

Municipal Drinking Water Survey



GRENFELL
CAMPUS



Online Survey Consent

You are being asked to participate voluntarily in a survey as part of a project entitled Exploring Solutions for Sustainable Rural Drinking Water Systems, led by Dr. Kelly Vodden (Environmental Policy Institute, Grenfell Campus, Memorial University) in collaboration with the Professional Municipal Administrators (PMA) and Municipalities Newfoundland and Labrador (MNL). This study is being conducted to identify the types of risks and challenges influencing drinking water quality and availability in rural areas, with a particular emphasis on communities of 1,000 residents or less in Newfoundland and Labrador (NL). This research project is funded by the Harris Centre – RBC Water Research and Outreach Fund.

This survey is being used to collect data related to the realities municipalities are facing with their drinking water systems. More information on the project can be found on the project's website: <http://nlwater.ruralresilience.ca>. Also, the results of the survey will be compiled into a report which will be available on the project's website. All participants will receive updates from the project through MNL newsletters. You are being asked to voluntarily complete the online survey. The survey will take approximately 15-20 minutes to complete. Your participation in this survey is entirely voluntary and there will be no negative consequences if you refuse to participate in it, withdraw from it, or refuse to answer certain questions. Your participation/identity in the survey will be confidential. All comments and answers you provide will not be attributed to your identity and comments will be generalized to prevent identification of specific municipalities or local service districts.

It should be noted that you cannot save this survey and come back to it, so it must be completed in one "sitting" in order to avoid surveys being lost. The survey is designed so that it can be answered without needing any background documentation. Upon completion of the survey responses will be stored in a secure location, will be kept in strict confidence, and only reviewed by members of the research team that have signed a confidentiality agreement. By proceeding with this survey you are indicating your consent to participate.

The proposal for this research has been reviewed by the Grenfell Research Ethics Board and found to be in compliance with Memorial University's ethics policy. If you have ethical concerns about the research (such as the way you have been treated or your rights as a participant), you may contact the Chairperson of the Research Ethics Board through the Grenfell Research Office (dwstrickland@grenfell.mun.ca). If you have any questions or concerns regarding this survey or the research project in general, please contact Sarah Minnes, project coordinator (sminnes@grenfell.mun.ca).

Thank You!

General Information

1. What is the name of your MUNICIPALITY?

2. What is the current population of your MUNICIPALITY?

- ☐ 200 or fewer
- ☐ 201 to 300
- ☐ 301 to 400
- ☐ 401 to 500
- ☐ 501 to 750
- ☐ 751 to 1000
- ☐ 1001 to 1500
- ☐ 1501 to 4000
- ☐ 4001 to 9999
- ☐ 10000 or above

3. In what region is your MUNICIPALITY located?

- ☐ Avalon
- ☐ Eastern
- ☐ Central
- ☐ Western
- ☐ Northern
- ☐ Labrador

4. How many full-time employees are employed by your MUNICIPALITY?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4

- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 or more

5. How many part-time employees are employed by your MUNICIPALITY (do not count summer students)?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 or more

6. What is your position with your MUNICIPALITY?

- ☐ Mayor
- ☐ Deputy Mayor
- ☐ Councillor
- ☐ CAO
- ☐ Town Manager
- ☐ Clerk/Manager
- ☐ Clerk
- ☐ Other (please specify)

7. How long have you held this position?

- ☐ Less than 1 year
- ☐ 1-2 years
- ☐ 3-5 years
- ☐ 6-9 years
- ☐ 10 or more years

Water Service and Your MUNICIPALITY
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8. Does your MUNICIPALITY operate a water system for residents?

- ☐ Yes
- ☐ No

9. If you answered “No” to Question 8 above, please select the reasons why your MUNICIPALITY does not operate a water system. Choose all that apply.

Once you have answered this question you are now done the survey. Please put the completed survey in the enclosed envelope and send it to the project team (postage and the address are provided on the enclosed return envelope).

- ☐ MUNICIPALITY does not have the financial resources to install a water system
- ☐ MUNICIPALITY does not have the financial resources to maintain the water system
- ☐ Provincial government will not provide the necessary funding to install a water system
- ☐ Residents are unwilling to pay for the extra cost of a water system
- ☐ Not a priority for the MUNICIPALITY

Additional drinking water comments or concerns:

10. Does your MUNICIPALITY:

- ☐ Operate its own water system
 - ☐ Participate in a joint or regional water system that is maintained by another MUNICIPALITY/municipality on a fee for service basis
 - ☐ Participate in a joint or regional water system that is maintained by your MUNICIPALITY with other MUNICIPALITYs/Municipalities contributing on a fee for service basis
 - ☐ Other (please specify)
-

11. How does your MUNICIPALITY charge for its residential water service?

- ☐ A water (or water and sewer) mill rate set by council
 - ☐ A fixed amount set by council
 - ☐ A metered rate set by council
 - ☐ No separate fee for drinking water included in overall taxes
 - ☐ Other (please specify)
-

12. Has your MUNICIPALITY ever turned off a resident's access to the water system because of unpaid debts to the MUNICIPALITY for such things as property tax and water fees?

- ☐ Yes
- ☐ No
- ☐ I don't know

Water System Operations

13. The water operator in my MUNICIPALITY is a _____ position.

- ☐ Voluntary
 - ☐ Paid part-time
 - ☐ Paid full-time
 - ☐ My MUNICIPALITY does not have a water operator. Please proceed to question 16.
 - ☐ Other (please specify)
-

14. What is the highest level of training received by your water operator?

- ☐ Operator in training (OIT)
 - ☐ Class I
 - ☐ Class II
 - ☐ Class III
 - ☐ Class IV
 - ☐ Small Systems (Very Small Water Systems and Small Wastewater Systems)
 - ☐ No operation certificate
 - ☐ I don't know/unsure

 - ☐ Other (please specify)
-

15. Does your MUNICIPALITY share its water operator with another MUNICIPALITY or municipality?

- ☐ Yes
- ☐ No

If yes, with how many other Municipalities/MUNICIPALITYs (not including your own) is this water operator shared?

16. Is the level of training of your MUNICIPALITY's water operator a challenge to the operation and maintenance of your water system?

- ☐ Yes
- ☐ No
- ☐ To some degree

If you answered yes or to some degree, please briefly list your challenges.

Potable Water Dispensing Units (PWDU)
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17. Does your MUNICIPALITY operate a water system from a potable water dispensing unit (PWDU)?

- ☐ Yes, the entire MUNICIPALITY is serviced from a PWDU
- ☐ Yes, part of the MUNICIPALITY is serviced by a PWDU
- ☐ No. Please proceed to Question 21.

18. What motivated your MUNICIPALITY to install a PWDU system? Select all that apply.

- ☐ Realization that the MUNICIPALITY cannot afford to install and/or maintain a direct-to-home water system
- ☐ Provincial government insistence that it would not fund a direct-to-home water system
- ☐ Chronic boil water advisories under the old system
- ☐ Reported ease of maintaining the PWDU
- ☐ Residents demanded some form of MUNICIPALITY operated drinking water system
- ☐ Health concerns related to not providing local, clean drinking water
- ☐ Lack of a regional option
- ☐ Other (please specify)

19. Is your PWDU working properly?

- ☐ Yes
- ☐ No

If you answered no, please explain.

20. Using the rating scale below, please rate how often staff/council members/volunteers in your MUNICIPALITY hear the following types of comments from your residents regarding the PWDU:

	Never hear (0 comments per year)	Sometimes hear (1-10 comments per year)	Frequently hear (more than 10 comments per year)
The PWDU is great			
The PWDU is better than not having a MUNICIPALITY operated drinking water system at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The PWDU is reflective of the new realities of rural NL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The PWDU is hard to use because residents have to transport their water back to their homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The PWDU is a sign that the government is reducing support to small Municipalities/MUNICIPALITY's	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The PWDU is the worst possible solution to our water problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other comments about your PWDU (please specify)

Geography and Infrastructure of the Water System

** If your MUNICIPALITY's only water system is a PWDU then please skip this section of the survey and proceed to Question 30.

21. In what decade did:

Work begin on installing your water system?

Work end on installing your water system?

22. In how many phases was your water system installed?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 or more

23. What percentage of households in your MUNICIPALITY are serviced by the MUNICIPALITY water supply?

- ☐ Less than 25%
- ☐ 25% to 50%
- ☐ 51% to 75%
- ☐ 76% to 99%
- ☐ 100%

24. If there are homes in your MUNICIPALITY that are still not connected to the MUNICIPALITY water system, please provide the reasons why? Choose all that apply.

- ☐ Lack of MUNICIPALITY financial resources to connect additional homes
- ☐ Lack of financial support from the province to connect additional homes

- ☐ Cost of connecting additional homes exceeds the provincial government guidelines for hookup costs
 - ☐ Not a priority for council and budget allocations
 - ☐ Residents in the areas requiring hookup to water system do not want to be connected
 - ☐ Not technically feasible due to geographic location of homes
 - ☐ Other (please specify)
-

25. Does your MUNICIPALITY have an updated and accurate map of your MUNICIPALITY's water distribution infrastructure, e.g. pipes, valves, etc.? Choose all that apply.

- ☐ Yes, we have maps (As-Builts) or blue prints for all of the water distribution infrastructure
- ☐ Yes, we have maps (AS-Builts) or blue prints for PART(S) of the water distribution infrastructure
- ☐ Yes, we have GIS (Geographic Information System) mapping of the infrastructure
- ☐ Yes, we have a detailed asset management plan for our water system which maps out the system
- ☐ No, we do not have a map
- ☐ I don't know

26. Does any component of your MUNICIPALITY's drinking water system (e.g. pipes, valves, treatment/disinfection equipment) need repairs or upgrades?

- ☐ Yes
- ☐ No. Please proceed to Question 28

27. If you answered yes to Question 26 above, what are the main barriers to implementing these repairs? Choose all that apply.

- ☐ Lack of expertise to make upgrades or repairs
- ☐ Lack of availability of parts or supplies needed for upgrades or repairs
- ☐ Lack of financial resources

- ☐ No one qualified to operate system if upgrades or repairs are made
- ☐ Not a priority
- ☐ Other (please specify)

28. Is improving upon, expanding, repairing, or replacing your MUNICIPALITY's water system part of your MUNICIPALITY's capital works plan?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ My MUNICIPALITY does not have a capital works plan

29. Is improving or expanding your MUNICIPALITY's water system, listed as a project in your MUNICIPALITY's ICSP?

- ☐ Yes
- ☐ No
- ☐ Don't know

Policies and Regulatory Framework of MUNICIPALITY Water Systems
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30. Which of the following activities are prohibited in your MUNICIPALITY's drinking water source (ground water or surface water). Choose all that apply.

- ☐ Bathing or washing of clothes
- ☐ Boating
- ☐ Fishing
- ☐ Material deposit (i.e. dumping)
- ☐ Swimming
- ☐ Use or diversion of water for purposes other than drinking water supply
- ☐ None of the above. Please proceed to question 32

31. If one or more of the activities listed in Question 30 above are prohibited in your drinking water source, how are the restrictions monitored and enforced in your MUNICIPALITY? Choose all that apply.

- ☐ My MUNICIPALITY's source drinking water supply is monitored on a regular basis by MUNICIPALITY staff
 - ☐ My MUNICIPALITY's source drinking water supply is monitored on a regular basis by volunteers (e.g. council members, watershed organizations)
 - ☐ My MUNICIPALITY's source drinking water supply is monitored occasionally by MUNICIPALITY staff
 - ☐ My MUNICIPALITY's source drinking water supply is monitored occasionally by volunteers (e.g. council members, watershed organizations)
 - ☐ My MUNICIPALITY's source drinking water supply is only monitored when there are complaints
 - ☐ My MUNICIPALITY does not have the human resources to monitor activities in our drinking water source
 - ☐ When a prohibited activity is observed or reported, the MUNICIPALITY notifies the Department of Environment and Conservation
 - ☐ Other (please specify)
-

32. Has your MUNICIPALITY ever purchased or expropriated lands next to the MUNICIPALITY's water supply to prevent pollution in those waters?

- ☐ Yes
- ☐ No
- ☐ Don't know

33. Based on your knowledge and experience, are the Province's current policies and requirements for drinking water appropriate for your MUNICIPALITY?

- ☐ Yes

- ☐ No
- ☐ I don't Know

If you answered no, why not? What drinking water policies or requirements would you like to see changed?

34. Has your MUNICIPALITY established the following regulations (e.g. bylaws):

	Yes	No	Don't know
Respecting the digging, drilling use, and construction of water supply system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prohibiting and controlling the use of source water that council considers dangerous for public use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respecting the redirection or prohibition of the use of water in your MUNICIPALITY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respecting the control and management of the water system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respecting water catchment areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To prevent the pollution of water within or outside the MUNICIPALITY that is used, or will be used in the future, as a MUNICIPALITY's water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respecting the cutting of timber or establishment of a building, structure or work on, in, over, or under land or water within the water catchment area providing the water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescribing the specifications and quality of materials to be used to connect drains, sewers, and water supply pipes to a building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For the protection of water supply pipes and for keeping them free from obstruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requiring owners of structures within the MUNICIPALITY boundary or within a certain distance to the water supply system to connect to the water supply system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Respecting the cost to be paid by the owner to have
his/her structure connected**

☐

☐

☐

Complaints and Public Perception

35. In your opinion, the drinking water provided by your MUNICIPALITY is...

- ☐ Drinkable directly from the tap
- ☐ Drinkable through a personal filtration device (e.g. Brita filter)
- ☐ Drinkable when boiled
- ☐ Drinkable but I prefer to drink water from another source (e.g. bottled water)
- ☐ Not suitable for drinking, but suitable for other home uses (e.g. washing clothes or doing dishes)
- ☐ Not suitable for any purpose

36. In the last 12 months, has your MUNICIPALITY received any complaints about its water system?

- ☐ Yes
- ☐ No. Please proceed to Question 39

37. How often does your MUNICIPALITY office receive resident complaints about your drinking water systems?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Rarely (less than 5 times per year)
- ☐ Never

38. If your MUNICIPALITY receives complaints about its water system, please rank how often the following complaints are made:

	Never	Rarely (1-10 per year)	Sometimes (at least once a month)	Frequently (multiple complaints per months)
Water smells bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water tastes bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water is coloured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water is cloudy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water is unsafe to drink	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water stains laundry and/or fixtures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

39. Based on your interaction with residents, what do you think is the general public perception of your MUNICIPALITY's water supply?

- ☐ Very positive - most people are content and drink the local water
- ☐ Somewhat positive - most people are content but prefer to drink bottled or store bought water
- ☐ Both positive and negative - residents are divided over the quality of the water
- ☐ Somewhat negative - residents believe the water is unsafe to drink and use it only for doing the dishes and laundry
- ☐ Very Negative - residents believe the water is of no use for drinking and household purposes
- ☐ Other (please specify)

Challenges to the MUNICIPAL Water System

40. What challenges does your water system currently face? Choose all that apply.

- ☐ Chronic leakage from pipes
 - ☐ Difficulty maintaining consistent chlorination levels
 - ☐ Lack of a trained water operator
 - ☐ Lack of funds to make necessary repairs or upgrades
 - ☐ Pump house equipment not functioning
 - ☐ Quality problems with the source water
 - ☐ Regular boil water advisories
 - ☐ No real challenges
 - ☐ Other (please specify)
-

**41. The biggest impediment(s) to solving some or all of the above noted challenges is:
Choose all that apply.**

- ☐ Financial support from the provincial government
- ☐ Lack of local tax base to pay and/or sustain improvements to the water system
- ☐ Not a priority for the MUNICIPALITY
- ☐ Not a priority for residents

42. Which of the following have been identified in your MUNICIPALITY's drinking water system over the past four years? Choose all that apply.

- ☐ Arsenic
- ☐ Bacteria (e.g. E. Coli)
- ☐ Barium
- ☐ Disinfection by-products
- ☐ Fluoride
- ☐ Lead
- ☐ Protozoans (e.g. Giardia)
- ☐ No contaminants/chemicals have been found in my community

- ☐ I'm not sure
 - ☐ Other (please specify)
-

43. Has your MUNICIPALITY been under a boil water advisory any time in the last 4 years?

- ☐ Yes
- ☐ No. Please proceed to Question 47

44. If yes, how many times has a boil water advisory been declared in your MUNICIPALITY over the last four years?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 or more times
- ☐ Don't know

45. If your MUNICIPALITY has been under a boil water advisory in the last 4 years, what is the longest period of time this advisory has been in effect?

- ☐ Less than 1 day
- ☐ 1-6 days
- ☐ 7-14 days (1-2 weeks)
- ☐ 15-29 days (more than 2 weeks but less than 1 month)
- ☐ 1 month - 3 months

- ☐ More than 3 months but less than 6 months
- ☐ 6 months - 1 year
- ☐ More than 1 year

46. How are residents made aware of a boil water advisory in your MUNICIPALITY?

Choose all that apply.

- ☐ Mail outs or flyers distributed to residents
- ☐ Notice put in newspaper
- ☐ Notices put up in public areas
- ☐ Radio announcements
- ☐ Television announcements on local stations
- ☐ N/A
- ☐ Other (please specify)

47. Which of these land use activities do you think are currently threats to your main MUNICIPALITY water supply? Choose all that apply.

- ☐ Agriculture
 - ☐ Commercial forest harvesting
 - ☐ Domestic wood cutting
 - ☐ Hunting and fishing
 - ☐ Hydroelectricity (damming)
 - ☐ Mining (including quarrying)
 - ☐ Oil and gas exploration and development (including hydraulic fracturing - fracking)
 - ☐ Recreational use (e.g. swimming, snowmobiling, boating)
 - ☐ Residential cabin development
 - ☐ Transmission lines and roads
 - ☐ None
 - ☐ Other (please specify)
-

48. Which of these natural processes are currently threats to your MUNICIPALITY's main water supply? Choose all that apply.

- ☐ Beaver dams
 - ☐ Drought/low water levels
 - ☐ Extreme weather events (e.g. high winds, heavy rains)
 - ☐ Flooding
 - ☐ Freeze/thaw
 - ☐ Salt water intrusions
 - ☐ None
 - ☐ Other (please specify)
-

49. Which of the following are concerns for your MUNICIPALITY's water system? Choose all that apply.

- ☐ Aesthetics - visual qualities of colour and cloudiness
 - ☐ Naturally occurring metals (e.g. lead, arsenic)
 - ☐ Organic carbon content
 - ☐ Acidity
 - ☐ Microorganism presence - bacteria and viruses (e.g. E.Coli and Giardia)
 - ☐ Human pollution (e.g. car wrecks, garbage, illegal dumping)
 - ☐ Endocrine disrupting chemicals (EDCs) (e.g., drugs, cosmetics, and pesticides)
 - ☐ I don't know
 - ☐ None
 - ☐ Other (please specify)
-

50. What should be the highest priority for improving drinking water quality in your community?

- ☐ Improving aesthetics (e.g. taste, colour, cloudiness)
- ☐ Repairing or replacing current distribution infrastructure (e.g. the pipes, valves, service lines, pumping stations, fire hydrants, and storage facilities)
- ☐ Repairing or replacing current water treatment system (e.g. chlorination)
- ☐ Getting a water treatment system
- ☐ Increasing human resources
- ☐ Improving technical training and/or public education
- ☐ I do not know
- ☐ None. My MUNICIPALITY's drinking water quality does not need improvement.
- ☐ Other (please specify)

MUNICIPAL Water, Economic Development, Industry, and Provincial and Federal...

51. Does your MUNICIPALITY have any commercial/industrial enterprises or other buildings, such as schools or hospitals that are considered high consumers of water?

- ☐ Yes
- ☐ No. Please proceed to Question 56.

52. If yes, which of the following structures/industries exist in your MUNICIPALITY and are considered high consumers of water? Choose all that apply.

- ☐ Agriculture
- ☐ Aquaculture
- ☐ Fish plants
- ☐ Forestry operations
- ☐ Hospitals
- ☐ Hotel/Motel/Resort accommodations
- ☐ Hotels
- ☐ Mining operations
- ☐ Other government offices
- ☐ Post-secondary institutions (CNA, MUN, private colleges)

- ☐ Schools
 - ☐ Tourist attractions
 - ☐ Other (please specify)
-

53. How are these high water users charged for their water use?

- ☐ Water (or water and sewer) mill rate
 - ☐ Lump sum payment
 - ☐ Fee for service based on a water meter
 - ☐ They is no separate charge for water

 - ☐ Other (please specify)
-

54. Has your MUNICIPALITY ever discussed drinking water issues with the owner/operators of these high water users?

- ☐ Yes
- ☐ No
- ☐ Don't know

55. Has a business enterprise or government user in your MUNICIPALITY ever offered to assist with the cost of installing a new or upgraded MUNICIPALITY water system?

- ☐ Yes
- ☐ No
- ☐ Don't know

56. Do the water needs of the industries and government structures in your MUNICIPALITY affect the water quality and availability (e.g. pressure) of other residents in your MUNICIPALITY?

- ☐ Yes
- ☐ No
- ☐ Don't know

57. Has a business enterprise in your MUNICIPALITY ever suggested that it would leave the MUNICIPALITY as a result of ongoing MUNICIPALITY water issues?

- ☐ Yes
- ☐ No
- ☐ Don't know

58. Is maintaining your MUNICIPALITY water supply a bigger priority in your MUNICIPALITY as a result of local business enterprises?

- ☐ Yes
- ☐ No
- ☐ To some degree
- ☐ Don't know

59. Has your MUNICIPALITY ever lost out on commercial/industrial opportunities as a result of problems with its water supply?

- ☐ Yes
- ☐ No
- ☐ To some degree
- ☐ Don't know

MUNICIPAL Water Conservation Efforts

60. Does your MUNICIPALITY have any regulations or bylaws in place requiring residents to conserve water?

- ☐ Yes
- ☐ No
- ☐ Don't know

Please specify the nature of the by-law or regulation

61. Has your MUNICIPALITY ever imposed a water ban due to a water shortage?

- ☐ Yes
- ☐ No. Please proceed to Question 65.
- ☐ Don't Know

62. What was the cause of this water shortage? Choose all that apply.

- ☐ Drought
- ☐ Increased water use by residents
- ☐ Increased water use by local industry
- ☐ Increased water use as a result of tourists
- ☐ Reduced water pressure to the MUNICIPALITY supplied resident's water as a result of problems with the water system
- ☐ Other (please specify)

63. How was the water ban communicated to residents? Choose all that apply.

- ☐ Advertisement on the local community television channel
 - ☐ Advertisements on radio
 - ☐ Letters/pamphlets delivered to all residents
 - ☐ Notices posted throughout the MUNICIPALITY
 - ☐ Word of mouth
 - ☐ Other (please specify)
-

64. Did most residents comply with the water ban?

- ☐ Yes
- ☐ No
- ☐ Don't know

Concluding Comments

65. Are there any new or innovative drinking water solutions that your MUNICIPALITY has implemented or considered?

- ☐ Yes
- ☐ No

If you answered yes, please explain

66. Are there actions that your MUNICIPALITY has tried in the past to address drinking water issues that have not worked or not worked well?

- ☐ Yes

5

If you answered yes, please explain on next page.

67. Are there any other comments regarding drinking water systems in your MUNICIPALITY or elsewhere that you would like to include? Please explain any problems either covered or not in the survey.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on its right side, suggesting it's resting on a surface.