

Department of Water and Power



the City of Los Angeles

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June 25, 2008

Dear **Matt Micek**:

The Los Angeles Department of Water and Power (LADWP) is participating in a statewide study of single family water use. The information gathered in this study will be used to assist water supply and water conservation planning throughout the state. We are hoping that you will agree to participate in this study. Your name was randomly selected from over 400,000 single family accounts to receive this invitation. All of the data gathered as part of the study will be kept confidential, and the results will only be published in aggregate form. Your name and utility usage will not be publicized.

If you agree to participate in this important research effort, all you (the LADWP customer of record) need to do is to fill out the attached survey, sign this letter in the space provided and mail this letter and the completed survey in the enclosed postage-paid return-addressed envelope. To thank you for your assistance, we will mail a Water Conservation Kit after the study concludes (approximately 2 months from today), which includes a showerhead, kitchen and bathroom faucet aerators, and toilet dye tablets (to check for leaks in your toilet[s]). As with all qualified program participants, a technician from the project consulting firm, Aquacraft, Inc., will visit your residence and install a data logger on your water meter. The data logger will be left on the meter for two weeks in order to provide us with detailed information about the water use patterns of your home. The technician will return to pick-up the logger and also perform a quick visual inspection of your landscape to verify information on plant types and areas obtained from aerial photo analysis. The technician will first knock on your door to ask permission to look at your yard and, if you are home, might ask you a couple of follow-up questions concerning your completed survey. That is all that is required.

Thank you very much for your assistance with this important study. If you have any questions please call the LADWP Water Conservation Hotline at (800) 544-4498, press "0". Please send in your survey with your signature on this letter so you can help with the study and also receive a water conservation kit.

Sincerely,

The LADWP Water Conservation Office

Yes, I am the LADWP Customer of Record and agree to participate in the California Single Family water study.

Signature: _____

Print Name: _____

Date: _____

Water and Power Conservation ... a way of life

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Household Water Use Survey

Indoor Water Fixtures

1. Please indicate how many of each of the following types of water-using appliances or fixtures you have in your home. Please circle the appropriate number for each.

	None	One	Two	Three	Four	Five	Six	Seven or more
Toilets	0	1	2	3	4	5	6	7+
Bathtub with shower.....	0	1	2	3	4	5	6	7+
Bathtub only	0	1	2	3	4	5	6	7+
Shower only (no bathtub)	0	1	2	3	4	5	6	7+
Indoor utility/garage sink.....	0	1	2	3	4	5	6	7+

2. Please indicate whether you have any of the following in your home.

Please check the appropriate box for each.

	Yes	No
Garbage disposal	<input type="checkbox"/>	<input type="checkbox"/>
Top-loading clothes washing machine	<input type="checkbox"/>	<input type="checkbox"/>
Front-loading clothes washing machine.....	<input type="checkbox"/>	<input type="checkbox"/>
Dishwashing machine	<input type="checkbox"/>	<input type="checkbox"/>
Whirlpool bathtub with jets.....	<input type="checkbox"/>	<input type="checkbox"/>
Indoor spa or hot tub with jets (if hot tub is NOT usually filled with water, indicate "no")	<input type="checkbox"/>	<input type="checkbox"/>
Evaporative/swamp cooler.....	<input type="checkbox"/>	<input type="checkbox"/>
A built-in indoor water feature (like a water fountain or water pond).....	<input type="checkbox"/>	<input type="checkbox"/>
A "whole house" water treatment system (like a water softener or a filter system) which is attached to water system, not just to a faucet	<input type="checkbox"/>	<input type="checkbox"/>

3. How many of the toilets in your home are ultra-low-flush toilets (1.6 gallons per flush)? .. None One Two Three Four or more Don't Know
(If your home was built in 1994 or later, the toilets are probably ultra-low flush)

4. How many of the showers in your home have low-flow (water conserving*) showerheads? None One Two Three Four or more Don't Know
**2.5 gallons per minute (gpm) or less, usually stamped on the showerhead*

5. How many of the showers in your home have a hand-held sprayer? .. None One Two Three Four or more Don't Know

6. Do any of the showers in your home have multiple showerheads?

- Yes → How many showerheads per shower?
 No 2 3 4 or more

7. Please indicate whether you have renovated or replaced any of the following since 1995.

Please check the appropriate box for each.

	Yes	No
Plumbing pipes (inside the house)	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom fixtures	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen fixtures.....	<input type="checkbox"/>	<input type="checkbox"/>

8. Please indicate whether you have any of the following.

Please check the appropriate box for each.

	Yes	No
Leaking toilet (you can hear it running when not in use)	<input type="checkbox"/>	<input type="checkbox"/>
Dripping faucet.....	<input type="checkbox"/>	<input type="checkbox"/>
Leaks in your pool system.....	<input type="checkbox"/>	<input type="checkbox"/>
Leaks in your irrigation system.....	<input type="checkbox"/>	<input type="checkbox"/>
Other leaks in the water system.....	<input type="checkbox"/>	<input type="checkbox"/>

21. About how much of your outdoor landscape is garden (flower or vegetables)?

- All of it (100%)
- Half or more
- About 20% to 50%
- About 10% to 20%
- About 5% to 10%
- Less than 5%
- None of it → *go to question #24*

22. During the winter months of the year (generally December - February), how often do you usually water your garden(s)?

- Never
- Twice a month or less
- A few times per month
- 1 day a week
- 2 days a week
- 3 days a week
- 4 days a week
- 5 days a week
- 6 days a week
- 7 days a week
- Not sure

23. During the summer months of the year (generally June - August), how often do you usually water your garden(s)?

- Never
- Twice a month or less
- A few times per month
- 1 day a week
- 2 days a week
- 3 days a week
- 4 days a week
- 5 days a week
- 6 days a week
- 7 days a week
- Not sure

24. About how much of your outdoor landscape is other landscape plants (e.g., trees, shrubs, vines, ground covers, etc.)?

- All of it (100%)
- Half or more
- About 20% to 50%
- About 10% to 20%
- About 5% to 10%
- Less than 5%
- None of it → *go to question #27*

25. During the winter months of the year (generally December - February), how often do you usually water your other landscape plants?

- Never
- Twice a month or less
- A few times per month
- 1 day a week
- 2 days a week
- 3 days a week
- 4 days a week
- 5 days a week
- 6 days a week
- 7 days a week
- Not sure

26. During the summer months of the year (generally June - August), how often do you usually water your other landscape plants?

- Never
- Twice a month or less
- A few times per month
- 1 day a week
- 2 days a week
- 3 days a week
- 4 days a week
- 5 days a week
- 6 days a week
- 7 days a week
- Not sure

27. In addition to the water purchased from your water utility, do you use any of the following sources of water for your outdoor water needs?

- No additional sources of water used
- Well water
- Canal/ditch
- Stream/river
- Cistern (rainwater harvesting)
- Landscaping or device which directs roof water toward plants in the yard
- Other: _____

28. Is any part of your outdoor landscape watered manually?

- Yes
- No → *go to question #31*

29. In what ways is the outdoor landscape watered manually? (Please check all that apply.)

- Hand-held garden hose (with or without a nozzle)
- Garden hose with sprinkler attached
- Soaker hose
- Drip irrigation or bubbler system
- In-ground sprinkler system without a timer

30. About how much of your outdoor landscape is watered manually?

- All of it (100%)
- Half or more
- About 20% to 50%
- About 10% to 20%
- About 5% to 10%
- Less than 5%

These last few questions are about your house and your household. This information will only be used to group responses.

46. Is your house on a septic system?

- Yes No Don't Know

47. Is your household responsible for paying the water bill, or is it paid by a landlord or homeowners' association?

- Household pays
 Landlord or a homeowner's association → go to question #49
 Don't know → go to question #49

48. Are wastewater (sewer) charges included on the bill you receive for water service?

- Yes No Don't Know

49. About when was your home built?

- | | |
|--|-------------------------------|
| <input type="checkbox"/> Before 1940 | <input type="checkbox"/> 2001 |
| <input type="checkbox"/> In the 1940s | <input type="checkbox"/> 2002 |
| <input type="checkbox"/> In the 1950s | <input type="checkbox"/> 2003 |
| <input type="checkbox"/> In the 1960s | <input type="checkbox"/> 2004 |
| <input type="checkbox"/> In the 1970s | <input type="checkbox"/> 2005 |
| <input type="checkbox"/> In the 1980s | <input type="checkbox"/> 2006 |
| <input type="checkbox"/> Between 1990 and 1994 | |
| <input type="checkbox"/> Between 1995 and 2000 | |

50. In what year did you move to this home? year

51. How many bedrooms does this house have?

- 1 3 5
 2 4 6 or more

52. Do you have a garage?

- No
 Yes, attached to the house
 Yes, detached from the house

53. How many people, including yourself, live full-time at this address?

- _____ Adults, including yourself (age 18+)
_____ Teenagers (age 13-17)
_____ Older Children (age 6-12)
_____ Younger Children (age 3-5)
_____ Infants or Toddlers (under age 3)

54. What number of adults living at this address are employed full-time OUTSIDE the home?

- None (0) 2 4
 1 3 5 or more

58. If you have any comments about how your household uses water, or about your water service, please write them in the space below or include them on your own paper.

55. Do you rent or own your residence?

- Rent →

About what is your monthly rent payment?

- Less than \$300 per month
 \$300 to \$449 per month
 \$450 to \$600 per month
 \$600 to \$799 per month
 \$800 to \$999 per month
 \$1,000 to \$1,249 per month
 \$1,250 to \$1,499 per month
 \$1,500 to \$1,749 per month
 \$1,750 to \$2,000 per month
 \$2,000 to \$2,249 per month
 \$2,250 to \$2,499 per month
 \$2,500 or more per month

- Own →

About what is the market value of your home?

- | | |
|---|---|
| <input type="checkbox"/> \$Less than \$100,000 | <input type="checkbox"/> \$400,000 to \$449,999 |
| <input type="checkbox"/> \$100,000 to \$149,999 | <input type="checkbox"/> \$450,000 to \$499,999 |
| <input type="checkbox"/> \$150,000 to \$199,999 | <input type="checkbox"/> \$500,000 to \$599,999 |
| <input type="checkbox"/> \$200,000 to \$249,999 | <input type="checkbox"/> \$600,000 to \$699,999 |
| <input type="checkbox"/> \$250,000 to \$299,999 | <input type="checkbox"/> \$700,000 to \$799,999 |
| <input type="checkbox"/> \$300,000 to \$349,999 | <input type="checkbox"/> \$800,000 to \$899,999 |
| <input type="checkbox"/> \$350,000 to \$399,999 | <input type="checkbox"/> \$900,000 to \$999,999 |
| <input type="checkbox"/> \$1,000,000 to \$1,249,999 | |
| <input type="checkbox"/> \$1,250,000 to \$1,499,999 | |
| <input type="checkbox"/> \$1,500,000 or more | |

56. What is the last grade of formal education the primary wage earner has completed?

- Less than High School
 High School degree
 Some College or Associate's degree
 Bachelor's degree
 Master's degree
 Doctoral degree

57. About how much do you estimate your household's total income before taxes was last year? Please check the appropriate box below.

- | | |
|---|---|
| <input type="checkbox"/> Less than \$30,000 | <input type="checkbox"/> \$120,000 to \$139,999 |
| <input type="checkbox"/> \$30,000 to \$39,999 | <input type="checkbox"/> \$140,000 to \$159,999 |
| <input type="checkbox"/> \$40,000 to \$49,999 | <input type="checkbox"/> \$160,000 to \$179,999 |
| <input type="checkbox"/> \$50,000 to \$59,999 | <input type="checkbox"/> \$180,000 to \$199,999 |
| <input type="checkbox"/> \$60,000 to \$69,999 | <input type="checkbox"/> \$200,000 to \$224,999 |
| <input type="checkbox"/> \$70,000 to \$79,999 | <input type="checkbox"/> \$225,000 to \$249,999 |
| <input type="checkbox"/> \$80,000 to \$89,999 | <input type="checkbox"/> \$250,000 to \$274,999 |
| <input type="checkbox"/> \$90,000 to \$99,999 | <input type="checkbox"/> \$275,000 to \$299,999 |
| <input type="checkbox"/> \$100,000 to \$119,999 | <input type="checkbox"/> \$300,000 or more |