



MEMORANDUM

To: Mayor and Council Members

From: Greg Meszaros, Director, Austin Water Utility

Date: August 4, 2010

Subject: CIUR 229 – Free Toilet Satisfaction Survey

On December 10, 2009, City Council authorized the award and execution of a 24-month supply contract with Ferguson Enterprises, Inc. to provide 30,000 WaterSense® high-efficiency toilets for distribution to residential, commercial and multi-family customers through Austin Water's Free Toilet Program. During the December 10th meeting, Council had questions concerning the performance of the toilet to be distributed through the contract and asked that AWU ensure the toilets were performing well prior to expending the entire contract. This memo provides an update on the Council request.

In response to Council questions, AWU established an online survey to solicit feedback from program participants. When given the free toilet voucher, customers were instructed to call or visit the website after toilet installation, and were directed to the online survey. Staff also helped participants complete the survey over the phone if they did not have internet access.

Since February 2010, 1,066 participants have received Pro-Flo PF9300 dual flush toilets under the new contract with Ferguson Enterprises. The following results are derived from 437 survey respondents:

- 41% of participants who have picked up toilets have taken the survey
- 77% would not have replaced their toilets without the program
- 57% installed the toilets by themselves or with the help of family (the remainder hired a handyman or licensed plumber)
- 98% are satisfied with their new toilets
- 4.66 (1-5 scale) is the average overall satisfaction rating for the program

Of those who indicated they are not satisfied with their toilet, the majority were dissatisfied with either the seat supplied (three responses) or the appearance (three responses) of the toilet. There has been one complaint about the solid waste flushing performance of the toilet, out of 2,038 toilets distributed to date (0.05%).

AWU will continue to follow up with those customers who have not taken the survey to confirm toilet installation and solicit feedback. Based on the feedback received to date, Austin Water will continue with the contract with Ferguson Enterprises, Inc for the distribution of WaterSense® high-efficiency toilets through Austin Water's Free Toilet Program.

Should you have any questions or comments, please do not hesitate contact me.



Greg Meszaros, Director
Austin Water Utility

cc: Marc A. Ott, City Manager
Rudy Garza, Assistant City Manager