

Consumer Survey

This survey is designed to give you, our consumers, an opportunity to voice your opinions and to provide valuable insight about important matters concerning the Plainview Water District. Please take a few minutes to complete the survey and return it to the Plainview Water District, 10 Manetto Hill Road, Plainview, New York 11803. Alternatively, you may complete the survey on our website, www.plainviewwater.org.

Part I: District Services

1. Has a Plainview Water District employee ever visited your home for a maintenance issue? (Does not include regular water-meter readings.)

- Yes
- No

a) If you replied “yes” to question 1, was the issue resolved to your satisfaction?

- Very much so
- Not entirely
- Not at all

b) If you replied “yes” to question 1, was it resolved in a timely manner?

- Yes
- No

c) If you replied “yes” to question 1, was the service person courteous?

- Very much so
- Somewhat
- Not very
- Not at all

d) If you were not satisfied with how the Plainview Water District resolved and/or handled your particular problem, please briefly describe the problem you encountered with the Plainview Water District and/or employee:

2. Have you ever had occasion to speak with a Plainview Water District employee on the telephone?

- Yes
- No

a) If you answered “yes” to question 2, was the employee courteous?

- Very much so
- Somewhat
- Not very
- Not at all

b) If you were not satisfied with how the Plainview Water District resolved and/or handled your particular problem, please briefly describe the problem you encountered with the Plainview Water District and/or employee:

3. Have you ever had any problem involving Plainview Water District services or employee(s) that was unresolved?

a) If you answered “yes” to question 3, was the employee courteous?

- Yes
- No

b) If yes, please explain:

4. Please provide any additional information you would like to share with us about your experience with Plainview Water District services:

5. Overall, how would you rate the services you receive from the Plainview Water District?

- Excellent
- Very good
- Good
- Fair
- Poor

Part II: Consolidation of Local Special Districts

1. The state-level proposal to consolidate your water district has been an issue of much recent attention. How familiar are you with the issues concerning Plainview Water District's possible consolidation?

- Very familiar
- Somewhat familiar
- Not very familiar
- Not at all familiar

2. If you are at all familiar with the consolidation issues, please indicate how you obtained your information (Check any and all that apply):

- Plainview Water District newsletter(s)
- Local newspapers
- Internet
- Other (Please specify) _____

3. How well do you feel you understand the issues concerning consolidation?

- Very well
- Somewhat
- Not very well
- Not at all

4. Based on what you currently know, what is your opinion about the possible consolidation of Plainview Water District?

- Strongly in favor
- Somewhat in favor
- Indifferent
- Somewhat opposed
- Strongly opposed

5. Would you be interested in attending a Public Information Meeting held by the Plainview Water District that would discuss the issues surrounding the dissolution or consolidation of the Plainview Water District and how it would affect you, our consumer?

- Yes
- No

6. Please provide any additional information you would like to share concerning your current position/concerns about consolidation:

7. How important is it to you that Plainview Water District Commissioners reside in the community?

- Very important
- Somewhat important
- Not very important
- Not at all important