge of the billing statement goes off the page. I have tried everything and can not print on 1 page wide by 2 pages long. This makes it difficult to compare several month's charges at the detail level and looking at the graphs provided on the KMPUD website is not enough detail.	7/18/2020 2:11 PM
18	Charges and consumption are clearly listed along with rates.	7/17/2020 3:06 PM
19	I can see the breakdown of the bill, but it is hard for me to understand why my baseline bill is so high. Even in the summer, when no heat is being used, my bill is up to \$300. I'm not sure how to attribute that cost. Does it cost \$100/month to run a refrigerator, for example?	7/17/2020 2:11 PM
20	Online, and by category, with fixed and variable costs clearly noted.	7/17/2020 12:11 PM
21	True up with solar is not super easy to understand at first glance, but largely happy.	7/17/2020 12:08 PM
22	The break down of electric, water, waster water, etc is very clear.	7/17/2020 12:04 PM
23	It is very easy to understand, would be nice to have previous months numbers to compare.	7/17/2020 10:45 AM

## Q2 Have you contacted our customer service staff during business hours in the past 6 months?

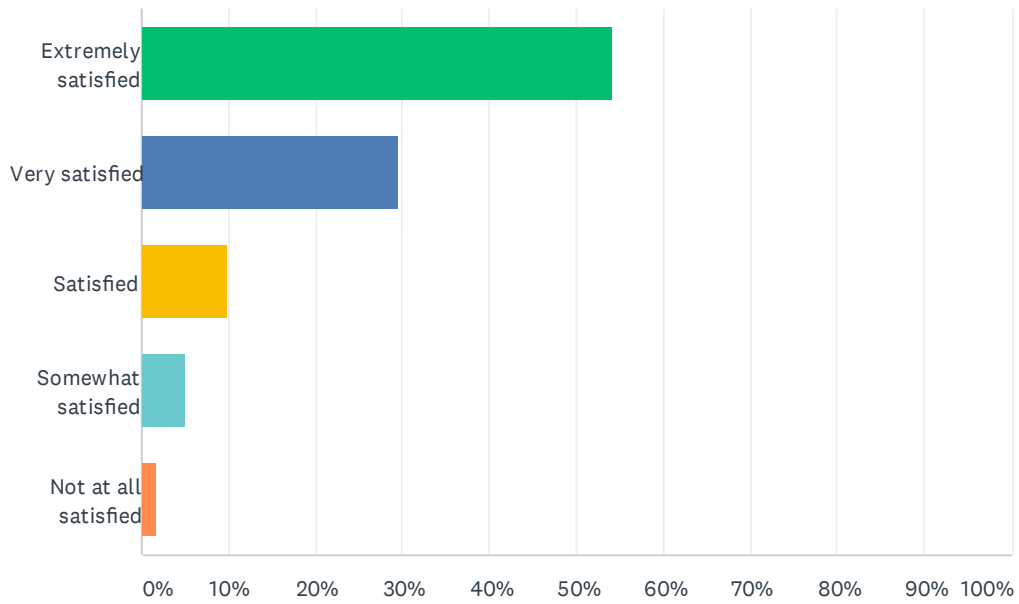
Answered: 138 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	36.96%	51
No (skip to question #7)	63.04%	87
TOTAL		138

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

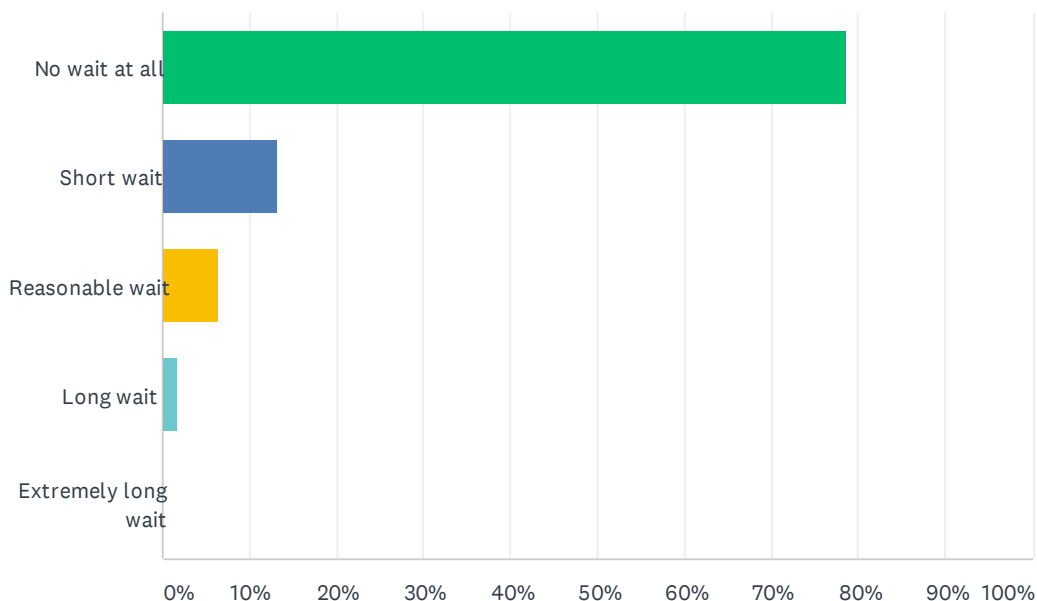
Answered: 61 Skipped: 80



ANSWER CHOICES	RESPONSES	
Extremely satisfied	54.10%	33
Very satisfied	29.51%	18
Satisfied	9.84%	6
Somewhat satisfied	4.92%	3
Not at all satisfied	1.64%	1
<b>TOTAL</b>		<b>61</b>

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

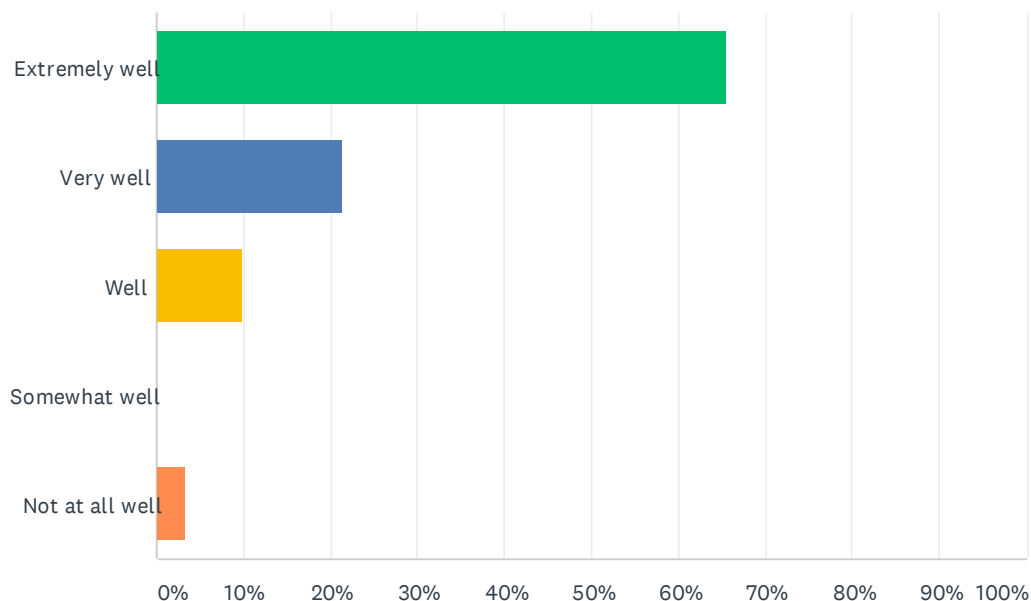
Answered: 61 Skipped: 80



ANSWER CHOICES	RESPONSES	
No wait at all	78.69%	48
Short wait	13.11%	8
Reasonable wait	6.56%	4
Long wait	1.64%	1
Extremely long wait	0.00%	0
<b>TOTAL</b>		<b>61</b>

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

Answered: 61 Skipped: 80

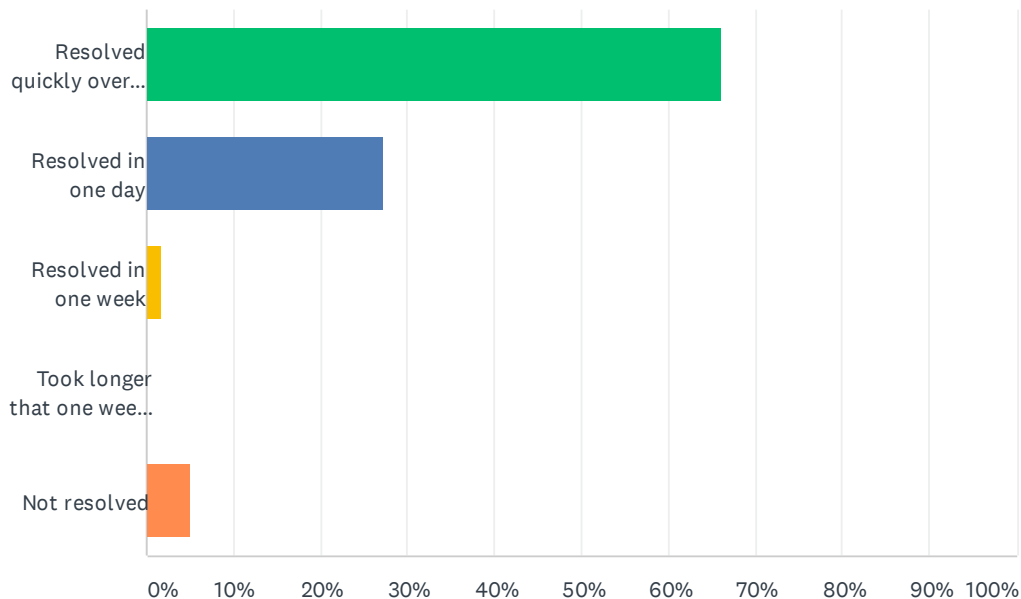


ANSWER CHOICES	RESPONSES	
Extremely well	65.57%	40
Very well	21.31%	13
Well	9.84%	6
Somewhat well	0.00%	0
Not at all well	3.28%	2
<b>TOTAL</b>		<b>61</b>



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

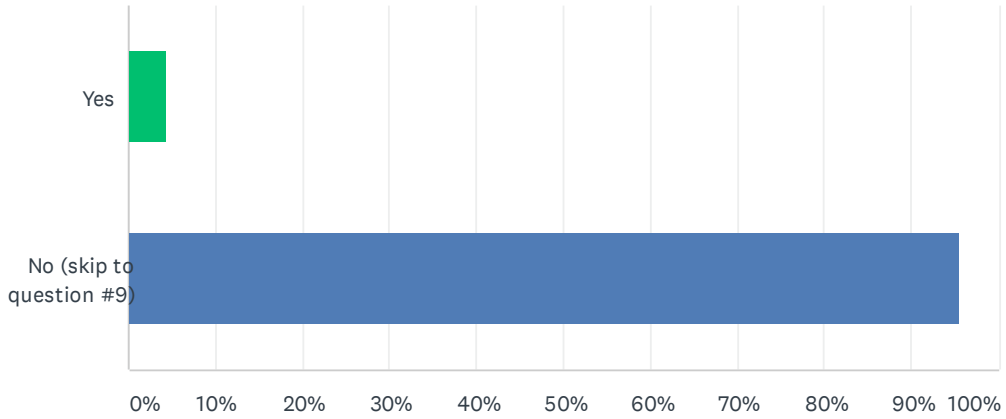
Answered: 59 Skipped: 82



ANSWER CHOICES	RESPONSES	
Resolved quickly over the phone	66.10%	39
Resolved in one day	27.12%	16
Resolved in one week	1.69%	1
Took longer than one week to resolve	0.00%	0
Not resolved	5.08%	3
<b>TOTAL</b>		<b>59</b>

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

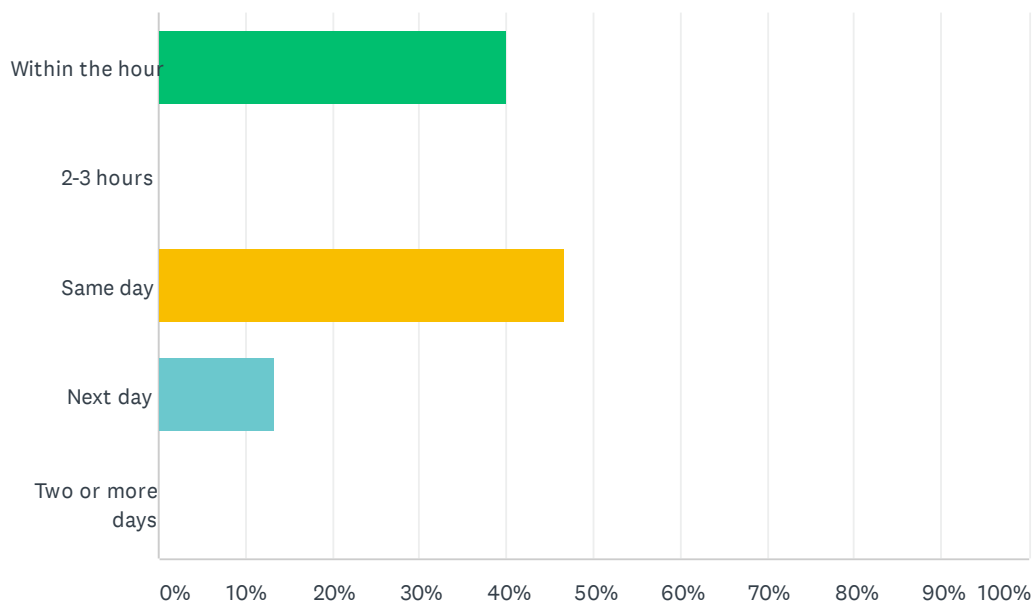
Answered: 134 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	4.48%	6
No (skip to question #9)	95.52%	128
TOTAL		134

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

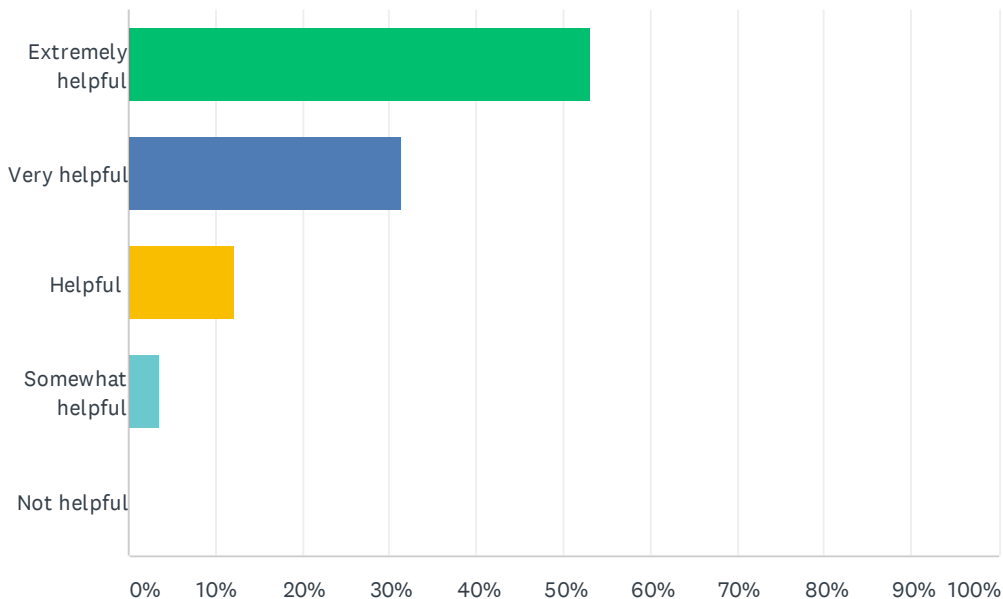
Answered: 15 Skipped: 126



ANSWER CHOICES	RESPONSES
Within the hour	40.00% 6
2-3 hours	0.00% 0
Same day	46.67% 7
Next day	13.33% 2
Two or more days	0.00% 0
<b>TOTAL</b>	<b>15</b>

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

Answered: 115 Skipped: 26



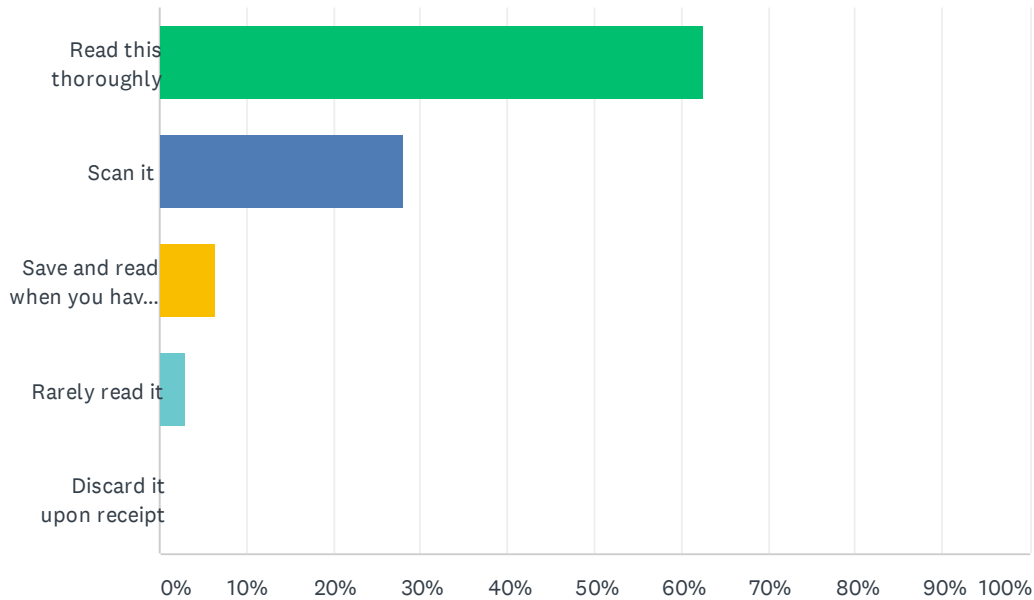
ANSWER CHOICES	RESPONSES	
Extremely helpful	53.04%	61
Very helpful	31.30%	36
Helpful	12.17%	14
Somewhat helpful	3.48%	4
Not helpful	0.00%	0
<b>TOTAL</b>		<b>115</b>

## Customer Satisfaction Survey 2020

#	WHY?	DATE
1	NA, did not call KMPUD	8/1/2020 1:49 PM
2	Great staff - easy to work with!	7/31/2020 1:34 PM
3	I have never had the need to interact so I can't answer this one.	7/31/2020 1:05 PM
4	Have the answers or found them.	7/31/2020 11:08 AM
5	Never had a problem.	7/31/2020 11:05 AM
6	Resolved billing issues easily. I like the online alert system. When I smelled gas, they came right out.	7/31/2020 9:35 AM
7	I cannot answer this question because I have not had contact with the District's customer service staff.	7/31/2020 9:28 AM
8	Always willing to answer my questions.	7/31/2020 8:24 AM
9	Haven't had the opportunity to request help	7/30/2020 11:25 PM
10	n/a	7/30/2020 10:56 PM
11	Haven't interacted. Cannot rate	7/30/2020 9:00 PM
12	Haven't had to interact with staff.	7/29/2020 8:37 AM
13	Not sure who qualifies as "customer service staff". If they are front office folks they have been very helpful. The rest of the staff has not been helpful. I have seen a lack to help customers blamed on a lack of knowledge of your own systems and fear of changing something they isn't understood.	7/24/2020 9:19 AM
14	On occasions where I've had to call, they've been very responsive and took care of my needs.	7/23/2020 2:30 PM
15	While the staff has been somewhat helpful on some issues, I remain frustrated to be paying \$200/month utility bills for an unused property in the summer. The district doesn't seem to care.	7/23/2020 1:15 PM
16	Knowledgeable and responsive. One gets the sense of solid teamwork and directing issues up the chain of command quickly and decisively.	7/23/2020 10:20 AM
17	n/a	7/23/2020 10:17 AM
18	Easily answered inquiry and provided support.	7/23/2020 8:09 AM
19	Did not really needed the staff.	7/21/2020 1:12 PM
20	Amy is awesome and always willing to help, go above and beyond.	7/20/2020 9:00 AM
21	Friendly, happy to help.	7/19/2020 6:40 PM
22	All of my questions were answered.	7/19/2020 1:03 PM
23	The few times we had a question they responded quickly and efficiently.	7/19/2020 11:00 AM
24	Very courteous and friendly and always deliver! I never feel like an anonymous customer - more like one of the community that KMPUD shares.	7/18/2020 2:11 PM
25	Explaining response to question 8. I called after hours and then called the number given for after hours. No one answered the phone.	7/18/2020 3:59 AM
26	Picks up quickly. Always seems to have answers.	7/17/2020 12:08 PM
27	They seem to know the answer to any questions we have	7/17/2020 12:04 PM
28	But, I have asked guys reading meters about the small red flags running near 34202 Yarrow. What do they mean? Are they still necessary? I was asked to find and ask Dave Waddle. Would appreciate it if they would pass the request along and get a response instead. Thanks	7/17/2020 11:20 AM
29	Jessie and Drew are extremely helpful	7/17/2020 10:45 AM

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

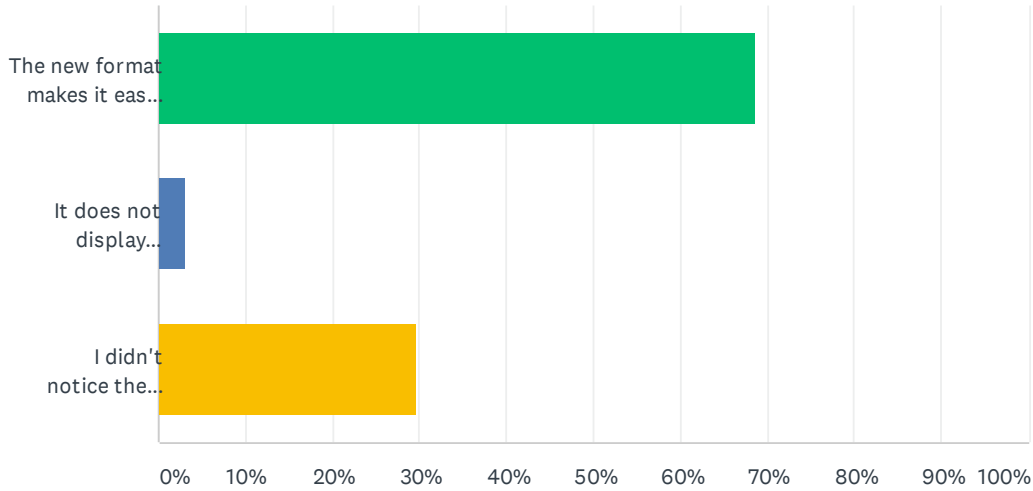
Answered: 139 Skipped: 2



ANSWER CHOICES	RESPONSES	
Read this thoroughly	62.59%	87
Scan it	28.06%	39
Save and read when you have time	6.47%	9
Rarely read it	2.88%	4
Discard it upon receipt	0.00%	0
<b>TOTAL</b>		<b>139</b>

Q11 In February 2020, the District changed the format of the newsletter to be delivered as an email instead of print and pdf formats. Please provide feedback checking all the boxes that apply

Answered: 131 Skipped: 10



ANSWER CHOICES	RESPONSES	
The new format makes it easier to read	68.70%	90
It does not display properly on my computer/device	3.05%	4
I didn't notice the change	29.77%	39
Total Respondents: 131		

**Q12 Do you have suggestions for how the newsletter might be improved?  
If so, please list your ideas.**

Answered: 34 Skipped: 107



## Customer Satisfaction Survey 2020

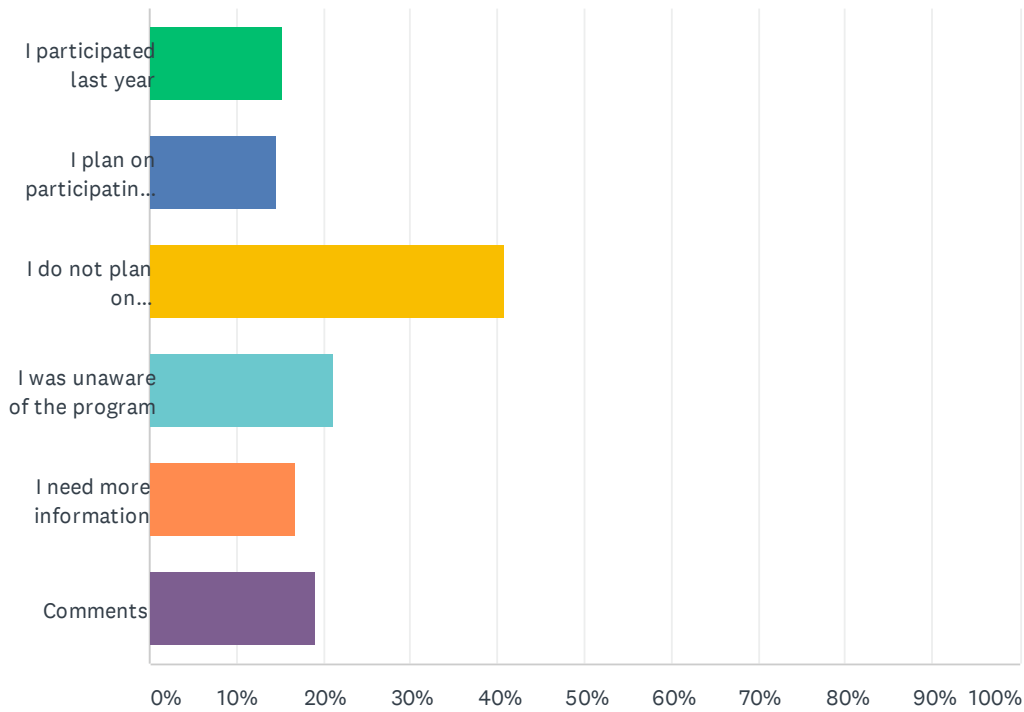
#	RESPONSES	DATE
1	I read printed one more.	8/4/2020 12:40 PM
2	Real pertinent news	8/4/2020 12:10 PM
3	More photos	8/4/2020 11:55 AM
4	A little more detail	8/1/2020 1:49 PM
5	no not at this time	7/31/2020 1:57 PM
6	No ideas	7/31/2020 1:34 PM
7	no	7/31/2020 1:05 PM
8	I liked the print version much better.	7/31/2020 10:59 AM
9	No	7/31/2020 9:47 AM
10	Include newsletter in billing for those who request it.	7/31/2020 9:39 AM
11	Was just fine as a printed newsletter.	7/31/2020 9:01 AM
12	no	7/30/2020 8:17 PM
13	No	7/30/2020 8:07 PM
14	Have an option to keep it in paper format.	7/29/2020 8:37 AM
15	I elected for e-billing and e-newsletters, but I still get paper mailed. Why waste the money?	7/27/2020 3:59 AM
16	Discuss how Lower rates	7/25/2020 5:28 PM
17	no	7/25/2020 1:32 PM
18	Add news about Vail Mountain operations	7/23/2020 10:29 AM
19	more info on what the team is focusing on	7/21/2020 1:12 PM
20	No suggestion, I like the newsletter	7/20/2020 9:19 AM
21	Continue to email it, but also make it easy to get on via the website so that I don't have to save it somewhere. Sort and show by date? Make it searchable.	7/20/2020 9:00 AM
22	I like having a printed newsletter	7/19/2020 1:03 PM
23	I prefer the written copy so I can read at my con venience. A few print copies in the office would solve that. Too many emails and news reads can be long.	7/19/2020 9:12 AM
24	I didn't check a box on 11 because my choice wasn't offered: "The new format is inferior to the old format." First, because its electronic, it is often longer than 2 pages. Second, there is less news and more technical or transactional issues relating to utility delivery. Third, the previous practice of offering some community news has been abandoned. Fourth, with the recent focus on fund raising, the newsletter is a dry and not-so-interesting vehicle to support the need and applications for contributions. There needs to be stories that are of the nature of the insights provided by the recent fire department video.	7/18/2020 2:11 PM
25	N/a	7/17/2020 9:40 PM
26	The newsletter is great!	7/17/2020 2:11 PM
27	It's great!	7/17/2020 1:40 PM
28	I appreciate the updates of whats going on in the valley. Im sure it seems like a pain for your staff to write but I think its a great feature. At least continue to do quarterly but monthly is great!	7/17/2020 12:04 PM
29	Share some Vail news if you have it.	7/17/2020 11:52 AM
30	It's fine; I liked the formatting on the pdf, but if the email version is easier and/or reaches more people, that's great.	7/17/2020 11:29 AM
31	keep on doing what you have been doing so well	7/17/2020 11:06 AM

## Customer Satisfaction Survey 2020

32	No	7/17/2020 10:46 AM
33	Less frequent.	7/17/2020 10:44 AM
34	custom info specific to my account	7/16/2020 8:11 PM

**Q13 The District implemented the voluntary 100% Renewable Electricity and Propane Offset Program in 2019. Please check all that apply below:**

Answered: 137 Skipped: 4



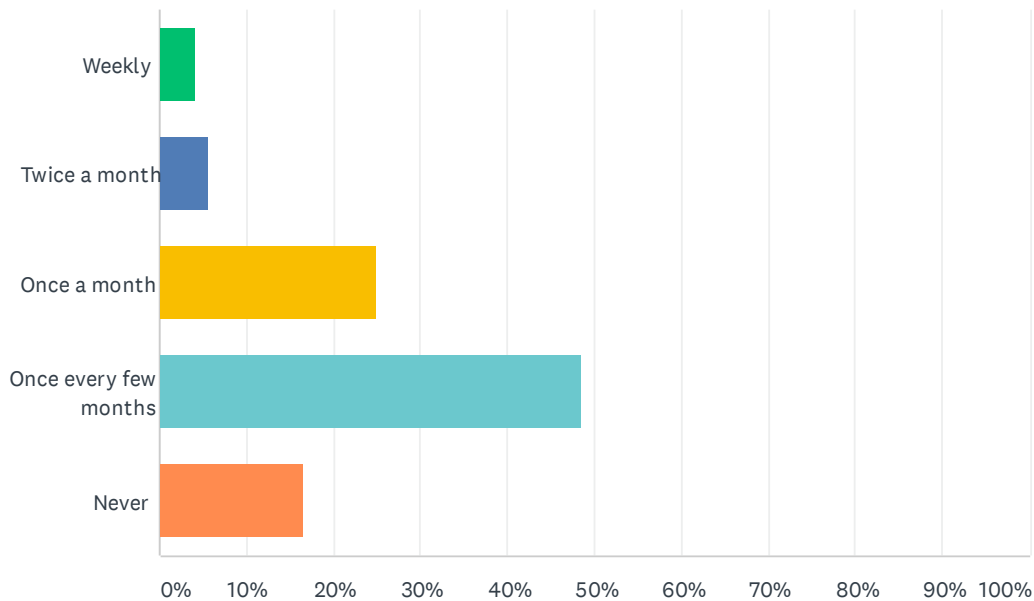
ANSWER CHOICES	RESPONSES	
I participated last year	15.33%	21
I plan on participating when it is offered this October	14.60%	20
I do not plan on participating this year	40.88%	56
I was unaware of the program	21.17%	29
I need more information	16.79%	23
Comments	18.98%	26
Total Respondents: 137		

## Customer Satisfaction Survey 2020

#	COMMENTS	DATE
1	I need more information.	8/4/2020 12:40 PM
2	I need more information.	8/4/2020 12:35 PM
3	Senior full-time resident	8/4/2020 12:10 PM
4	Not clear if program was ready to be used efficiently yet, since it is new.	8/1/2020 1:49 PM
5	I live at Base Camp...says it all.	7/31/2020 1:34 PM
6	Will check on this when you ask.	7/31/2020 11:05 AM
7	I assume it costs more and we are already paying very high rates for electricity and sewer.	7/31/2020 9:10 AM
8	I don't remember if we are or not 🤔	7/30/2020 11:25 PM
9	Bills are already incredibly high. Not paying more. Use renewable energy at home.	7/30/2020 9:00 PM
10	very grateful to have this program in place	7/30/2020 8:17 PM
11	We are purchasing a new home in Kirkwood and would like to get more information on this.	7/29/2020 8:37 AM
12	Renewable Electricity has become a scam. I'm for carbon free, but am opposed to the politics of renewables.	7/27/2020 3:59 AM
13	We are West Meadow residents and are strongly consider solar. We'd like to know what the KMPUD tariff is for solar installations, how/where our surplus energy would be stored, and how the monthly vs. annual costs & savings line out considering generation can occur in summer & fall but not so much in winter & spring.	7/26/2020 12:44 PM
14	If this is the plan we pay extra for, then NO. 30 million on a backup system we are all paying for, AND is rarely used. Being put on the grid, which I agree with and we are all paying for. Enough....and what is in the water????	7/24/2020 8:30 AM
15	I find this confusing. That is why I did not sign up.	7/23/2020 4:20 PM
16	I haven't decided if we will participate.	7/23/2020 2:30 PM
17	Something about it didn't make sense to me, our electricity is very expensive, and the offset is the difference in cost from what we pay and what the cost would be if we were using renewables. That doesn't seem to help.	7/23/2020 10:34 AM
18	No propane chez moi.	7/23/2020 10:20 AM
19	I would support this, but our utilities are way too expensive already. KG&E/Mountain Utilities did a much better job of controlling costs (but was much less reliable - but still provided adequate service for my home).	7/19/2020 1:03 PM
20	I never quite understood it.	7/19/2020 10:48 AM
21	Utilities have increased at a too rapid level. I need to slow them down at both houses.	7/19/2020 9:12 AM
22	Our HOA is participating this year too.	7/18/2020 2:11 PM
23	Last year it was too costly for us, hopefully this year we will be able to take part.	7/17/2020 2:30 PM
24	I like having this option, although the cost of energy at Kirkwood is already very high.	7/17/2020 2:11 PM
25	Why should I have to do this based on the KMPUD's bad decisions over the years. We should have never had propane!	7/17/2020 11:48 AM
26	I hope we can afford to do this in the future	7/17/2020 11:29 AM

## Q14 How frequently do you visit the District's website?

Answered: 140 Skipped: 1



ANSWER CHOICES	RESPONSES	
Weekly	4.29%	6
Twice a month	5.71%	8
Once a month	25.00%	35
Once every few months	48.57%	68
Never	16.43%	23
<b>TOTAL</b>		<b>140</b>

**Q15 Do you have suggestions for how the District's website could be improved? If so, please list your ideas.**

Answered: 31 Skipped: 110

## Customer Satisfaction Survey 2020

#	RESPONSES	DATE
1	Very Good	8/4/2020 11:55 AM
2	not at this time	7/31/2020 1:57 PM
3	no	7/31/2020 1:05 PM
4	It is fine with me.	7/31/2020 11:05 AM
5	Wish we could pay monthly bill via automatic billing to credit card	7/30/2020 11:25 PM
6	It would be nice to get all three services shown at once when looking at meters by day/week/month. A nice change was making the payment amount visible on the bill-pay form (it used to be harder to find, so this is a compliment that would have been a suggestions;-)	7/30/2020 10:56 PM
7	No	7/30/2020 8:07 PM
8	None at this time.	7/29/2020 8:37 AM
9	Ordering driveway snow removal could be improved. Plowing seemed to occur more frequently when no one requested it, and less frequently when we did.	7/27/2020 3:59 AM
10	Nothing specific but will consider this question next time we're on the website.	7/26/2020 12:44 PM
11	None	7/25/2020 5:28 PM
12	no	7/25/2020 1:32 PM
13	I only visit the website to check my meter readings.	7/24/2020 9:19 AM
14	Send an email of the Bill each month and send an alert if water or electricity is unusually high.	7/24/2020 8:30 AM
15	No	7/23/2020 10:29 AM
16	* Landing Page should be an actual Dashboard, not just land on "edit my profile" and "Log out" * Show on Dashboard the usage and current bill * When clicking on My Account, the page should immediately show the amount owed. Should not have to go to 3 steps to get to amount owed. * Clicking on Billing Statements should have current bill first, then use drop down menu for any history or other properties * We should have the ability to link into our financial software (Quicken, Quickbooks, etc.)	7/20/2020 9:00 AM
17	Not so much info on the home page. Not sure how much I like the green color! But the info is terrific once you figure out where it all is.	7/19/2020 6:40 PM
18	The request for plow service can be improved.	7/19/2020 10:48 AM
19	No. I'm just not tech oriented.	7/19/2020 9:12 AM
20	before setting up autopay. Found out the website seems to be using plain text passwords, which is a big problem.	7/19/2020 12:34 AM
21	Allow autopay signup via credit card.	7/18/2020 7:25 PM
22	Known fact: utilities at Kirkwood are expensive! Much like my comments on the newsletter, above, the website should have more insights re KMPUD, insights, accomplishments, projects. Like the recent KMPUD video, more insight and "marketing content" would give the community more tolerance for the costs if the website give information on what's happening. For instance a "what's going on section with photos and videos" would give customers understanding of what KMPUD does - for instance, the photos on the wall opposite the conference room make it tangible at what was accomplished with the out-valley electric service. Instead of just an article about smoke from manholes, how about a video on the website of what was found in a bad situation and how it was fixed...how can a homeowner in KW appreciate the incursion into the wastewater system of runoff water and its impact on utility efficiency and costs to the consumer. Something similar could be done with snow removal - maybe highlighting new equipment or techniques (or how fast a driver can get into his outfit). Make it tangible, make it fun and make it demonstrate the incredible job being done by KMPUD.	7/18/2020 2:11 PM
23	Nope	7/17/2020 1:40 PM
24	reorganize it	7/17/2020 12:35 PM

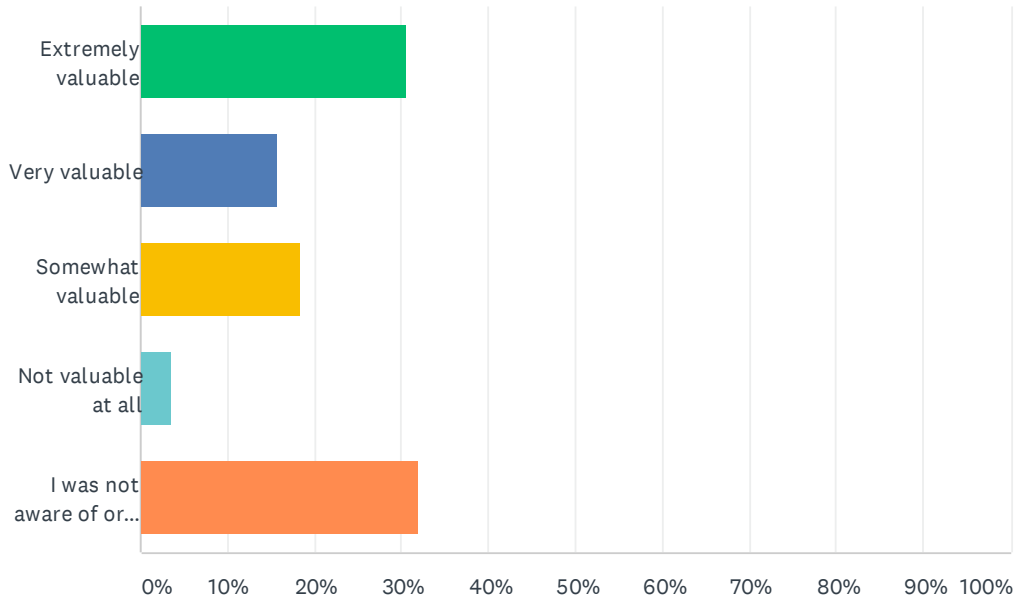
## Customer Satisfaction Survey 2020

25	No suggestions. I visit a fair amount. I like the front page news/updates.	7/17/2020 12:04 PM
26	no	7/17/2020 11:52 AM
27	Information and tools regarding snow plowing have been a bit cumbersome to access; I think this could be better designed. If you are seriously wanting to fix this, I'm a UX executive and can pass along some suggestions (as a courtesy)	7/17/2020 11:29 AM
28	Some meeting and committee info is hard to find. Also service provider recommendations for the valley shard to find.	7/17/2020 11:16 AM
29	No	7/17/2020 10:46 AM
30	Less is more.	7/17/2020 10:44 AM
31	lists are too long. graphs have too many years of data. hard to find material except in board books	7/16/2020 8:11 PM



**Q16 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?**

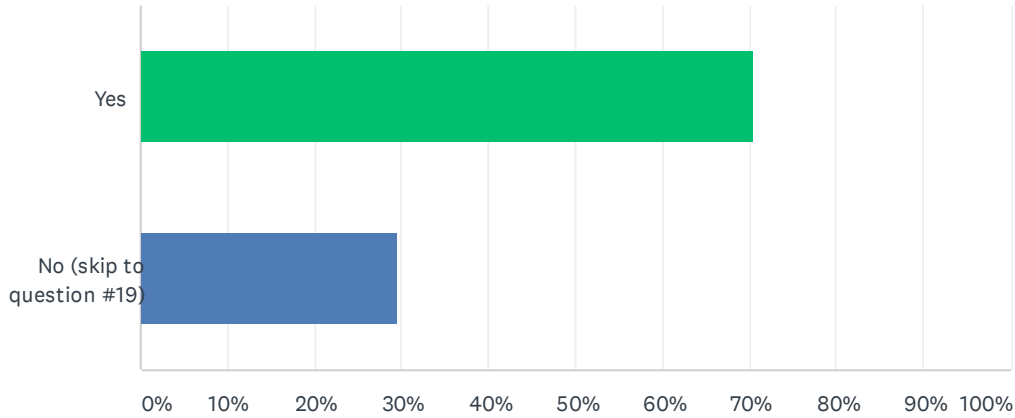
Answered: 141 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely valuable	30.50%	43
Very valuable	15.60%	22
Somewhat valuable	18.44%	26
Not valuable at all	3.55%	5
I was not aware of or have not signed up for this service	31.91%	45
<b>TOTAL</b>		<b>141</b>

Q17 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. Have you signed up to receive emergency notifications?

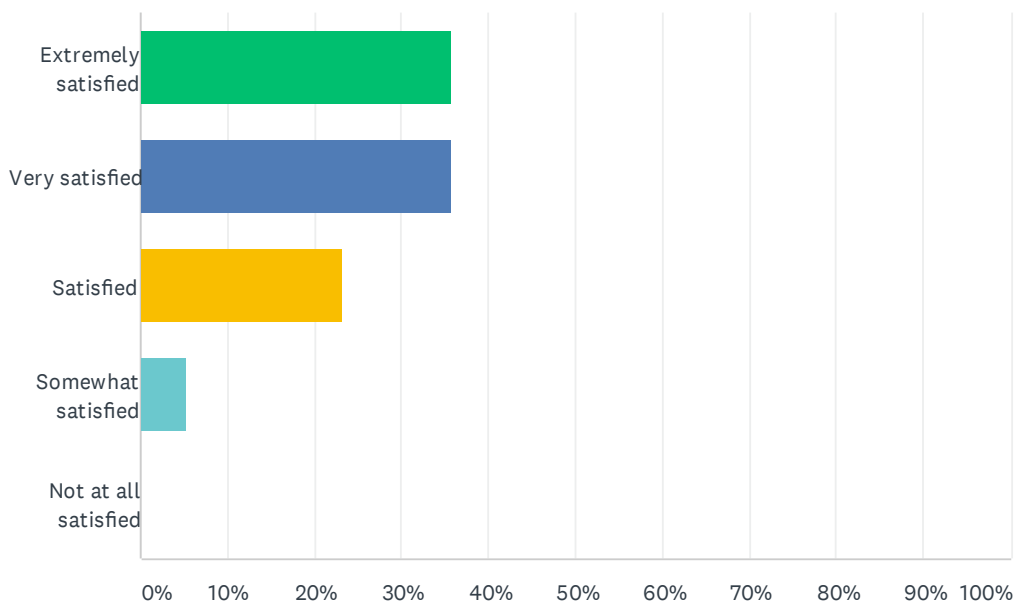
Answered: 139 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	70.50%	98
No (skip to question #19)	29.50%	41
TOTAL		139

### Q18 If you answered Yes to question #17, what is your level of satisfaction with the Emergency Notification service?

Answered: 95 Skipped: 46



ANSWER CHOICES	RESPONSES	
Extremely satisfied	35.79%	34
Very satisfied	35.79%	34
Satisfied	23.16%	22
Somewhat satisfied	5.26%	5
Not at all satisfied	0.00%	0
<b>TOTAL</b>		<b>95</b>

**Q19 If you answered No to question #17, what are your reasons for not signing up to receive Emergency Notifications?**

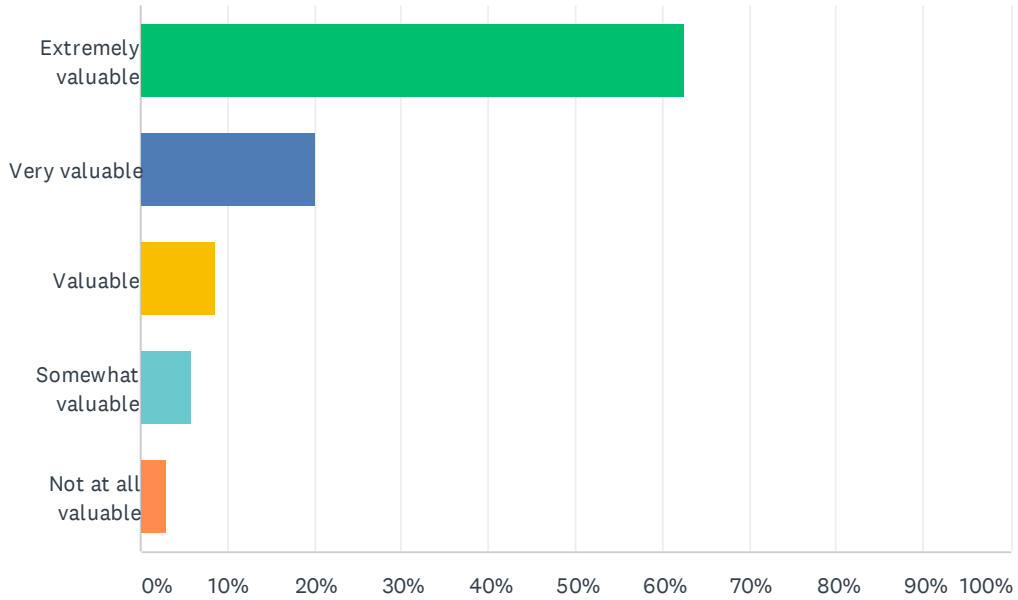
Answered: 33 Skipped: 108

## Customer Satisfaction Survey 2020

#	RESPONSES	DATE
1	Not aware of it	8/4/2020 12:18 PM
2	I wasn't aware of that service. Maybe I haven't been reading thoroughly enough!!	8/4/2020 12:15 PM
3	n/a	7/31/2020 1:57 PM
4	Only have water service.	7/31/2020 1:10 PM
5	Just something I have overlooked.	7/31/2020 11:00 AM
6	Need more info about it.	7/31/2020 10:36 AM
7	not aware	7/31/2020 10:33 AM
8	Rarely in that area.	7/31/2020 9:55 AM
9	Wasn't aware of it	7/31/2020 9:36 AM
10	I'm too old. Using a smartphone is difficult for me.	7/31/2020 9:21 AM
11	I need to do this!!	7/31/2020 9:18 AM
12	Not sure I'm signed up. Want to & will call for assistance. Have not been coming to the cabin, but will now. We no longer have Ski Lease Renters.	7/31/2020 8:24 AM
13	Haven't done it, yet. Will, once we purchase new home.	7/29/2020 8:37 AM
14	Power outages could be explained even if prior notification was not possible.	7/27/2020 3:59 AM
15	Wasn't aware of it	7/26/2020 12:55 PM
16	N/A - this is such an important service and we appreciate having it.	7/26/2020 12:44 PM
17	The Condo Assoc. gives us up to date information.	7/25/2020 9:46 AM
18	Did not know	7/24/2020 8:30 AM
19	Not aware	7/23/2020 3:52 PM
20	I don't know if I'm signed up or not. I just went to <a href="https://www.kmpud.com/my-account/">https://www.kmpud.com/my-account/</a> and didn't find any way to sign up.	7/23/2020 1:15 PM
21	Wasn't aware	7/23/2020 9:23 AM
22	Didn't know about it	7/23/2020 8:09 AM
23	isn't aware	7/21/2020 4:47 PM
24	was not aware of it	7/21/2020 3:23 PM
25	unaware of service	7/21/2020 2:20 PM
26	managed condo	7/21/2020 1:12 PM
27	Didn't know it existed	7/21/2020 6:47 AM
28	Not there that much.	7/19/2020 11:00 AM
29	They do sent too many on the weather. Too detailed. I like all other notifications.	7/19/2020 9:12 AM
30	I can't recall if I have signed up and possibly was not aware of it.	7/18/2020 8:26 AM
31	not sure	7/17/2020 8:35 PM
32	not aware of it	7/17/2020 4:58 PM
33	Want to sign up.	7/17/2020 10:46 AM

### Q20 Thinking about the emergency notification services above, would it be valuable for the District to add notifications (when available) about Caltrans pass closures, accidents, and construction on Highway 88?

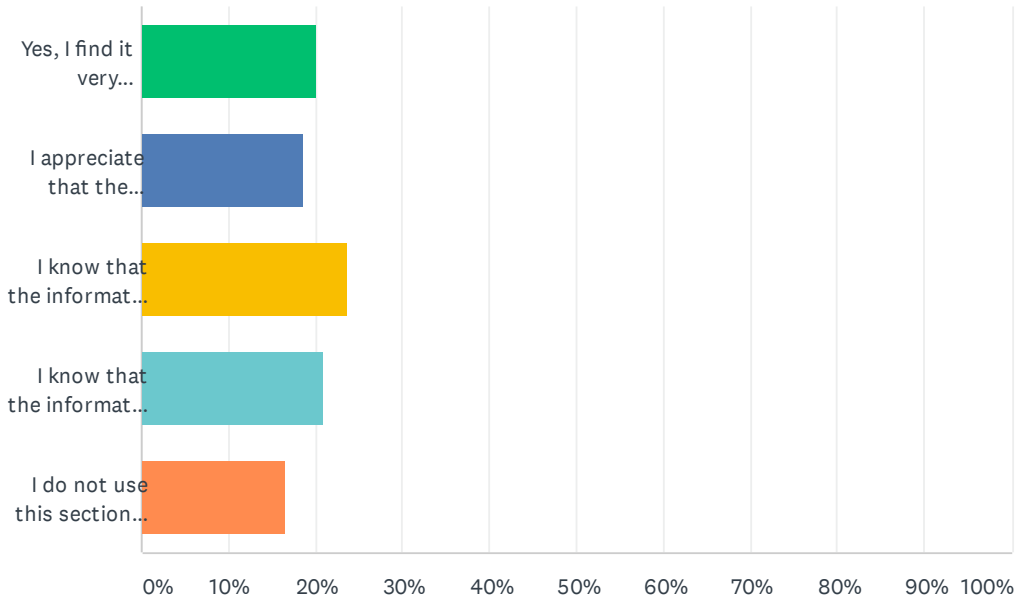
Answered: 139 Skipped: 2



ANSWER CHOICES	RESPONSES	
Extremely valuable	62.59%	87
Very valuable	20.14%	28
Valuable	8.63%	12
Somewhat valuable	5.76%	8
Not at all valuable	2.88%	4
<b>TOTAL</b>		<b>139</b>

**Q21 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 the issues facing the District?**

Answered: 139 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, I find it very informative	20.14%	28
I appreciate that the information is available, and I review it as often as possible.	18.71%	26
I know that the information is available when I have time.	23.74%	33
I know that the information is available when I have a question.	20.86%	29
I do not use this section of the kmpud.com website.	16.55%	23
<b>TOTAL</b>		<b>139</b>

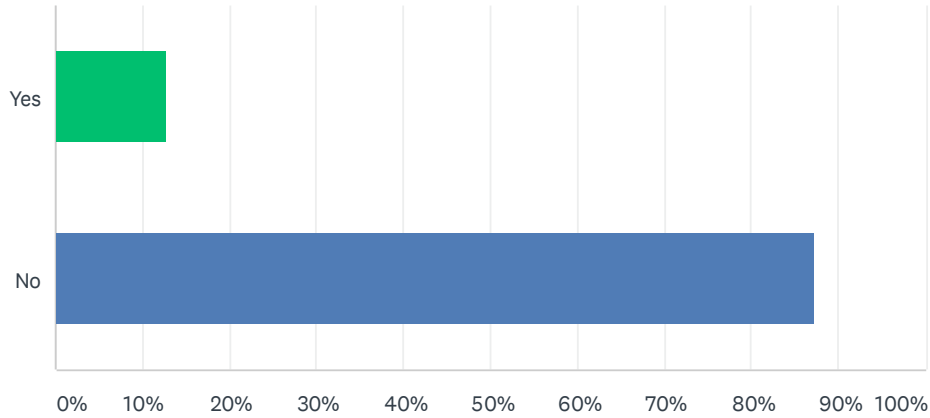
## Customer Satisfaction Survey 2020

#	OTHER COMMENTS ABOUT THE WEBSITE	DATE
1	I just rely on email or snail mail	8/4/2020 12:40 PM
2	I will do this in the future.	8/4/2020 12:15 PM
3	I see the meeting agendas, but have not noticed meeting minutes which I would really like to see. The agendas are so high level and similar most months that I do not follow them easily.	8/1/2020 1:49 PM
4	Please list these by Date	7/20/2020 9:00 AM
5	It's too much info to wade through. A brief overview would be nice. Otherwise, I don't think I'd read/watch it.	7/19/2020 6:40 PM
6	Haven't chanced to look at those areas.	7/19/2020 12:34 AM
7	I am on a KMPUD committee and get this information pushed to me for every meeting of every committee and the BoD. I go through the information for every committee meeting as a way to keep informed and appreciate how the various issues affect various operations/committees of KMPUD and my committee. However, the information is voluminous and complex - 50 to 120 page packets are the norm and some of the data is not comprehensible without staff guidance or explanation. Even as a committee member, that is true. So posting it is not an effective way to keep customers and constituents informed - in a lot of cases its like a fire hose of raw data. This answer relates to my comments about the newsletter and the website - there needs to be some translation of the issues facing the district and some delivery techniques that draw the utility customer in and provide understanding and context without reading 50-60 pages of financial statements. For instance, how many customers know that the ski area has never shut down due to power failure and how we accomplish that - this info could be married with photos and description of what occurred the last time we had to run on the powerhouse and some story(ies) about how it was accomplished. Or how about making the need for a new well understandable by description of the well network now, what is failing, what we need for growth in the valley, etc. Another interesting but not-understood set of facts is how the early shut-down by Vail from COVID-19 has affected revenues and how the increase use of KW by owners and renters has increased the seasonal revenues from residence usage - this is a story that one doesn't get from the website, the newsletter or reading the meeting packets.....and its story of interest and cultivates appreciation of what the community is facing, how its affecting utility economics and how KMPUD is coping.	7/18/2020 2:11 PM



**Q22 Due to COVID-19, District Board and Committee meetings take place via video/teleconference on Zoom. Have you attended a Board or Committee meeting on Zoom?**

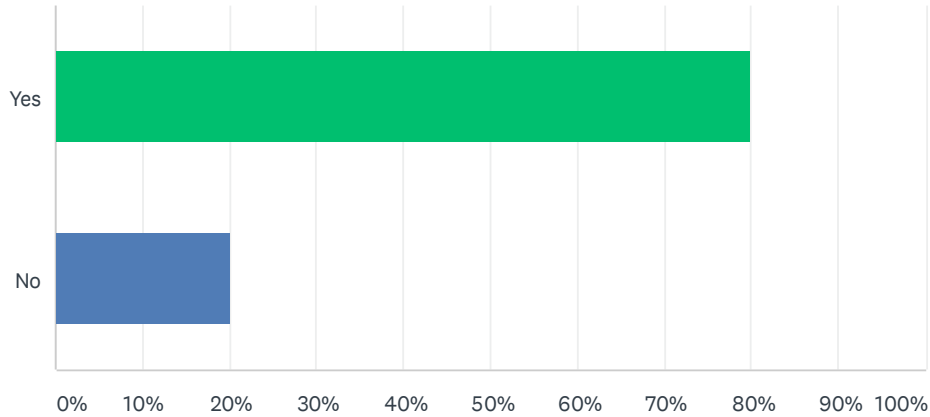
Answered: 140 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	12.86%	18
No	87.14%	122
<b>TOTAL</b>		<b>140</b>

### Q23 If you answered yes to Question #22, did you find it easy to participate in the meeting.

Answered: 20 Skipped: 121

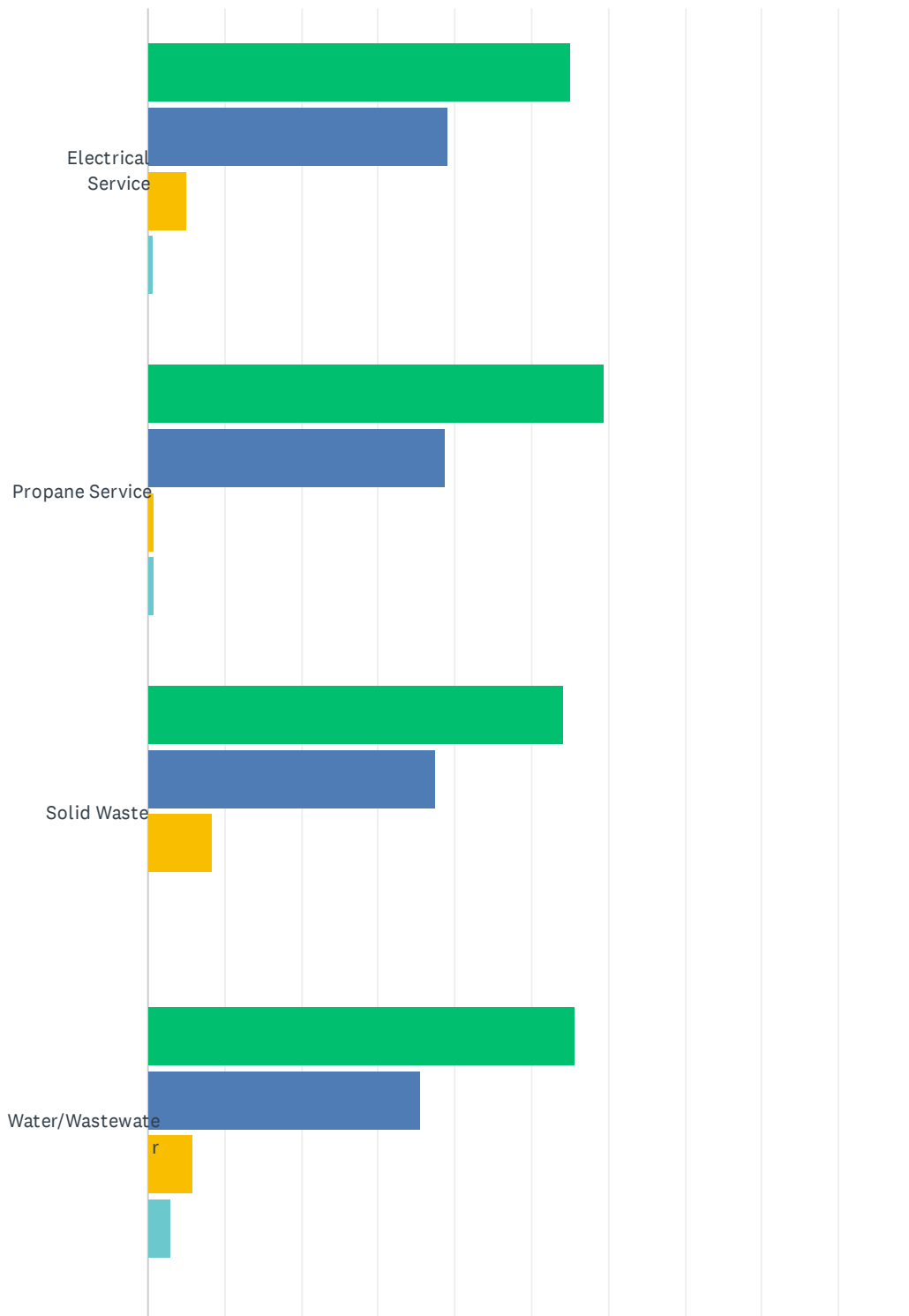


ANSWER CHOICES	RESPONSES	
Yes	80.00%	16
No	20.00%	4
TOTAL		20

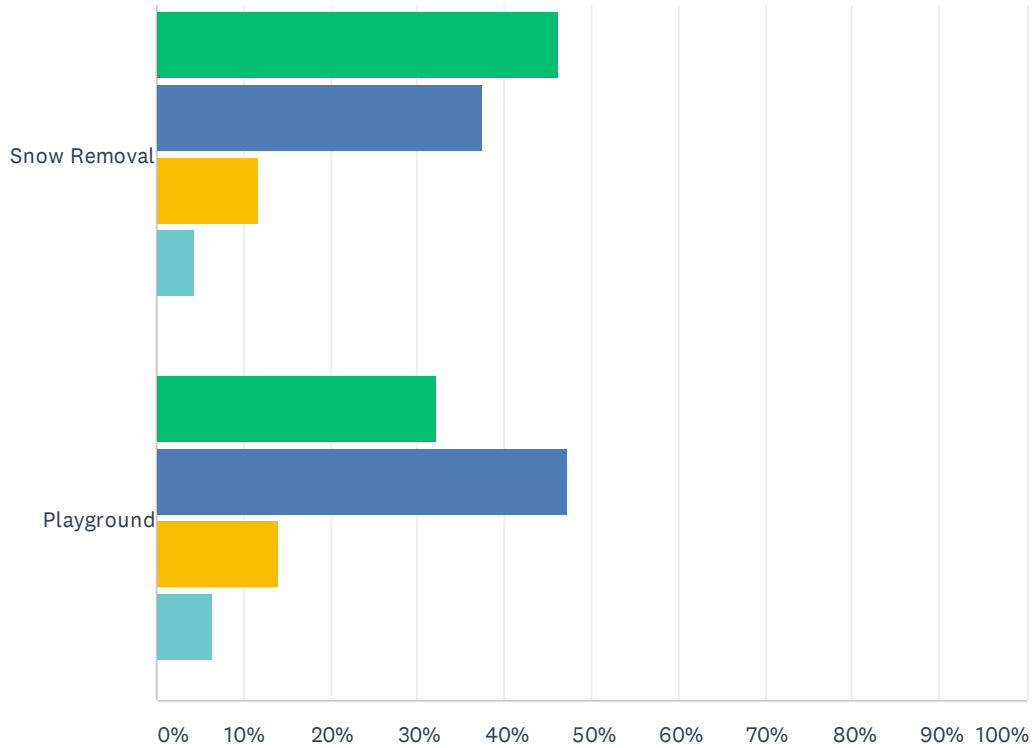
#	COMMENTS	DATE
1	n/a	7/31/2020 1:57 PM
2	Eric is very welcoming to guests.	7/19/2020 6:40 PM
3	Our committee meeting can be held safely outdoors, by having only one project at a time in the room, and the meeting would be much more productive. The meeting that was most significant to me I had no audio, thus couldn't ask questions give input and decisions were made without any of that input.	7/19/2020 9:12 AM
4	Yes, when it a committee that I'm involved with. No when I am an observer and member of the public - but that's not a Zoom problem and would be the case if I were at the meeting in person.	7/18/2020 2:11 PM
5	No	7/17/2020 10:46 AM

Q24 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: 140 Skipped: 1



## Customer Satisfaction Survey 2020



■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Poor

	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Electrical Service	55.07% 76	39.13% 54	5.07% 7	0.72% 1	138
Propane Service	59.48% 69	38.79% 45	0.86% 1	0.86% 1	116
Solid Waste	54.20% 71	37.40% 49	8.40% 11	0.00% 0	131
Water/Wastewater	55.56% 75	35.56% 48	5.93% 8	2.96% 4	135
Snow Removal	46.32% 63	37.50% 51	11.76% 16	4.41% 6	136
Playground	32.26% 30	47.31% 44	13.98% 13	6.45% 6	93

## Customer Satisfaction Survey 2020

#	COMMENTS	DATE
1	Still having fluctuations in electric frequency that activates keypads. Waste containers frequently have closed lids; lids are very heavy and hard to open as I age. Water taste is now undrinkable out of the tap. I understand the need to eliminate bacteria but the chlorine is too much.	8/4/2020 11:55 AM
2	Snow should be removed more quickly.	8/1/2020 1:49 PM
3	Need cost containment on all of these services. Please emphasize cost containment during board meetings.	7/31/2020 1:57 PM
4	Don't use the playground.	7/31/2020 11:05 AM
5	Not concerned about the playground.	7/31/2020 10:50 AM
6	My only concern is the high cost of utilities, especially stand by fees. We have not been able to enjoy the property since the Covid came. I understand you still have to maintain systems. Service is very good otherwise.	7/31/2020 10:36 AM
7	Snow removal often fills in the path/steps we dig.	7/31/2020 9:35 AM
8	Electric and Water/Wastewater id expensive. We are here a lot in the winter. It's really important to get our roads and driveways clear for emergency access first. It's better since you reverted back to the old policy. It would be great if we could out more than one date range in.	7/31/2020 9:10 AM
9	Appreciate all the KMPUD efforts & continued efficiency.	7/31/2020 8:24 AM
10	Should have n/a option, or at least "no opinion"	7/30/2020 10:56 PM
11	No propane use at this time. Not sure about playground, last time I walked by, it wasn't there.	7/29/2020 8:37 AM
12	Wastewater charges are very expensive, would request that the PUD continue to find ways to lower the charges	7/28/2020 9:00 AM
13	Expensive	7/27/2020 3:59 AM
14	We are west meadow residents and plowing has been spotty at best, and crazy expensive. I don't understand all the issues, but it's problematic for us residents.	7/26/2020 12:44 PM
15	The playground is a waste of resources to benefit a few. It seems that the playground exists as an excuse to get property tax money from the county for maintaining the playground equipment through the year. By "storing" winter snow in the playground location, a reason/excuse is made for disassembling, storing, and re-assembling the playground equipment each winter.	7/24/2020 9:19 AM
16	Why have a playground?...with the cost is there something else that could be of more benefit to the community. Bike track as example, for adults and kids.	7/24/2020 8:30 AM
17	Garbage is full sometimes, I really wish we had some sort of industrial compost because it would cut down on the solid garbage if people participate. Water is ridiculously expensive and getting even more expensive	7/23/2020 10:17 AM
18	Well... the playground is kind of under construction at the moment so maybe we just give that one a "pass" ?	7/23/2020 9:23 AM
19	Playground is variable this year for obvious reasons.	7/23/2020 8:09 AM
20	I'm never quite sure who does the plowing, when it happens, and what to do if our pad isn't plowed.	7/19/2020 6:40 PM
21	Don't get me going on the poor job of clearing snow from Parking Pads. Clearing Parking Pads is MUCH more important than clearing driveways. We pay a huge sum of money to have those Parking Pads cleared, and yet driveways (even those where nobody is home) get cleared multiple times before the Parking Pads are cleared.	7/19/2020 1:03 PM
22	Don't use the playground so I don't know.	7/19/2020 11:00 AM
23	Still not clear to us why the price of utilities is so high in the valley.	7/19/2020 10:18 AM
24	Too many improvements too fast. Need to slow down and let fixed incomes adjust. Great job on needed improvements, but no read meters could wait a few years if all these other	7/19/2020 9:12 AM

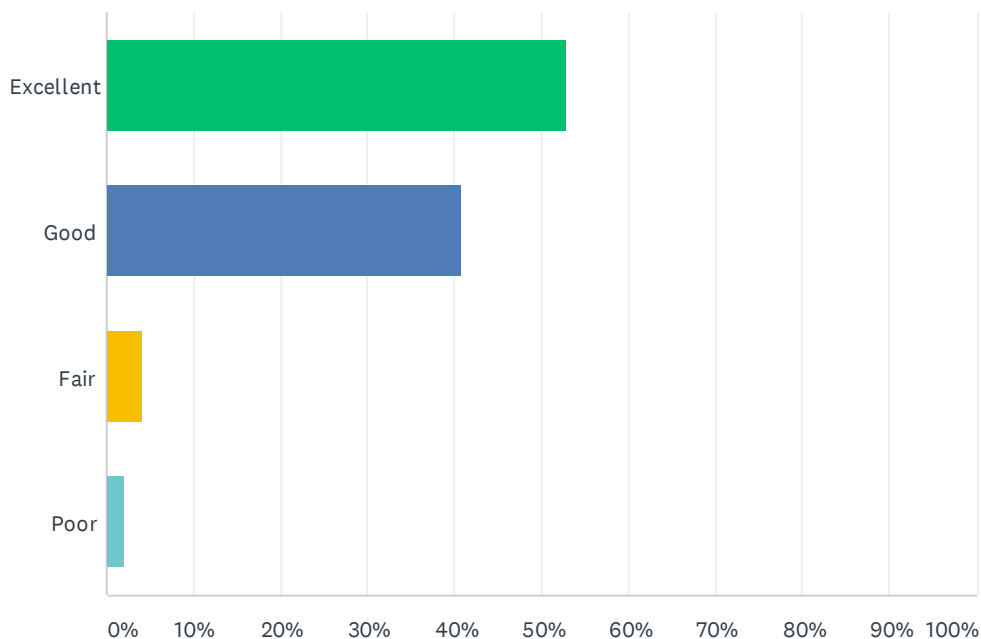
## Customer Satisfaction Survey 2020

improvements were manitory.

- |    |  |                    |
|----|--|--------------------|
| 25 | Definitely times the removal crew has been overwhelmed, left huge berms/blockages at the end of the day, or stopped plowing the road for the night. Yes, we get a lot of snow, but roads and driveways are often not plowed after 3-6" storms or wind loading from Olympic to Snowcrest or after snowblowing chunder off the roads.  | 7/18/2020 7:25 PM  |
| 26 | The playground is a whole new situation with the current circumstances and any rating would be speculative. The efforts to rebuild the playground are very encouraging although they represent the efforts of both KMPUD and some hard working volunteers that are driving it. Hopefully, the management of the rebuilt playground by KMPUD will earn ant "Excellent" rating in the future.  | 7/18/2020 2:11 PM  |
| 27 | Overall I am happy with the services from KMPUD, especially understanding the difficulties in delivering services during winter and large snow events. The electrical rates are very high and our large electric bills in the winter (we are all electric / no propane) remain a major concern for us. However, I assume that is more of a PG&E issue than KMPUD.  | 7/18/2020 8:26 AM  |
| 28 | My driveway is not easy but often they do it quickly and never return to do it right. I spend a lot of time with my snowblower tuning it up...more each year   | 7/18/2020 7:52 AM  |
| 29 | The recycling dumpsters on Loop Road are a great resource.   | 7/17/2020 2:11 PM  |
| 30 | Can't wait fir the new playground  | 7/17/2020 1:40 PM  |
| 31 | Price increase on water was high and unexpected  | 7/17/2020 12:08 PM |
| 32 | Electricity has been solid since going to the grid. We dont have propane service to our house so no real comment there. Water tastes good. Glad I can flush my toilets. Snow removal does a great job! We love the playground, tennis and basketball courts. Not sure if itll be coming up but the prices for electricity and waste water as well as solid waste removal are trending unbearably high.   | 7/17/2020 12:04 PM |
| 33 | It's just too expensive. That should be your sole focus.   | 7/17/2020 11:48 AM |
| 34 | We have had issues with snow removal: first, quite a few times we are notified our driveway was plowed when it was not. Your GPS marks us as plowed even if the driver just passes by on Hawkweed as he/she plows the main road. We believe we may have been overcharged based on this data, especially since we were told that our driveway takes more work and time than our neighbor's identical, mirror image driveway, and we would like a review of this. Second, drivers no longer come close enough to our garage door, leaving a substantial berm that sometimes precludes access when we arrive. If we can address these issues we'd love to continue service with you. We appreciate that you're out there keeping the roads clear for all of us. | 7/17/2020 11:29 AM |
| 35 | The snow plows are soooo loud and always in the middle of the night. Turn down that beeping maybe (?)  | 7/17/2020 11:26 AM |
| 36 | Electrical service is vastly improved now that we are tied to the grid. Thanks to Standish and Bob for pushing this through. Playground is hard to evaluate since it is currently under construction - why is this not a KCA responsibility? It would be great for KMPUD to take over internet/TV/telephone, as this is the only remaining utility not consolidated under your management.   | 7/17/2020 11:08 AM |

## Q25 Overall how would you rate the District as a provider of services for the Kirkwood community in meeting your expectations?

Answered: 140 Skipped: 1



**ANSWER CHOICES**

**RESPONSES**

Excellent	52.86%	74
Good	40.71%	57
Fair	4.29%	6
Poor	2.14%	3
<b>TOTAL</b>		<b>140</b>

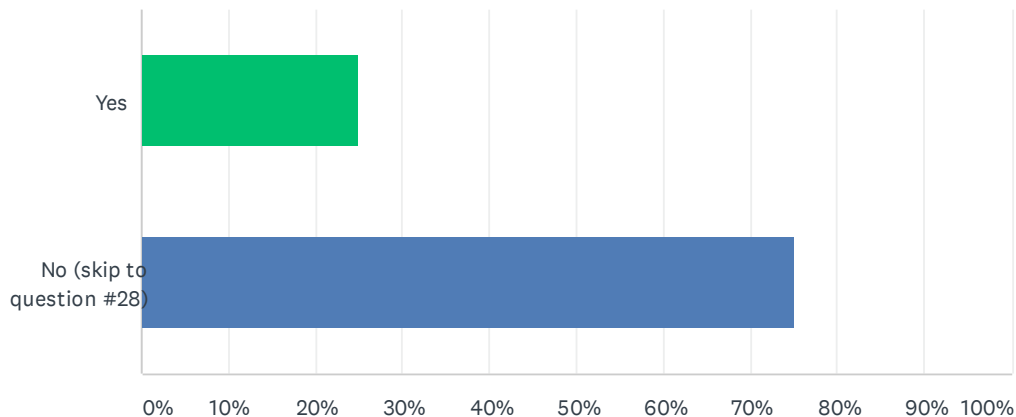
## Customer Satisfaction Survey 2020

#	COMMENTS	DATE
1	High costs - no solar - no eco No discount after 20+ years	8/4/2020 12:10 PM
2	Very happy with Erik Christeson!! Want him now to lead the Board to good decisions for the community (continue to). Don't let personalities of the Board erode progress KMPUD has made.	8/4/2020 11:55 AM
3	It's has nothing to do with actual service, but man is it expensive to live at Kirkwood! Totally worth it..but man is it expensive. :-)	7/31/2020 1:34 PM
4	Expensive!	7/31/2020 9:47 AM
5	Service is very good. Need to continue to drive down costs.	7/31/2020 9:10 AM
6	Like the new reliable power. Wish the rest could be less expensive (knowing it's unlikely). Wish cell-phone/internet could be more consistent. It's a shame it's different for everyone.	7/30/2020 10:56 PM
7	On the whole I think the service is good, but concern about mapping of pipes etc when people are doing construction. It seems kpud has no idea where these are. This is of great concern and I would like to understand how this is being addressed.	7/24/2020 8:30 AM
8	Generally, the service is good. It's a far cry from the level of reliability generally expected of a utility, but given the remote/harsh conditions this is somewhat understandable. Plowing of the Snowcrest driveway is awful. You don't plow it nearly frequently enough. Piling so much snow in front of Snowcrest that you partially bury the building, and have ruined once-beautiful trees that were supposed to be protected, is nothing to be proud of. The most frustrating things about KMPUD are the outrageously high bills and the inability to explain or help customers reduce them.	7/23/2020 1:15 PM
9	The board of directors have not served the district users in the following manners: water too expensive, poor relationships with users, failure to provide reasonable rates for irrigation water, failure to address issue of beautification of Kirkwood via landscaping, arbitrary cessation of irrigation water for Kirkwood Drive planters. I believe the board's domination by east meadows owner-directors has failed to properly provide attention to the needs and concerns of west meadows residents.	7/23/2020 12:12 PM
10	Too expensive for the level of reliability of service	7/21/2020 3:23 PM
11	service is very good, fees are too high	7/21/2020 1:12 PM
12	Bring back the "old" KMPUD which cared about treating its customers fairly and with good service. This is a top management problem. The workers are doing a GREAT job, given their management directives.	7/19/2020 1:03 PM
13	Too fast!!!!	7/19/2020 9:12 AM
14	Usually very good service levels at a high price. Baseline pricing seems to shift costs to smaller users.	7/18/2020 7:25 PM
15	As a provider of services I give an excellent rating. As a communicator of what they are delivering and how complex and difficult a task it is, there is a lot of room for improvement. Improving on the messaging and insights on what KMPUD has accomplished would earn a lot more accolades and a lot less grumbling on utility costs from the community. For example, the lead in photos in the KMFD video of accidents, rescues, and fire fighting give a lot more credibility and reason for my appreciation of the job done than anything I have read or heard about KWFD previously.	7/18/2020 2:11 PM
16	I just wish it was cheaper.	7/17/2020 2:13 PM
17	Too expensive	7/17/2020 11:48 AM
18	Other than the snow plow issues and overall cost, I'd say "Excellent". Anyone I've ever spoken to there has been helpful and cordial and you do a great job.	7/17/2020 11:29 AM



## Q26 Do you have a private driveway snow removal contract?

Answered: 137 Skipped: 4



### ANSWER CHOICES

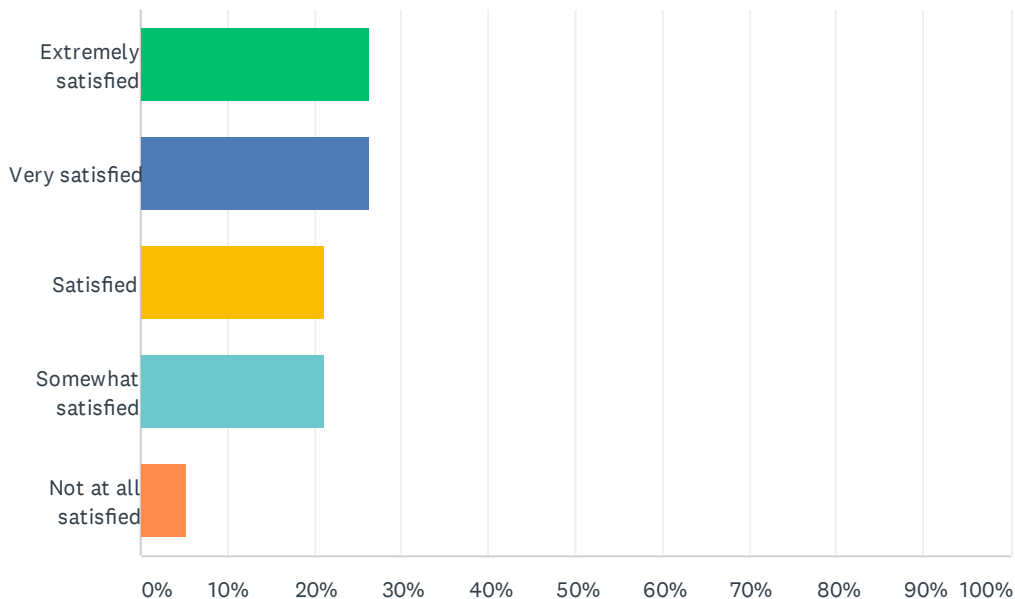
Yes  
No (skip to question #28)  
TOTAL

### RESPONSES

24.82%	34
75.18%	103
	137

## Q27 If Yes, what is your overall satisfaction with the service?

Answered: 38 Skipped: 103



**ANSWER CHOICES**

- Extremely satisfied
- Very satisfied
- Satisfied
- Somewhat satisfied
- Not at all satisfied

**RESPONSES**

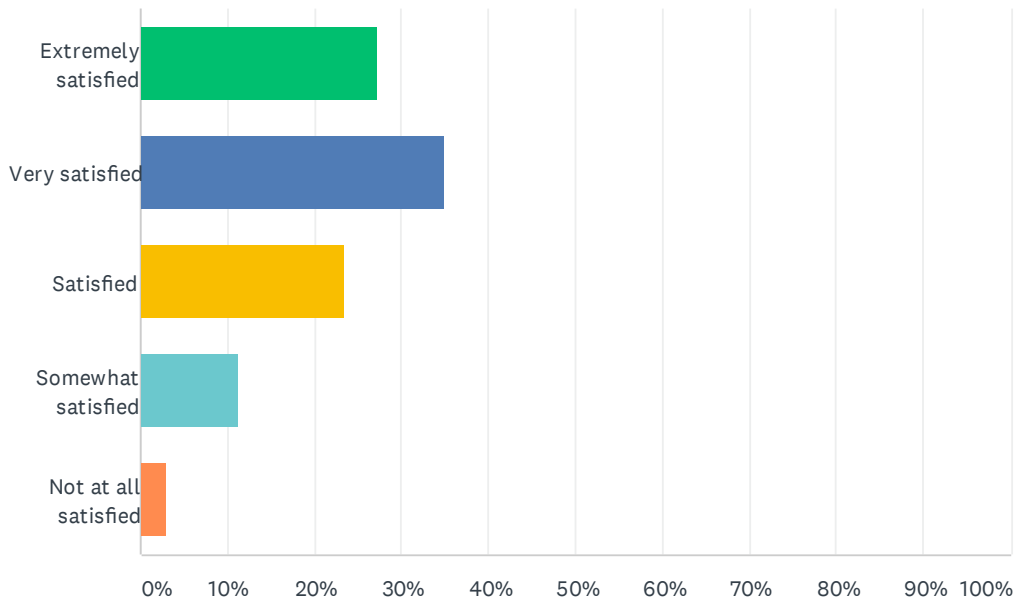
Extremely satisfied	26.32%	10
Very satisfied	26.32%	10
Satisfied	21.05%	8
Somewhat satisfied	21.05%	8
Not at all satisfied	5.26%	2

TOTAL

38

## Q28 What is your overall satisfaction with the Snow Removal Service for your Homeowners Association (HOA)?

Answered: 132 Skipped: 9



**ANSWER CHOICES**

**RESPONSES**

Extremely satisfied	27.27%	36
Very satisfied	34.85%	46
Satisfied	23.48%	31
Somewhat satisfied	11.36%	15
Not at all satisfied	3.03%	4
<b>TOTAL</b>		<b>132</b>

## Customer Satisfaction Survey 2020

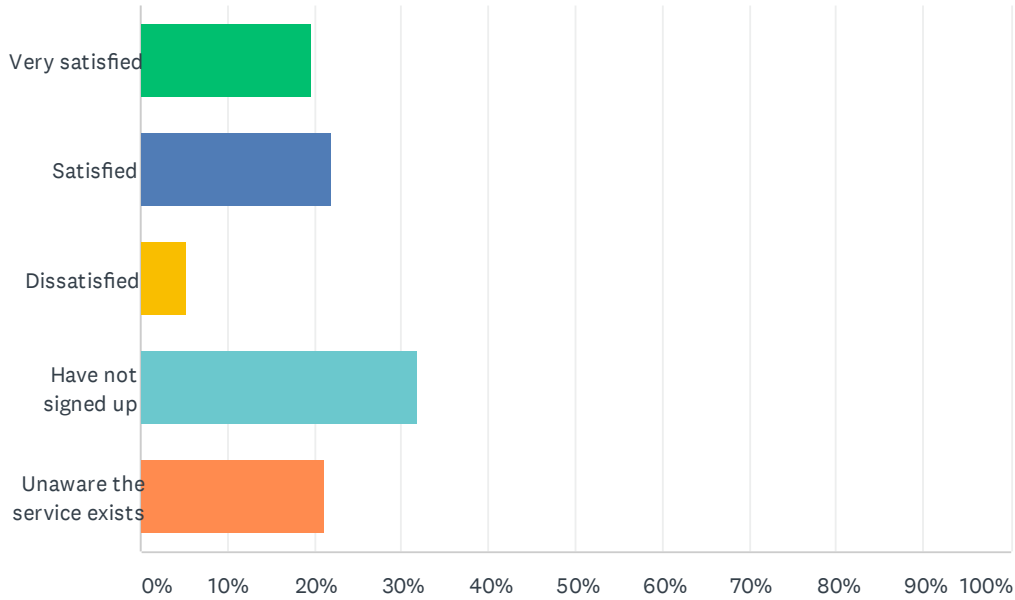
#	PLEASE INDICATE YOUR HOA SO WE CAN UNDERSTAND CUSTOMER SATISFACTION BY HOA:	DATE
1	Dangberg	8/4/2020 12:40 PM
2	SM-1	8/4/2020 12:15 PM
3	SMHOA	8/4/2020 12:10 PM
4	East Meadows	8/4/2020 11:55 AM
5	West meadows	8/2/2020 8:03 AM
6	TRHOA	8/1/2020 1:49 PM
7	KMA	7/31/2020 1:57 PM
8	SM3&4	7/31/2020 1:26 PM
9	EM	7/31/2020 11:09 AM
10	Thimblewood	7/31/2020 11:05 AM
11	KMA	7/31/2020 11:00 AM
12	East Meadows	7/31/2020 10:50 AM
13	West Meadows	7/31/2020 10:41 AM
14	Edelweiss HOA	7/31/2020 9:51 AM
15	KMA	7/31/2020 9:39 AM
16	Lost Cabin	7/31/2020 9:36 AM
17	The Meadows at KW	7/31/2020 9:28 AM
18	East Meadows	7/31/2020 9:10 AM
19	KMA	7/31/2020 8:24 AM
20	Edelweiss	7/30/2020 11:25 PM
21	Snowcrest.	7/30/2020 10:56 PM
22	Timber ridge	7/30/2020 9:00 PM
23	Base Camp, new home will be KMA	7/29/2020 8:37 AM
24	KMA	7/27/2020 3:59 AM
25	East meadows	7/26/2020 12:55 PM
26	West Meadow	7/26/2020 12:44 PM
27	Edelweisse	7/24/2020 4:05 PM
28	KMA	7/24/2020 1:50 PM
29	meadowstone	7/24/2020 11:49 AM
30	Thimblewood	7/24/2020 8:30 AM
31	KMA	7/23/2020 4:20 PM
32	Snowcrest	7/23/2020 1:15 PM
33	Juniper Ridge	7/23/2020 11:59 AM
34	Timber Ridge	7/23/2020 11:19 AM
35	KMA	7/23/2020 10:34 AM
36	Occasionally slow to provide services to HOA	7/23/2020 10:29 AM
37	West Meadows	7/23/2020 10:17 AM

## Customer Satisfaction Survey 2020

38	Meadows	7/23/2020 9:23 AM
39	Juniper Ridge	7/23/2020 8:09 AM
40	East Meadows	7/22/2020 2:52 PM
41	SM 4	7/21/2020 3:23 PM
42	Meadowstone	7/21/2020 1:12 PM
43	Palisades	7/21/2020 7:33 AM
44	Caples View	7/20/2020 9:19 AM
45	Thimblewood	7/20/2020 9:00 AM
46	KMA	7/20/2020 7:57 AM
47	KMA	7/19/2020 6:40 PM
48	KMA - problem with clearing Parking Pads	7/19/2020 1:03 PM
49	Meadowstone	7/19/2020 11:00 AM
50	Late removal on our road. We have more permanent residence and late arrival of the plow. I can understand Dangberg has issues and breakdowns of plows but residents need to attend appts, get to work etc.	7/19/2020 9:12 AM
51	Snowcrest	7/18/2020 7:25 PM
52	Lost Cabin	7/18/2020 2:11 PM
53	Too much ice is left on the roads, more so each year	7/18/2020 7:52 AM
54	East Meadows	7/18/2020 3:59 AM
55	West meadow	7/17/2020 2:30 PM
56	East meadows	7/17/2020 2:13 PM
57	Timber Ridge HOA	7/17/2020 2:11 PM
58	Lost Cabin	7/17/2020 12:35 PM
59	West Meadows KMA	7/17/2020 12:04 PM
60	KMA - I actually don't know what service they provide	7/17/2020 11:29 AM
61	Sun Meadows 1	7/17/2020 11:26 AM
62	Juniper Ridge	7/17/2020 11:08 AM
63	Juniper Ridge	7/16/2020 8:11 PM

Q29 Thinking about Snow Removal services, do you utilize the on-line services to (1) tell the District when you are in residence and (2) receive notifications when your driveway/HOA is plowed and how do you rate it?

Answered: 132 Skipped: 9



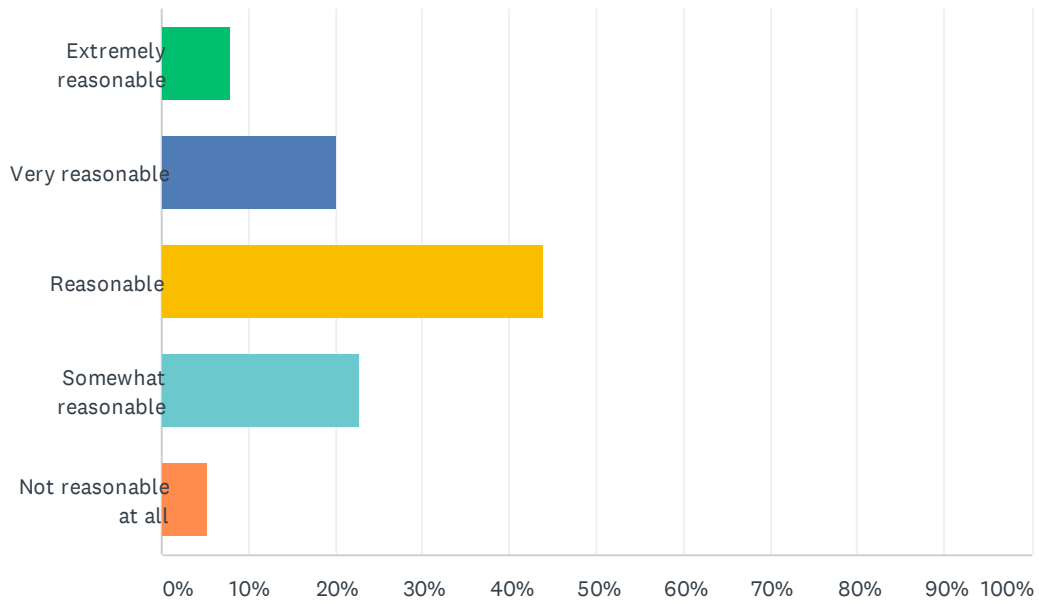
**ANSWER CHOICES**

**RESPONSES**

Very satisfied	19.70%	26
Satisfied	21.97%	29
Dissatisfied	5.30%	7
Have not signed up	31.82%	42
Unaware the service exists	21.21%	28
<b>TOTAL</b>		<b>132</b>

### Q30 Regarding Snow Removal services, do you believe the District rates are:

Answered: 114 Skipped: 27



**ANSWER CHOICES**

- Extremely reasonable
- Very reasonable
- Reasonable
- Somewhat reasonable
- Not reasonable at all

**RESPONSES**

Extremely reasonable	7.89%	9
Very reasonable	20.18%	23
Reasonable	43.86%	50
Somewhat reasonable	22.81%	26
Not reasonable at all	5.26%	6

TOTAL

114

**Q31 Please provide any other comments as to how the District might improve any of the services provided to the community.**

Answered: 29 Skipped: 112



## Customer Satisfaction Survey 2020

#	RESPONSES	DATE
1	Need a better policy for private driveways.	8/4/2020 12:40 PM
2	The only service lacking is the clearing of water drainage grates in the road. Blockage has resulted in flooding and significant property damage. East Meadows.	8/4/2020 12:35 PM
3	Lease agreement deck clearing	8/4/2020 12:10 PM
4	1. Reduce chlorine in tap water. 2. Steady power supply. 3. Keep lids up on waste containers until full.	8/4/2020 11:55 AM
5	I actually don't know how much snow removal costs, but it is done well. Also, I answered Qs about calling the office that I shouldn't have so you can ignore that input though any time I have interacted with staff, they have been extremely pleasant and helpful.	7/31/2020 1:34 PM
6	I was extremely disappointed that the District did not communicate any details of why the "anticipated major projects" were needed and the costs for each of them. The summary in the April 13 "Special Notice" was purely generic and said virtually nothing. For almost \$6M customers deserve explanations	7/31/2020 10:59 AM
7	Remove snow of residents who are currently at Kirkwood before others who are not!!	7/31/2020 10:50 AM
8	30 needs a "don't know or care much" option. And as noted, some coordination for cell-phone and internet providers might be nice.	7/30/2020 10:56 PM
9	New resident and still learning.	7/30/2020 8:07 PM
10	Will let you know about the new area next year.	7/29/2020 8:37 AM
11	Your snow removal machine chains are destroying our driveway we just spent \$55k last year and already chewed up after one partial winter...3 months	7/25/2020 5:28 PM
12	This past season snow removal for our driveway was not nearly as good as the prior season.	7/24/2020 1:50 PM
13	sled or tube spot that residents could use after a day on the hill or just a day off. Perhaps something as easy as pushing the parking lot snow run over to the meadow in a good spot. Kind of like between sun meadows and Base Camp or Meadowstone and Lost Cabin. Earlier comment we responded : Should have a landing at the new playground that could be used as sled ramp from side of road lot?	7/24/2020 11:49 AM
14	As a public utility the district needs to focus more on positive public interactions with the customers of the district versus making most interactions adversarial or confrontational. A lack of knowledge and/or fear of disturbing your own systems shouldn't be a reason to discourage customers from improving their property.	7/24/2020 9:19 AM
15	Concentrate on the basics at lowest possible cost, forget the frills.	7/23/2020 10:34 AM
16	From time to time the snow removal on Palisades drive does not keep up with snowfall and the steep road makes it difficult for some vehicles. The only way to resolve this would be more frequent plowing which is understandably challenging during peak snowfall.	7/21/2020 7:33 AM
17	Perhaps make it clearer how the snow removal works, that we need to let them know we are coming, what to do if it isn't plowed, etc.	7/19/2020 6:40 PM
18	You need to realize that "full time" residents are here full time, and need the Parking Pads cleared. There is no point in digging out your vehicle if there is no cleared Parking Pad to move your vehicle to. Your snow removal "on line services" needs a "check box" for Full Time Resident.	7/19/2020 1:03 PM
19	The process to schedule snow removal is cumbersome. We are up every weekend and having to notify each time instead of a regular schedule is hard.	7/19/2020 10:18 AM
20	I'm here most of the time. Can call to tell you continuously when I come and go. Would like to be treated like a resident. Costs are outrageous for services received. Looking for another solution, This is about snow removal contract.	7/19/2020 9:12 AM
21	If I tell you I am coming up please have my driveway plowed. If I tell you I am leaving please have it plowed.	7/18/2020 7:52 AM
22	Don't blow the snow and rocks straight at the Meadows Condo building on the end closest to	7/17/2020 3:06 PM

## Customer Satisfaction Survey 2020

	Lost Cabin. It hits the windows and has come close to breaking windows.	
23	Even with snow stakes, snow was always thrown into our walkway.	7/17/2020 2:30 PM
24	We used the emergency response services for propane smell at our house. The crew was amazing, they were efficient, polite and highly educated and fantastic. I cannot say more positive things about them.	7/17/2020 1:40 PM
25	I extended my stay and when I changed the residency dates I had a 1 day gap in drive clearing and had to clear it myself. I tried to flag down the plow operator but he didn't respond. Seems operators should have some flexibility beyond the list of addresses.	7/17/2020 12:21 PM
26	How many more years on electrical bond? It is such a high fixed cost, we look forward to having it paid off. But, we also appreciate the benefits!	7/17/2020 12:11 PM
27	I love the chipping program. You all do a great job with snow removal. Having the dumpsters available for large objects and e-waste a few times a year is helpful. Thanks for keeping the dumpster zone as clean as you do. I know you all have a hard job up here, thanks for all you do.	7/17/2020 12:04 PM
28	I also said this under an overall question, but: We have had issues with snow removal: first, quite a few times we are notified our driveway was plowed when it was not. Your GPS marks us as plowed even if the driver just passes by on Hawkweed as he/she plows the main road. We believe we may have been overcharged based on this data, especially since we were told that our driveway takes more work and time than our neighbor's identical, mirror image driveway, and we would like a review of this. Second, drivers no longer come close enough to our garage door, leaving a substantial berm that sometimes precludes access when we arrive. If we can address these issues we'd love to continue service with you. We appreciate that you're out there keeping the roads clear for all of us.	7/17/2020 11:29 AM
29	Snow removal - would be great if KMPUD could remove the berm that is left in front of our garage - recognize this would require different equipment/labor, but we would be willing to pay for it.	7/17/2020 11:08 AM

Q32 Please provide your name, so that the District can follow up with you on your comments (optional).

Answered: 66 Skipped: 75

## Customer Satisfaction Survey 2020

#	RESPONSES	DATE
1	Buxton	8/4/2020 12:40 PM
2	Vic and Linda Drakulich	8/4/2020 12:35 PM
3	Ed Funtanellas PO Box 156 Kirkwood, CA 95646	8/4/2020 12:10 PM
4	Rich Williams, M.D.	8/4/2020 11:55 AM
5	Kathryn Eden	8/2/2020 8:03 AM
6	GEOFF and MELENE Smith	8/1/2020 6:39 PM
7	Kati Bell katiybell@gmail.com	7/31/2020 1:34 PM
8	Cass Apple	7/31/2020 11:05 AM
9	Bob Cushing	7/31/2020 11:00 AM
10	James Hinton (707) 542-5852	7/31/2020 10:59 AM
11	Scott Hutras	7/31/2020 10:50 AM
12	Steven Duke	7/31/2020 10:44 AM
13	Chris Kutzscher Sentinels #10	7/31/2020 10:41 AM
14	Jim & Sandy Foley	7/31/2020 10:41 AM
15	Greg Lewis 995 Columbine	7/31/2020 10:36 AM
16	Don Namura	7/31/2020 10:11 AM
17	Paul Wirfel	7/31/2020 9:55 AM
18	John Reynolds	7/31/2020 9:51 AM
19	Jim Streng Base Camp 37 (Owner 42 years)	7/31/2020 9:47 AM
20	Annemarie Rosengreen The Meadows at KW 229	7/31/2020 9:28 AM
21	John Glare	7/31/2020 9:18 AM
22	Marylyn Klein	7/31/2020 9:14 AM
23	Cathie Elmasian	7/31/2020 9:10 AM
24	Reid Bennett	7/31/2020 9:01 AM
25	Melita Figueroa	7/31/2020 8:24 AM
26	Meg Caldwell	7/30/2020 8:17 PM
27	Flore and Matt Tolland	7/30/2020 8:07 PM
28	Jean De Simone Base Camp #43 and 34231 Fremont Rd.	7/29/2020 8:37 AM
29	Larry Parker	7/27/2020 3:59 AM
30	Pamela & Julian Hyde, West Meadow Lot #45	7/26/2020 12:44 PM
31	Dustin Corcoran	7/24/2020 1:50 PM
32	Bruce and Patti Takens MS 401	7/24/2020 11:49 AM
33	Gaelyn Chappel	7/24/2020 8:30 AM
34	Joanna Nicole	7/24/2020 7:45 AM
35	Howard Hoffman	7/23/2020 4:20 PM
36	Larry Lacey	7/23/2020 12:12 PM
37	Bernie Benz, lot 2, KMA	7/23/2020 10:34 AM

## Customer Satisfaction Survey 2020

38	Leslie Fuchs	7/23/2020 10:20 AM
39	stuart beck apples@mcn.org	7/21/2020 4:37 PM
40	Monte Ikemire	7/21/2020 2:20 PM
41	Dolan Beckel	7/21/2020 7:33 AM
42	Anh Oppenheimer	7/19/2020 6:40 PM
43	Bruce Odelberg	7/19/2020 1:03 PM
44	Mike Moone	7/19/2020 11:00 AM
45	Craig Jaffe	7/19/2020 10:18 AM
46	Libby Culver	7/19/2020 9:12 AM
47	Jack Longinotti	7/18/2020 2:11 PM
48	Andy Jolly	7/18/2020 8:26 AM
49	Michael Browner	7/18/2020 7:52 AM
50	niels Udsen	7/17/2020 8:35 PM
51	Ralph Keeney, Base Camp #20	7/17/2020 4:58 PM
52	Peter Watkins	7/17/2020 3:32 PM
53	Rich Nalwasky	7/17/2020 3:06 PM
54	Jeff Clavier	7/17/2020 2:45 PM
55	Jessica Cole	7/17/2020 2:30 PM
56	Sandy Sloan	7/17/2020 1:45 PM
57	Sandy McFarren	7/17/2020 1:40 PM
58	Cheryl Stern	7/17/2020 12:35 PM
59	Kathryn Dienst	7/17/2020 12:11 PM
60	Dan Lamorena	7/17/2020 12:08 PM
61	Ryan Walbrun Lot 20 Fremont Rd.	7/17/2020 12:04 PM
62	Steve Nelson 33877B Hawkweed	7/17/2020 11:29 AM
63	Jeremy Tyrone jeremyturpen@gmail.com	7/17/2020 11:26 AM
64	Walter Croft	7/17/2020 11:20 AM
65	Randy Livingston	7/17/2020 11:08 AM
66	Mr. Wonderful	7/16/2020 8:11 PM

555 Byron Street #402  
Palo Alto, CA 94301  
July 26, 2020

Kirkwood Meadows Public Utility District  
P.O.Box 247  
Kirkwood, CA 95646

Re: Customer Satisfaction Survey 2020

To the KMPUD Staff and Board

We have several family members splitting the responsibilities for our much loved Kirkwood home. "Many hands make light work," may be true, but they don't make answering customer surveys easy. What I can say loud and clear is that we are most appreciative of the excellent staff and board that put us on the grid, stopped leaking gas pipes, took care of today's needs and planned carefully for the future.

An anecdote illustrates my satisfaction. A couple of weeks ago, I was at Kirkwood with several family members. We were having a fine time. Then the phone rang with a call from a cheery KMPUD staff member. She had noticed that our water use had spiked. Did we maybe have a running toilet? not a leak, she hoped. Her instruments were reporting excessive - and expensive - water use. It turned out the toilet was leaking, a fact that none of us in the house had registered on. Her call saved us a significant amount of money. There's no box big enough on your form to register my high degree of satisfaction with a staff member like that.

The same can be said for the staffer who helped us decouple our alarm from Palo Alto when the power substation repairs set it off each time the power in the substation was turned back on.

We could talk too about the wonderful new playground for small children and the fine new equipment for the fire department provided by generous neighbors. In closing, I want to give a shout out to the members of the KMPUD Board of Directors. Am I satisfied with their service? Five stars aren't enough; how about fifty?

Thanks to all of you.



Carolyn Tucher