



Longview Water - Evaluation Criteria Survey

The Longview City Council and Beacon Hill Water & Sewer District (BHWSD) have formed a Customer Advisory Committee (CAC) responsible for making recommendations to the City Council and BHWSD Board of Commissioners to obtain a sustainable, safe and satisfactory water supply for Longview and BHWSD water customers. The CAC is committed to considering community input and interests during this process.

To help develop recommendations, the CAC will establish a set of evaluation criteria to screen possible solutions to improving Longview’s water supply.

Please take a few minutes to complete this survey to help the CAC to refine the evaluation criteria that will be used to make recommendations on the preferred water supply improvement options.

We appreciate your time and interest in the Longview Drinking Water Improvement Study.

About the Evaluation Criteria

The CAC's goal is to: “Provide a recommendation for a sustainable, safe and satisfactory water supply for Longview/BHWSD water customers.” The CAC’s evaluation criteria are key components for achieving that goal.

The evaluation criteria describe qualities to be evaluated when considering different options. The evaluation criteria express the values, issues and concerns of the community as well as regulatory needs that must be met. Several of the criteria were pulled directly from input received during the customer survey conducted in October, 2014.



The evaluation criteria have been grouped into three categories, which came from core values established during the first CAC meeting. Together, with the CAC's goal, the evaluation criteria provide a framework for evaluating and comparing options.

We want to know what you think of these criteria and whether or not they reflect the key values that need to be considered.

Key Value #1: Improve **customer perception** about the water supply with respect to it being high quality and having no toxic risk.

1. When making a recommendation on a water supply improvement option, how important is it to you that the CAC consider...

	Very important	Somewhat important	Less important	Unsure
Spotting/residue (<i>white scale and build-up caused by silica and hardness</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taste (<i>i.e. chlorine, metallic, rusty, sulfur</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Color/staining (<i>brownish color in the water commonly cause by iron and/or manganese</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smell (<i>i.e. chlorine, metallic, musty</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General health concerns (<i>i.e. nausea, rashes/eczema, dry skin and hair, other short or long term health concerns</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purity/cleanliness (<i>i.e. source water quality, vulnerability to contamination, safety of treated water</i>). Keep in mind that all drinking water is treated to meet all state and federal standards for water quality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key Value #2: The recommendation should be **technically feasible** and have **long-term viability**.

2. When making a recommendation on a water supply improvement option, how important is it to you that the CAC consider...

	Very important	Somewhat important	Less important	Unsure
Long-term Capacity (i.e. meets the water demands of the community)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability (i.e. resilience to seismic and other natural events, risk of contamination)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental impacts (i.e. carbon consumption, treatment process waste impacts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time to permit and construct. <i>Implementation of any project that is a change from our current water system will depend on the ability to obtain permits from a variety of regulatory agencies (i.e. Endangered Species Act regarding smelt, Army Corps of Engineers dredging, Department of Ecology water rights, Department of Health treatment process approval)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty to meet regulatory requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time it takes to transition from the current supply to a different supply (i.e. anticipated transition issues and distribution system impacts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for governance agreements. <i>For some options, completion of the project may require contracts between government agencies or water supply/treatment contracts with private businesses.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operability/complexity (i.e. treatment complexity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Key Value #3: Consider the **cost and affordability** of water, both in terms of rates paid and indirect costs to customers.

3. When making a recommendation on a water supply improvement option, how important is it to you that the CAC consider...

	Very important	Somewhat important	Less important	Unsure
Impact on customer rates (<i>related to construction costs, long-term operating & maintenance costs</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indirect costs to customers (<i>i.e. cost to repair or replace appliances, house wares, clogged pipes; in-home treatment systems, or purchased bottled water, etc.</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Are there any additional values or criteria that should be considered when evaluating the options to improve the Longview/BHWSD water supply?

- No
- Yes

If yes, what would you like to add?

5. Do you have any closing thoughts or comments you'd like to share with the CAC?

Tell us about yourself. (Optional)

6. Who provides your water service? (choose one)

- Not sure
- Longview Water
- Beacon Hill Water & Sewer District
- Other

7. Would you like to receive project updates?

- Yes
- No

Providing us with your contact information is optional. However, your address will help inform the CAC of the areas of our water system represented by the people who responded to the survey. If you asked to receive project updates, please make sure to provide your name and email address.

Name: _____

Physical Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone Number: _____

Thank you!

Your feedback will be considered by the CAC at their next meeting to further refine the evaluation criteria. The next CAC meeting will be held March 17 at 6:30 p.m. in the Training Room at City Hall, 1525 Broadway, Longview.

Please visit the project website for more information:

www.LongviewWater.org