



Utility Name:	ZIP CODE:
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The information you provide below will be used to better understand whether the amount and type of information included on water bills affect residential water demand. We are asking this information from California water utilities using increasing block rates for residential customers and serving a residential population > 1000.

Please call **510/ 486-4064** or e-mail **SGaudin@lbl.org** if you have any questions.

If you wish to access summary statistics on the data obtained from all participating utilities, check here: <input type="checkbox"/> If you wish to see a draft of the research paper before it is sent for publication, check here: <input type="checkbox"/> If interested, please make sure you provide an email address below so we can inform you when results are available.
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Who should we contact if we need clarifications?	Name:
Title (optional):	Email: Tel:

A01	Most recent 12-month period for which you have compiled revenue and sales data for residential water (thereafter referred as the “reporting period”)	From / To /
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A02	Best estimate of residential population served if known	
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B01	How often is water normally billed to residential customers?	Every ___ month(s)
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B02	How often are meters normally read?	Every ___ month(s)
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B03	How long have you been using the current bill format?	___ Year(s) or ___ month(s) or <input type="checkbox"/> Unknown
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B04	Do you provide an automatic bill payment option?	<input type="checkbox"/> YES <input type="checkbox"/> NO If yes, % of residents using it (best estimate) ____ %
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B05	Do you charge for other utilities such as sewer, electric, etc. on the SAME bill? If your answer to B5 is NO, skip to question B8	<input type="checkbox"/> YES <input type="checkbox"/> NO
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B06	What other utilities are included on the same bill? CHECK ALL THAT APPLY <input type="checkbox"/> Sewer. If checked, are there sewer charges related to water consumption? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ per unit: ____ <input type="checkbox"/> Refuse <input type="checkbox"/> Electric <input type="checkbox"/> Gas <input type="checkbox"/> Other _____	
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B07	If you charge other utilities on the bill, what is your best estimate of the water-only charge as a percentage of the total amount due on the bill for a typical consumer?	____ %
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B08	If the utility is considering ways to promote water conservation, what are the main reasons? CHECK ALL THAT APPLY <input type="checkbox"/> Raw water supply limitation <input type="checkbox"/> Production and/or distribution limitations <input type="checkbox"/> Wastewater treatment capacity limits <input type="checkbox"/> Reduce utility costs <input type="checkbox"/> Consumers’ preference <input type="checkbox"/> State legislation or directives <input type="checkbox"/> Local legislation or directives <input type="checkbox"/> Other _____	
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B09	Does the utility use the water bill to convey conservation messages (e.g. drought warnings)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
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B10	How often were conservation related messages used during the 12-month reporting period? (# of bills that included a message, whether the message was changed or not)	# _____ times <input type="checkbox"/> unknown
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B11	The layout of your residential water bill typically includes (CHECK ALL THAT APPLY):	
	<input type="checkbox"/> Water consumption in <input type="checkbox"/> 100 Cubic Feet (ccf) <input type="checkbox"/> 1000 Gallons <input type="checkbox"/> Other: _____	
	<input type="checkbox"/> Water consumption in each rate block (or price tier)	
	<input type="checkbox"/> Price per unit in each rate block NEXT to consumption in that block	
	<input type="checkbox"/> Price per unit in rate blocks beyond total water consumed (for ex: 200 cf @ \$2.50; 0 cf@\$3.50)	
	<input type="checkbox"/> Rate information ELSEWHERE on the bill	
	<input type="checkbox"/> Own water consumption for same billing cycle last year	
	<input type="checkbox"/> Own Consumption history for the ____ previous billing cycles (please fill in the number of billing cycles)	
	<input type="checkbox"/> Dollar amount paid for water for same billing cycle last year	
	<input type="checkbox"/> Dollar amount paid for water for the ____ previous billing cycles (please fill in the number of billing cycles)	
	<input type="checkbox"/> Graphical representation of consumption history	
	<input type="checkbox"/> Benchmark comparisons (for ex. whether the consumer is above or below “normal” usage)	
	Please describe any information or words that could affect consumption:	

B12	If the layout of the bill changed during the 12-month reporting period or within a year before, describe the change(s) below. If possible, indicate approximate dates of changes.

C02	We need to approximate the average per capita income in your residential service area. In order to do this with Census data we need a list of towns, townships, or zip-codes in your service area (you may skip sections that are negligible in total residential water sales.)

C03	Number of residential units served (number of active metered connections)	
	Of which number or percent of single family units:	

C04	Total revenue from residential water sales during the 12-month period (water only)	US\$
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C05	Total volume of water billed to residential customers (12-months). Choose your preferred units, we will do the math	<input type="checkbox"/> 1000 Gal. <input type="checkbox"/> 100 CF <input type="checkbox"/> AF
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C06	Please ATTACH A COPY OF YOUR WATER RATES for single family residential water users OR provide a Web-site URL where your rates are available. http://www.	
C06b	If your water rates have changed so the current schedule is not the one that applied during the covered period, please indicate below periodic charges in effect during the reporting period:	
	Fixed charge:	Units included in fixed charge if any:
	Tiers:	
	\$/unit in each tier:	

If you completed the form manually, please return by FAX at: 510/486-4247 or mail to the address below if more convenient

**If you received this form electronically, and are connected to the internet, you may now press the "SUBMIT" button.
Thank you!**

Sylvestre Gaudin
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Berkeley, CA 94720- 8136