

## Constant Contact Survey Results

Survey Name: MCWD Rebate Survey

Response Status: Completed

Filter: None

2/17/2017 7:47 AM PST

1. Did you install new High Efficiency Toilets because it was required to sell/transfer your property?

	Number of Response(s)	Response Ratio
Yes	4	4.2%
No	55	58.5%
N/A didn't participate in this rebate program	32	34.0%
No Responses	3	3.1%
<b>Total</b>	<b>94</b>	<b>100%</b>

2. Did you install new High Efficiency Toilets to primarily Save Water?

	Number of Response(s)	Response Ratio
Yes	44	46.8%
No	14	14.8%
N/A didn't participate in this rebate program	31	32.9%
No Responses	5	5.3%
<b>Total</b>	<b>94</b>	<b>100%</b>

3. Did you install new High Efficiency Toilets because your previous toilet broke?

	Number of Response(s)	Response Ratio
Yes	4	4.2%
No	56	59.5%
N/A didn't participate in this rebate program	29	30.8%
No Responses	5	5.3%
<b>Total</b>	<b>94</b>	<b>100%</b>

4. Was the rebate amount provided the primary incentive to get you to install High Efficiency Toilets?

	Number of Response(s)	Response Ratio
Yes	31	32.9%
No	52	55.3%
No Responses	11	11.7%
<b>Total</b>	<b>94</b>	<b>100%</b>

5. Do you feel the amount of the rebate provided was appropriate? (if no, explain why)

	Number of Response(s)	Response Ratio
Yes	49	52.1%
No	7	7.4%
N/A didn't participate in this rebate program	33	35.1%
No Responses	5	5.3%
Total	94	100%

9 Comment(s)

6. When you participated in the program, did you upgrade all of the toilets inside your home to High Efficiency Toilets?

	Number of Response(s)	Response Ratio
Yes	42	44.6%
No	14	14.8%
N/A didn't participate in this rebate program	35	37.2%
No Responses	3	3.1%
Total	94	100%

7. If you answered no to question #6, what prevented you from installing High Efficiency Toilets in all of your bathrooms? (Please explain)

18 Response(s)

8. If you answered no to question #6, what would motivate you to install High Efficiency Toilets in all of your bathrooms? (Please explain)

17 Response(s)

9. Would you recommend this program to others?

	Number of Response(s)	Response Ratio
Yes	55	58.5%
No	2	2.1%
N/A didn't participate in this rebate program	31	32.9%
No Responses	6	6.3%
Total	94	100%

10. Did you convert from a 1.6 gpf toilet or a 3.5 gpf toilet?

	Number of Response(s)	Response Ratio
1.6 gpf	19	20.2%
3.5 gpf	26	27.6%
Both	4	4.2%
N/A didn't participate in this rebate program	36	38.2%
No Responses	9	9.5%
<b>Total</b>	<b>94</b>	<b>100%</b>

11. Did you participate in the program because you bought a new home and didn't want to move your old washing machine?

	Number of Response(s)	Response Ratio
Yes	11	11.7%
No	44	46.8%
N/A didn't participate in this rebate program	35	37.2%
No Responses	4	4.2%
<b>Total</b>	<b>94</b>	<b>100%</b>

12. If you moved into a new home and an incentive was not provided to purchase a new High Efficiency Clothes washer, would you have moved your old washing machine?

	Number of Response(s)	Response Ratio
Yes	23	24.4%
No	31	32.9%
N/A didn't participate in this rebate program	32	34.0%
No Responses	8	8.5%
<b>Total</b>	<b>94</b>	<b>100%</b>

13. How old was the clothes washing machine that you replaced? ( 0-3 years, 4-7 years, 8-10 years, 10-13 years, 14-17 years, 17+ years)

	Number of Response(s)	Response Ratio
0-3 years	8	8.5%
4-7 years	16	17.0%
8-10 years	16	17.0%
10-13 years	6	6.3%
14-17 years	3	3.1%
17+ years	3	3.1%
N/A didn't participate in this rebate program	35	37.2%
No Responses	7	7.4%
<b>Total</b>	<b>94</b>	<b>100%</b>

14. Was the rebate amount provided the primary incentive to get you to purchase a new High Efficiency clothes washing machine?

	Number of Response(s)	Response Ratio
--	-----------------------	----------------

Yes	22	23.4%
No	30	31.9%
N/A didn't participate in this rebate program	36	38.2%
No Responses	6	6.3%
Total	94	100%

15. Do you feel the amount of the rebate provided was appropriate? (If no, explain why).

	Number of Response(s)	Response Ratio
Yes	42	44.6%
No	9	9.5%
N/A didn't participate in this rebate program	35	37.2%
No Responses	8	8.5%
Total	94	100%
14 Comment(s)		

16. Would you recommend this program to others?

	Number of Response(s)	Response Ratio
Yes	56	59.5%
No	3	3.1%
N/A didn't participate in this rebate program	28	29.7%
No Responses	7	7.4%
Total	94	100%

17. Did you participate in the Landscape Incentive program to enhance the beauty of your property?

	Number of Response(s)	Response Ratio
Yes	12	12.7%
No	15	15.9%
N/A didn't participate in this incentive program	63	67.0%
No Responses	4	4.2%
Total	94	100%

18. Did you participate in the Landscape Incentive program to primarily save water?

	Number of Response(s)	Response Ratio
Yes	14	14.8%
No	6	6.3%
N/A didn't participate in this incentive program	67	71.2%
No Responses	7	7.4%
Total	94	100%

**19. Did you participate in both the State Incentive Program and the Marina Coast Incentive Program?**

	Number of Response(s)	Response Ratio
Yes, both State and Marina Coast	3	3.1%
No, just Marina Coast	10	10.6%
No, just State	1	1.0%
N/A didn't participate in this incentive program	73	77.6%
No Responses	7	7.4%
<b>Total</b>	<b>94</b>	<b>100%</b>

**20. Do you feel the amount of the rebate provided was appropriate? (If no, explain why).**

	Number of Response(s)	Response Ratio
Yes	14	14.8%
No	4	4.2%
N/A didn't participate in this incentive program	66	70.2%
No Responses	10	10.6%
<b>Total</b>	<b>94</b>	<b>100%</b>
7 Comment(s)		

**21. Did you complete the project yourself or did you hire a contractor?**

	Number of Response(s)	Response Ratio
Completed myself	13	13.8%
Completed by contractor	4	4.2%
Completed by both myself and contractor	2	2.1%
N/A didn't participate in this incentive program	66	70.2%
No Responses	9	9.5%
<b>Total</b>	<b>94</b>	<b>100%</b>

**22. If you hired a contractor, would you have preferred that Marina Coast Water District provide the contractor with the incentive directly?**

	Number of Response(s)	Response Ratio
Yes	5	5.3%
No	8	8.5%
N/A didn't participate in this incentive program	70	74.4%
No Responses	11	11.7%
<b>Total</b>	<b>94</b>	<b>100%</b>

23. Would you have preferred that the District provide sample landscape plans along with estimated costs that you could choose from?

	Number of Response(s)	Response Ratio
Yes	18	19.1%
No	6	6.3%
N/A didn't participate in this incentive program	62	65.9%
No Responses	8	8.5%
Total	94	100%

24. Would you have preferred that the District provide a rain shutoff switch for your existing controller or a variety of smart controllers that you could choose from instead of providing the incentive?

	Number of Response(s)	Response Ratio
Yes	10	10.6%
No	11	11.7%
N/A didn't participate in this incentive program	63	67.0%
No Responses	10	10.6%
Total	94	100%

25. Would you recommend this program to others?

	Number of Response(s)	Response Ratio
Yes	24	25.5%
No	2	2.1%
N/A didn't participate in this program	60	63.8%
No Responses	8	8.5%
Total	94	100%

26. Did you participate in the hot water recirculation pump program to primarily save water?

	Number of Response(s)	Response Ratio
Yes	9	9.5%
No	7	7.4%
N/A didn't participate in this incentive program	75	79.7%
No Responses	3	3.1%
Total	94	100%

27. Was the rebate amount provided the primary incentive to get you to install a hot water recirculation pump?

	Number of Response(s)	Response Ratio
Yes	6	6.3%

No	5	5.3%
N/A didn't participate in this incentive program	78	82.9%
No Responses	5	5.3%
<b>Total</b>	<b>94</b>	<b>100%</b>

28. Do you feel the amount of the rebate provided was appropriate? (If no, explain why)

	Number of Response(s)	Response Ratio
Yes	9	9.5%
No	2	2.1%
N/A didn't participate in this incentive program	76	80.8%
No Responses	7	7.4%
<b>Total</b>	<b>94</b>	<b>100%</b>
5 Comment(s)		

29. Do you have your pump set on a timer or to run all the time?

	Number of Response(s)	Response Ratio
Timer	12	12.7%
Run all the time	3	3.1%
N/A didn't participate in this incentive program	74	78.7%
No Responses	5	5.3%
<b>Total</b>	<b>94</b>	<b>100%</b>

30. Did your electricity bill increase, decrease, or stay about the same?

	Number of Response(s)	Response Ratio
Increase	3	3.1%
Decrease	2	2.1%
Stayed about the same	9	9.5%
N/A didn't participate in this incentive program	73	77.6%
No Responses	7	7.4%
<b>Total</b>	<b>94</b>	<b>100%</b>

31. Do you notice your cold water being warm?

	Number of Response(s)	Response Ratio
Yes	9	9.5%
No	6	6.3%
Only initially, then it cools down	2	2.1%
N/A didn't participate in this incentive program	72	76.5%
No Responses	5	5.3%

Total 94 100%

32. Would you recommend this program to others?

	Number of Response(s)	Response Ratio
Yes	15	15.9%
No	3	3.1%
N/A didn't participate in this incentive program	67	71.2%
No Responses	9	9.5%
Total	94	100%

33. Are you satisfied with the Customer Service and programs provided by the District?

	Number of Response(s)	Response Ratio
Yes	69	73.4%
No	9	9.5%
No Responses	16	17.0%
Total	94	100%
15 Comment(s)		

34. Are there other programs or forms of customer assistance you desire? (If yes, please explain)

	Number of Response(s)	Response Ratio
Yes	13	13.8%
No	55	58.5%
No Responses	26	27.6%
Total	94	100%
13 Comment(s)		

35. May the District continue to send you E-flyers?

	Number of Response(s)	Response Ratio
Yes	73	77.6%
No	16	17.0%
No Responses	5	5.3%
Total	94	100%