

Water softening survey



If you would prefer to complete this survey online, go to: <https://www.surveymonkey.com/r/AngolaWaterSoftening>

This survey was created by a team of engineering students from Purdue University who are assisting the city of Angola by reducing salt in the city's wastewater. Below is a brief description of our project and the purpose of this survey.

The city of Angola has unusually hard water resources. Water softeners typically remove hardness by using salt. Although many people own a home water softener, it may not be needed. Did you know that the Angola Drinking Water Plant softens water before distribution to residents? Elevated salt levels in Angola wastewater are a result of at-home water softening. Wastewater Treatment process cannot remove salt from water, so the salt is discharged to a local creek. Elevated salt levels can create issues for fish; similar to human health issues from high salt consumption, freshwater fish have issues with high salt levels in their water. By owning and operating an at home water softener, you are paying for an unnecessary service that can cause negative environmental impacts.

We are asking that the head of your household take a few minutes to complete this survey. This survey should take 5-10 minutes to complete. The results will help us understand the needs and concerns that you have about water softening. **This survey can be completed anonymously. However, if you are interested in being entered in a drawing to receive a \$20 gift card from the Angola Chamber of Commerce, you can complete the final optional section with your contact information. Responses must be received by noon, March 24th. Only one response per address will be entered in the drawing.**

You can complete the survey online (<https://www.surveymonkey.com/r/AngolaWaterSoftening>), or mail your completed survey back to us: City of Angola, Water Softening Survey, 210 North Public Square, Angola, Indiana 46703.

Instructions

Please answer the following questions as accurately as possible. If you have additional concerns or comments, please use the space at the right of each set of answers to write in.

Section 1. General Property Information

1. What is the classification of the property you are completing this survey for? (circle one)
Residential Commercial Industrial Institutional
2. How many gallons of water does your property typically use in a month? (viewable in utility bill)
3. Does your property have a water softener?
 - a. Yes
 - i. If yes, approximately how many bags of salt per year do you use? (circle one)
Less than 8 10 12 14 16 18 20 22 24 26 28 30 Other: _____
 - ii. If yes, approximately how old is your water softener? (circle answer)
Less than 3 3-6 7-9 10-15 16-20 Over 20
 - b. No
 - i. If no, why don't you use a water softener at your property? (circle an answer or provide other explanation)
Didn't know I had the option Too expensive Don't need one Other (describe):
 - ii. If no, are you thinking about buying one? Why? (circle an answer or provide other explanation)

No: Too expensive

No: Don't need one

No: Other:

Yes: My water is hard

Yes: Other people have one

Yes: Other:

4. Do you see your water softener as an essential appliance? Why or why not? (circle an answer or provide other explanation)

Yes, I think it makes my dishes/shower cleaner

Yes, I prefer the way it feels when I shower

Yes, I think it is better for my home appliances

Yes: Other (describe):

Yes, I think it makes my laundry cleaner

No: I do not think it is an essential appliance

Section 2. City Services and Impact

5. Did you know the city of Angola already provides water softening services at the drinking water treatment plant? (circle one)

Yes

No

- a. Did you know that the city provides in-home water sampling to help you adjust your softener that is free to you? (circle one)

Yes

No

- b. This in-home sampling can help optimize your water softener and save you money. Would you be interested in having your water sampled?

Yes, I will contact the City Utilities office to schedule a visit at (260) 665-3422.

No

6. Did you previously know about the potential savings from not using a water softener? (Learn more at:

<https://www.lifesourcewater.com/blog/cost-of-water-softener-systems#:~:text=Monetary%20costs%20%E2%80%93%20Prices%20for%20water,the%20salt%20in%20the%20system>)

Yes

No

7. Were you previously aware of the harmful environmental effects owning a water softener can have? (Learn more at: <https://www.pca.state.mn.us/skinny-water-softeners>)

Yes

No

Section 3. Contact Information

8. What are the best ways to get information to you? (select best methods for you)

Email Phone City Website Local Newspaper Mail Billboard Cable TV Other (describe):

9. **OPTIONAL for Angola Water/Sewer Customers Only:** Enter your name, email or phone number, and address if you would like to be entered for a drawing to win 1 of 10 Chamber of Commerce gift cards worth \$20 each. To be eligible, all three fields must be completed.

a. Name:

b. Email or Phone Number:

c. Address:

Thank you for your participation!