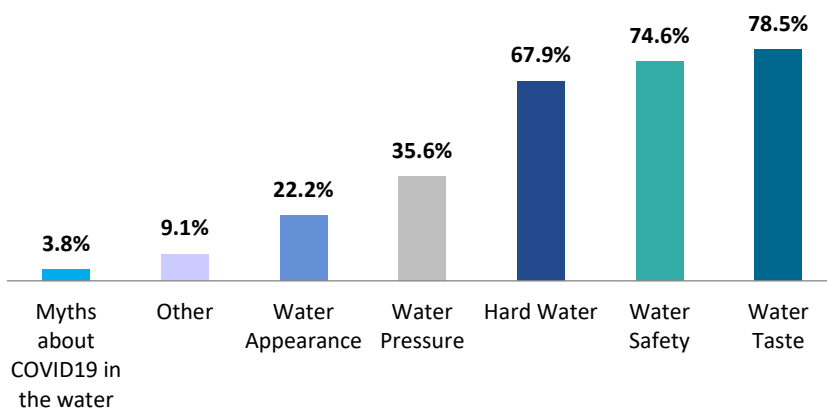


## Tap Water Quality: What's Important to You?

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In December 2020, we asked customers to take a flash poll about water quality topics in digital Water Matters. Respondents also had an opportunity to write in other topics of interest. The poll went to 154,546 email addresses and was active from Dec 1-Dec 8. There were 1,816 respondents. Here are the results!

### Water Quality Topics Important to You



### Top Topics

The three topics selected by more than two-thirds of respondents were:

- **Water Taste: 78.5%**
- **Water Safety: 74.6%**
- **Hard Water: 67.9%**

## Suggested Topics

166 respondents - 9.1% - submitted “other” topics in which they have an interest. Some submitted more than one topic:

Other Suggested Topics*	
Water Availability/Sustainability	22%
Harmful Chemicals/Contaminants	21%
Water Conservation	16%
Aesthetics (smell, taste, color)	13%
Cost	7%
Corrosion or Build-Up	7%
Miscellaneous Other	15%

*\*Percentages are approximate, based on qualitative analysis*