

WATER FILTER USE SURVEY

Denver Water recently sent you a water filter pitcher, and will continue sending you replacement filters as part of our Lead Reduction Program. We'd love to hear how we are doing.

The following short survey is voluntary and your responses will help Denver Water improve and continue its Lead Reduction Program. Your responses will help Denver Water gather information about how you are using the pitcher in your home. Return your completed survey by mail or online.

If you answer all the questions in this survey and return it by Oct. 31, 2020, **you will be entered in a random drawing to win one of 20 \$50 Visa™ gift cards.** Denver Water will hold a drawing at noon on Dec. 31, 2020, at Denver Water, 1600 W. 12th Ave., Denver, Colorado 80204. We will use your contact information provided to notify you if you win.

To complete your survey online please visit:

DenverWater.org/FilterSurvey

Enter your personal survey code,
or simply scan the QR code provided below.

**Remember to submit your survey by Oct 31,
for the gift card drawing.**

PERSONAL SURVEY CODE

XXXXX

OMB CONTROL NUMBER

2008-XXXX

EXPIRATION DATE

XX/XX/XXXX

SCAN FOR ONLINE SURVEY ACCESS



INSTRUCTIONS

- Use a pencil or pen with blue or black ink.
- Fill in the circle next to your answer for each question.
- Choose only one answer for each question unless the instructions say otherwise.

- To change your answer, erase completely or clearly cross out unintended response. See sample.



SURVEY QUESTIONS:

1. **Do you always, or most of the time, use your pitcher provided by Denver Water for drinking water?**
 - Yes.
 - No – I use unfiltered tap water.
 - No – I use bottled water, or a different type of filtration system certified to remove lead in accordance with NSF/ANSI 53 standards (e.g., fridge, under the sink filter, sink-mounted filter).
2. **Do you always, or most of the time, use your pitcher when you are cooking foods where water is a base ingredient (examples: making rice, beans, soup)?**
 - Yes
 - No
- 2a. **If your answer to No. 2 above is no, why are you not using the pitcher for cooking?**
 - Prefer to use unfiltered tap water.
 - Prefer to use bottled water for cooking food.
 - Prefer to use a different type of filtration system certified to remove lead in accordance with NSF/ANSI 53 standards (e.g., fridge filter, under the sink filter, sink-mounted filter).
 - Do not cook.
 - Other

3. **Do you have a formula-fed infant (under 24 months of age) in your household?**
 - Yes
 - No
- 3a. **If yes, what water do you always use to mix the formula (select all that apply)?**
 - Not applicable (I don't feed formula to my infant, or use pre-mix/ready mix)
 - Water from the pitcher filter
 - Bottled water
 - Water filtered by an alternative filter device (fridge filter, under the sink filter, sink-mounted filter or other filter) certified to remove lead in accordance with NSF/ANSI 53 standards
 - Unfiltered tap water
4. **Have you or will you be replacing the pitcher's filter with the Denver Water provided replacement filters as recommended by the manufacturer?**
 - Yes
 - No
 - If no, why not? (please describe)

5. **The filter manufacturer recommends hand-washing the pitcher with a mild detergent. Are you cleaning your pitcher as recommended by the manufacturer?**
 - Yes
 - No
6. **What would make you more likely to use the pitcher provided? (Check all that apply)**
 - Larger pitcher
 - Lighter pitcher
 - Pitcher that fits in the refrigerator
 - Pitcher that takes less time to fill
 - Pitcher that takes less effort to use
 - Not interested in filtering drinking water
 - Do not cook or use tap water for cooking
 - Other, please specify: (fill in the blank)

OPTIONAL QUESTIONS:

The questions below are optional. Denver Water will only use your demographic information for research purposes and to better inform our outreach and communication activities.

- 7a. **Are you of Hispanic, Latino, or of Spanish origin?**
 - Yes
 - No
- 7b. **How would you describe yourself? (Check all that apply)**
 - White
 - Black or African American
 - Native American or Alaska Native
 - Asian
 - Native Hawaiian and Other Pacific Islander
 - Multi-racial
 - Other (specify)
 - I do not know
 - Prefer not to say
8. **What is the age of the youngest person in your household?**
 - Someone in the household is expecting
 - Under 2 years old
 - 2-6 years old
 - 7-17 years old
 - 18-24 years old
 - 25-34 years old
 - 35-44 years old
 - 45-54 years old
 - Over 55 years old
 - Prefer not to say
9. **What is the primary language of your household? (Check all that apply)**
 - English
 - Spanish
 - Other (specify) _____
 - Prefer not to say
10. **How much total combined money did all members of your household earn in 2018 (gross income)?**
 - \$0-\$29,999
 - \$30,000-49,999
 - \$50,000-79,999
 - \$80,000-99,999
 - \$100,000 or more
 - Prefer not to say
11. **What is the highest level of school you have completed, or the highest degree you have received?**
 - Less than high school degree
 - High school degree or equivalent (e.g., GED)
 - Some college but no degree
 - Associate degree
 - Bachelor's degree
 - Graduate degree
 - Prefer not to say
12. **To which gender identity do you most identify?**
 - Female
 - Male
 - Other
 - Prefer not to say

IMPORTANT REMINDERS:

- Continue using your filter for drinking water, cooking food where water is a base ingredient or absorbed into the food (recipes like rice, beans and soup) and preparing infant formula.
- Maintain and replace your pitcher and filter according to the manufacturer's instructions.

https://www.brita.com/wp-content/uploads/20180419-Magnolia_User-Guide_LL.pdf

- If you want a chance to win a \$50 Visa gift card, please provide your email and mailing address for notification purposes only.

Email:

Mailing Address:

XXXXX



If you have any questions, please contact:

Denver Water Customer Care

Monday–Friday, 7:30 a.m. to 5:30 p.m.

303-893-2444

lead@denverwater.org

 DENVER WATER

HELP GET THE LEAD OUT.



1600 W. 12th Ave.

Denver, CO 80204-3412



**12 QUESTIONS MAY WIN YOU
A FREE \$50 VISA™ GIFT CARD.**