

Longview Drinking Water Improvement Study

Evaluation Criteria - Community Survey

An online survey was made available March 4 through March 15, 2015 and was distributed to project stakeholders through the e-mail distribution list (135 emails), the project website, a media release, an article in the *The Daily News* on March 4 and roadside reader boards. Hard copies of the survey were available at City Hall for drop-off.

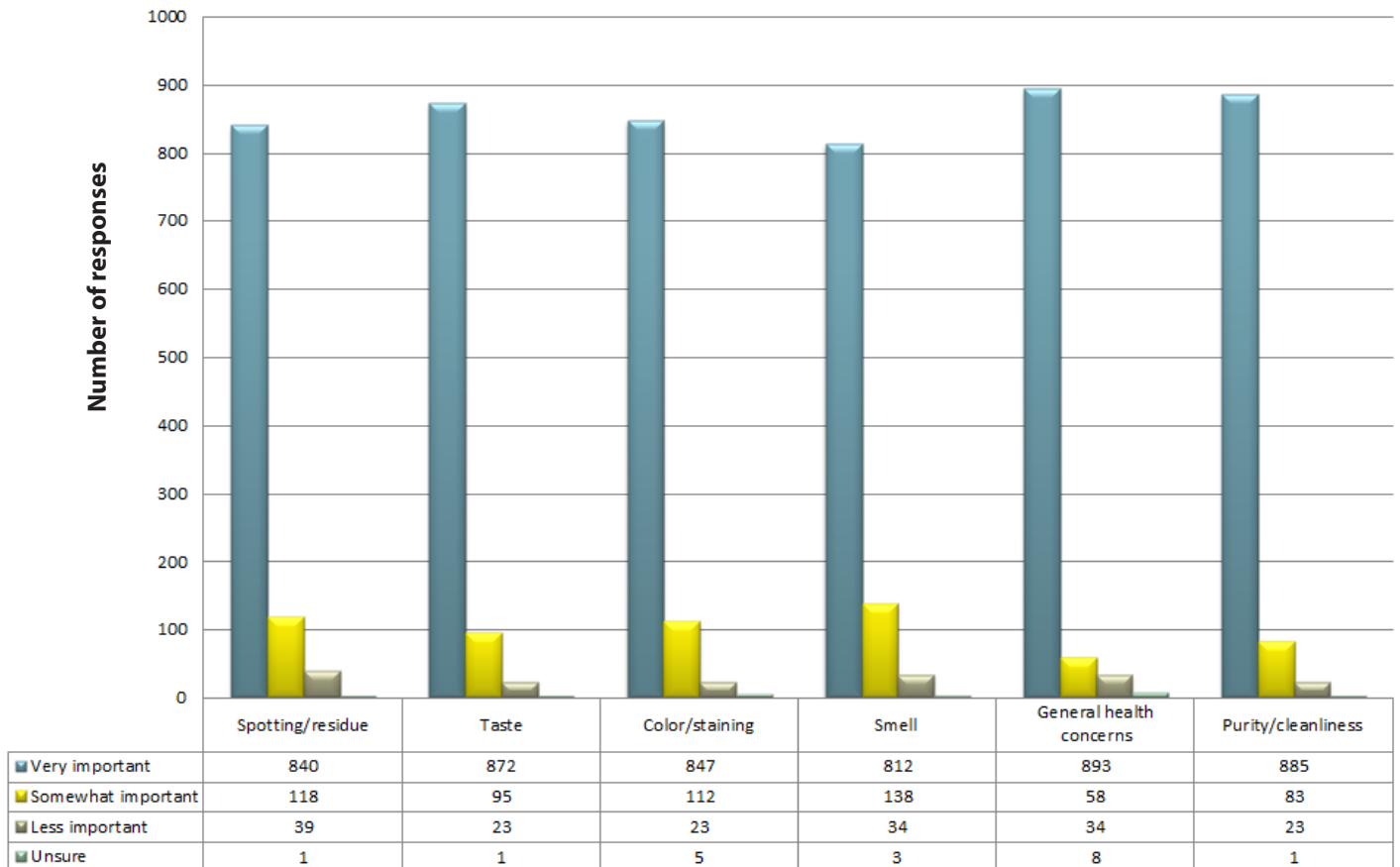
A **total of 998 people** took this survey (8 surveys came in past the deadline and will be included in the full summary report available online in the coming weeks).

Survey Results – Overview Summary

The purpose of the survey was to generate community feedback on the evaluation criteria that will be used to make recommendations on the preferred water supply improvement options.

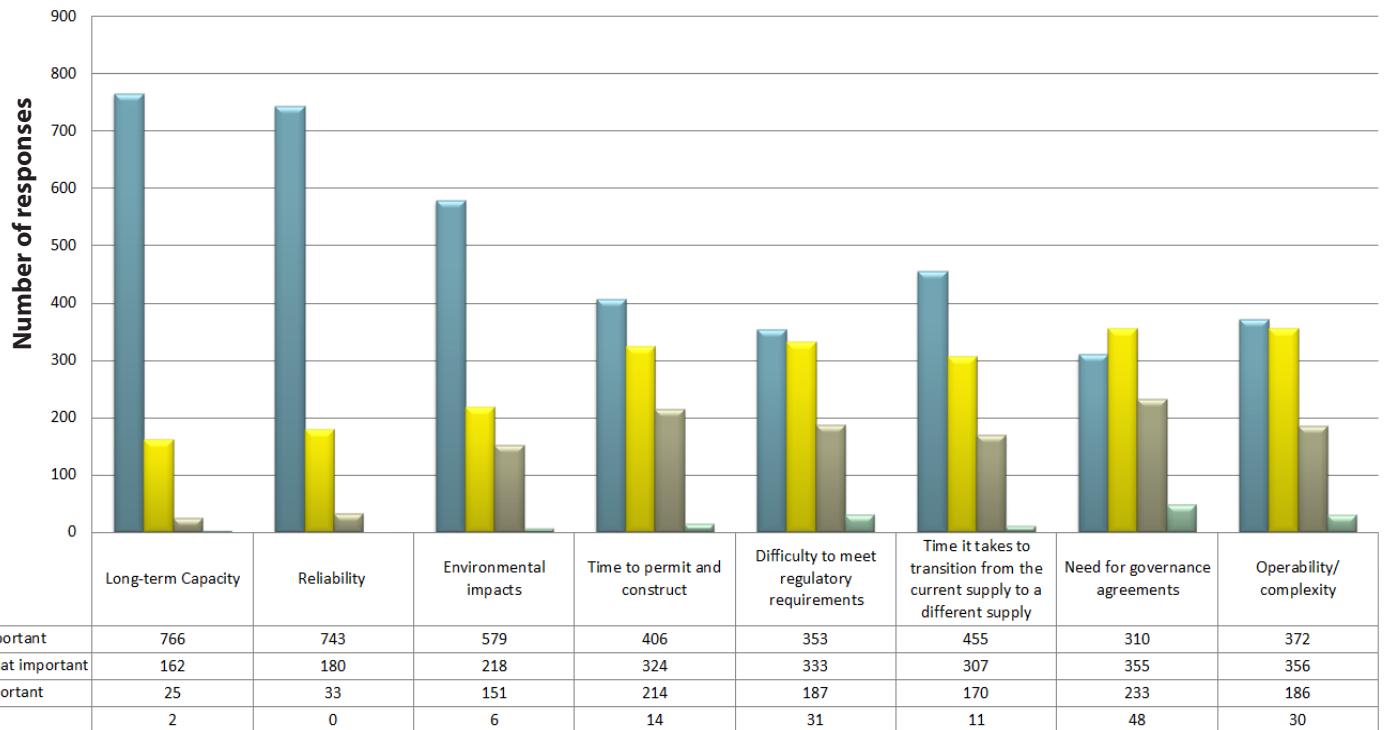
Key Value #1: While respondents rated all “Customer Perception” criteria as very important, **General Health Concerns** and **Purity/Cleanliness** rated highest (89.9% or 893 respondents and 89.2% and 885 respondents, respectively).

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



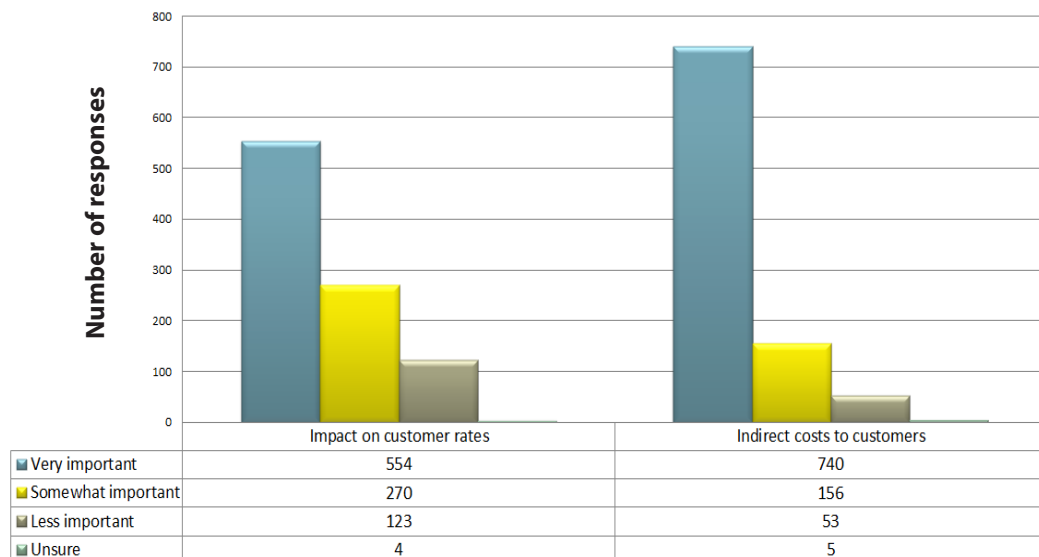
Key Value #2: Most respondents rated **Long-term Capacity** and **Reliability** very important among the “Technical Feasibility and Long-term Viability” criteria (82% or 766 and 77.7% or 743, respectively).

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



Key Value #3: More respondents rated **Indirect Costs** very important (77.6% or 740) than **Impact on Customer Rates** (58.3% or 554).

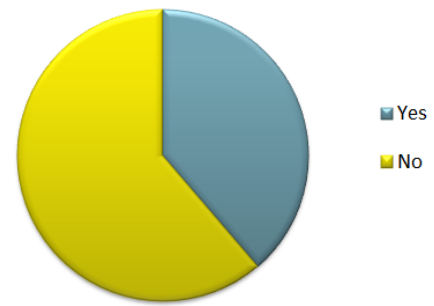
When making a recommendation on a water supply improvement option, how important is it to you that the CAC consider...



When asked whether additional values or criteria should be considered, most (489 or 61.3%) responded No, that the values and criteria were adequate.

Another 310 people responded Yes and provided additional responses to this question, but no additional specific criteria were identified.

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



Other General Comments

Respondents were asked if they had any other closing thoughts or comments they'd like to share. 538 people provided nearly 850 open-ended comments that can be summarized into the following groups:

Solutions: The most common response was “go back to the Cowlitz River/old water system”. Several responses suggested another source other than the Mint Farm wells. Many indicated the water needed to be “fixed” and/or said it needed to be “fixed” as soon as possible. Other options were mentioned, such as getting water from Kelso or a system such as Kelso’s. A few recommended Castle Rock or the Toutle River. Some said the Columbia River shouldn’t be considered as a source for drinking water due to potential contamination; a few felt the Columbia River would be a suitable source. Several stated the current source should be treated to remove silica. A couple of people mentioned the need to flush Lake Sacajawea. A couple of people also mentioned the need to be aware of future drought in regards to options.

Concerns: The most commonly mentioned concern was related to silica spotting, residue and clogging on appliances, dish/glassware, showers, cars, etc. Many felt there were health concerns related to silica (beyond dry skin and hair, which were also commonly mentioned). There were many concerns about the health effects of potential contaminants from industrial operations near the Mint Farm site. Several responses stated concerns about lower property values and/or decrease in new residents/visitors due to the poor water quality. A few people said they were considering moving because of the water. Less commonly mentioned than spotting, residue and clogging due to silica, was the taste and smell of the water (chlorine was often mentioned in relation to smell or taste). A few people also mentioned black residue rather than white residue. A handful of people indicated they did not have any problems with the current water system.

Cost: Although the impact on rate payers didn’t rank as high as some of the other criteria, cost was a commonly heard theme throughout the comments. Many were not in favor of a rate increase. Several people felt there should be some type of reimbursement for damaged appliances. Numerous people stated they were spending a significant amount on bottled water for drinking and cooking as well as installing filters and replacing appliances.

Communications: A handful of people said they were thankful for the opportunity to participate in the process. Several responses placed blame on the City and requested there be admission of previous mistakes made. Some felt distrustful of the City and the study process as well as the previous decision to switch the water to Mint Farm.