

GEORGETOWN DIVIDE PUBLIC UTILITY DISTRICT

Provide Feedback for the Strategic Planning and Goal-Setting Process

Your input is important to the Georgetown Divide Public Utility District. Please complete this customer survey online by going to this link: <https://www.surveymonkey.com/r/7RGHX6F>. If you prefer, you can complete this survey form and mail or hand-deliver it to the GDPUD District Office at 6425 Main Street, Georgetown, CA 95634, or email to Gloria Omania at gomania@gd-pud.org. The **DEADLINE FOR SUBMITTING THE SURVEY IS FRIDAY, NOV. 12, 2021, @ 4:30 PM.**

CUSTOMER SURVEY

1. What service(s) do you receive from GDPUD? Check all that applies.

- Treated Water Irrigation Wastewater

2. How long have you been a GDPUD customer?

- 0 – 5 years 6 – 10 years 11 – 20 years More than 20 years

3. How would you rate the District's efforts to keep you informed?

- Unsatisfactory Somewhat satisfactory Satisfactory Good Excellent

4. Check below the different ways you would prefer to receive information from the District.

- Email Text Mail Bill Insert Website Newsletter All the above None of the above

Other (please specify): _____

5. Please check the services/programs from the list below that you are aware are provided by GDPUD.

- Low-Income Rate Assistance Program 24-Hour Emergency Contact System
 Leak Consideration Policy Email Notification Program Internship/Volunteer Program
 Monthly Board Meetings and Special Meetings Bi-monthly Newsletter

6. Which of the following are you interested in participating?

- Automated Meter Workshop and Customer Portal Training Budget Workshops
 Goal-Setting and Strategic Planning Workshops Facility Tours Serve on Finance Committee
 Serve on Irrigation Committee Other (please specify): _____

7. How would you rate the quality of the water delivered by GDPUD?

- Poor Fair Good Very Good Excellent

Comments: _____

8. How would you rate the delivery of irrigation service?

- Poor Fair Good Very Good Excellent N/A

Comments: _____

9. How would you rate the quality/safety of the community disposal service?

- Poor Fair Good Very Good Excellent N/A

Comments: _____

10. How would you rate the courtesy/professionalism of GDPUD employees?

- Poor Fair Good Very Good Excellent N/A

Please describe your experience: _____

11. How would you rate the speed/ease of doing business with GDPUD?

- Poor Fair Good Very Good Excellent N/A

Please describe your experience: _____

12. In the past six months, have you seen, heard, or read anything from GDPUD?

- Yes No

13. Please select the topics you remember seeing, hearing, or reading about GDPUD. Check all that apply.

- Water Supply Issues Water Rates How to save water/money
 Infrastructure Projects Water Conservation

14. Have you seen an improvement in communication and transparency since 2018?

- Yes No

Please describe the improvement: _____

15. The General Manager has discussed ways to increase revenue, including hydroelectric sales and solar. What ideas do you have for increase revenue for the District?

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY! WE VALUE YOUR INPUT!

NOTE: The results of the survey will be presented at the GDPUD Community Workshop scheduled for November 18, 2021, at the Northside Elementary School, in Cool. Details below:

You're invited to a **FREE COMMUNITY WORKSHOP**

"BUILDING ON STABILITY AND PLANNING FOR THE FUTURE"

A Strategic Planning Workshop hosted by the GDPUD Board of Directors
and facilitated by Dr. Bill Mathis of Mathis Consulting Group

Thursday, November 18, 2021, 4:00 – 8:00 PM
 (4:00 – 4:15 PM - Registration ♦ 4:20 PM – Workshop Begins)
 Northside Elementary School, 860 Cave Valley Road, Cool

REFRESHMENTS!

Coffee, Tea, Bottled Water, Pre-packaged Snacks
will be provided. Feel free to bring your own nourishment.

The School District requires that we follow
COVID-prevention protocol. Masks will be
required, and seating spaced 3 feet apart.

Please RSVP 

An RSVP is not required for participation, but is helpful for planning purposes.
To RSVP please call (530) 333-4356 or email gomania@gd-pud.com.