



Water Master Plan Outreach Update

Outreach Completed

February 2	Launched project website: www.corvallisoregon.gov/publicworks/page/water-master-plan-update
March 6	Presented project overview to CIDAB and received feedback on customer survey
March 18	Launched customer survey
April 3	Held Key Water Stakeholder Workshop #1
April 8 & 9	Participated in OSU Water Symposium
April 25	Held Public Open House #1
May 4	Closed customer survey

Customer Survey Summary

- **568** surveys completed
- **70%** customers living in a single-family home; **11%** customers living in an apartment or multi-family residence; **10%** not a customer but drink the water; **10%** business customers, educational institution customers, others.
- **52%** lived in Corvallis more than 10 years; **25%** 3-10 years; **12%** 1-2 years; **10%** don't live in Corvallis

Quality of the [drinking water](#) received from the City of Corvallis? [1 (poor) to 7 (excellent)]

Weighted Average 5.8

1 (Poor)	2	3	4	5 ▲	6	7 (Excellent)
0%	1%	3%	7%	22%	40%	27%

Quality of the [drinking water services](#) received from the City of Corvallis? [1 (poor) to 7 (excellent)]

Weighted Average 6.2

1 (Poor)	2	3	4	5	▲ 6	7 (Excellent)
0%	9%	1%	4%	34%	47%	27%

Importance of action to be included in the Master Plan? [1 (not important) to 7 (very important)]

- 6.8** Providing safe, high-quality water
- 6.7** Planning ahead now for future water needs
- 6.6** Being a good steward of our water and natural resources
- 6.4** Being prepared for an earthquake or other natural disasters
- 6.4** Promoting conservation
- 6.2** Being prepared for global climate change
- 6.2** Providing multiple sources of reliable water supply
- 5.8** Being prepared for changes in drinking water quality regulations
- 5.8** Delivering the best value for customers

Topics customer would like to receive information about: **Emergency preparedness, quality of the drinking water**

Best ways to get information: **Corvallis e-News, City website, message on City Services bill, local newspaper**

Next Steps

June 2019	Customer Survey Memorandum posted to the project webpage with survey details
2019-2020	Project updates for public, Boards & Commissions, Key Water Stakeholders
2020	Key Water Stakeholder Workshop and Public Open House #2 (Draft Master Plan)