



Utility Name:	ZIP CODE:
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The information you provide will be used to quantify the effect of billing information on residential water demand. This is NOT FOR PROFIT research and results will be submitted for publication to professional journals.

If you prefer, you may fill this survey electronically. GO TO <http://www.oberlin.edu/faculty/sgaudin/CASurvey.html>. Any questions? Please send e-mail to Jim Casteleiro jcastele@oberlin.edu or call 440/775-5052.

If you wish to access **summary statistics** on the data obtained from all participating utilities, check here:
 If you wish to see a draft of the **research paper** before it is sent for publication, check here:
 If interested, please make sure you provide an **email address** below so we can inform you when results are available.

Who should we contact if we need clarifications?	Name:	
Title (optional):	Email:	Tel:

A01	Twelve month period for which you have annual data on residential water sales between Jan 2003 and Dec 2004. (all questions below refer to this period!)	From / To /
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A02	Best estimate of residential population served if known	
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B01	How often was water normally billed to residential customers?	Every__ month(s)
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B02	How often were meters normally read?	Every__ month(s)
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B03	How long have you been using the current bill format?	__ Year(s) or __ month(s) or <input type="checkbox"/> Unknown
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B04	Did you provide an automatic bill payment option?	<input type="checkbox"/> YES <input type="checkbox"/> NO If yes, % of residents using it (best estimate) ____ %
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B05	Did you charge for other utilities such as sewer, electric, etc. on the SAME bill? If your answer to B5 is NO, skip to question B8	<input type="checkbox"/> YES <input type="checkbox"/> NO
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B06	What other utilities were included on the same bill? CHECK ALL THAT APPLY <input type="checkbox"/> Sewer. If checked, are there sewer charges related to water consumption? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ per unit:____ <input type="checkbox"/> Refuse <input type="checkbox"/> Electric <input type="checkbox"/> Gas Other _____	
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B07	If you charged other utilities on the bill, what is your best estimate of the water-only charge as a percentage of the total amount due on the bill for a typical consumer?	____ %
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B08	If your utility is considering ways to promote water conservation, what are the main reasons? CHECK ALL THAT APPLY <input type="checkbox"/> Raw water supply limitation <input type="checkbox"/> Production and/or distribution limitations <input type="checkbox"/> Wastewater treatment capacity limits <input type="checkbox"/> Reduce utility costs <input type="checkbox"/> Consumers' preference <input type="checkbox"/> State legislation or directives <input type="checkbox"/> Local legislation or directives Other _____	
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B09	Dis you use the water bill to convey conservation messages (e.g. drought warnings, tips)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
B10	How often were conservation-related messages used during the 12-month reporting period? (# of months in which you included a message, whether the message was changed or not)	# _____ times <input type="checkbox"/> unknown

B11	<p>The layout of your residential water bill typically included (CHECK ALL THAT APPLY):</p> <p><input type="checkbox"/> Water consumption in <input type="checkbox"/> 100 Cubic Feet (ccf) <input type="checkbox"/> 1000 Gallons <input type="checkbox"/> Other: _____</p> <p><input type="checkbox"/> Water consumption in each rate block (or price tier)</p> <p><input type="checkbox"/> Price per unit in each rate block NEXT to consumption in that block</p> <p><input type="checkbox"/> Price per unit in rate blocks beyond total water consumed (for ex: 200 cf @ \$2.50; 0 cf@\$3.50)</p> <p><input type="checkbox"/> Rate information ELSEWHERE on the bill</p> <p><input type="checkbox"/> Own water consumption for same month last year</p> <p><input type="checkbox"/> Own Consumption history for the ____ previous billing cycles (please fill in the number of billing cycles)</p> <p><input type="checkbox"/> Dollar amount paid for water, same billing cycle last year</p> <p><input type="checkbox"/> Dollar amount paid for water for the ____ previous billing cycles (please fill in the number of billing cycles)</p> <p><input type="checkbox"/> Graphical representation of consumption history</p> <p><input type="checkbox"/> Benchmark comparisons (for ex. whether the consumer is above or below “normal” usage)</p> <p>Please describe any other information or words that could affect consumption:</p>
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B12	If the layout of the bill changed during the 12-month reporting period or within a year before, describe the change(s) below. If possible, indicate approximate dates of changes.

B13	If during the reporting period you had in place programs directed toward residential consumers to encourage/mandate conservation, please briefly list/describe below:

	<p>Please indicate the approximate size of your service area if known (in square miles): _____</p> <p>Below list the ZIP codes OR towns/townships names you serve (residential only)- you may skip areas that are small relative to the total. If you serve many small areas, just give the one most representative in terms of average income)</p>

C03	Number of residential units served (number of active metered connections)	
	Of which number or percent of single family units (best estimate):	

C04	Total revenue from residential water sales during the 12-month period (water only)	US\$
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C05	Total volume of water billed to residential customers (12-months). Choose your preferred units, we will do the math	<input type="checkbox"/> 1000 Gal. <input type="checkbox"/> 100 CF <input type="checkbox"/> AF
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C06	<p>Please provide below the water rates for SINGLE FAMILY RESIDENTIAL USERS during the 12-month reporting period. If your rates are on the web and have not changed since then, just indicate the URL http://www.</p> <p>Fixed charge per billing cycle: _____ Consumption units included in fixed charge if any: _____</p> <p>Consumption charges (Tiers and \$ per unit in each tier):</p>
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Please FAX back the completed survey and any attachments to 440-775- 6978 OR
Mail to Jim Casteleiro, Dept. of Economics, Oberlin College, Oberlin, Ohio, 44074

Please write comments below, if any. Thank you for your cooperation!