



THE CITY OF SAN DIEGO
Water Department
PRESS RELEASE

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New Online Survey to Rate Water Conservation in San Diego

SAN DIEGO – The City of San Diego Water Department’s Water Conservation Program is asking its customers for feedback on how to improve services. Customers can now log on to <http://www.sandiego.gov/water> to fill out a short survey featuring questions related to methods for conserving water, past participation in the City’s free water conservation programs, and rating the level of service associated with these programs. In appreciation for taking the survey, participants will receive a free *Southern California Heritage Gardening Guide* CD in the mail.

“It’s important for us to hear from our residential and commercial customers because continual improvement is a priority for our program,” said Luis Generoso, Water Resources Manager. “Their feedback helps us determine how we can serve them better with the programs we offer. Whether its creating new incentive programs or providing better customer service, our goal is to incorporate this feedback into decisions that develop convenient and effective ways for San Diegans to use water wisely.”

Additional survey features include opportunities for customers to provide suggestions and new ideas for water saving programs, as well as an opportunity to share an interesting story about water conservation. Customers interested in filling out the survey who do not have access to the Internet can contact the Water Conservation Program at (619) 533-5294 to receive a survey in the mail. The *Southern California Heritage Gardening Guide* CD contains valuable tips and information on how to create a water-friendly garden, and was developed by the Metropolitan Water District of Southern California.

The Water Conservation Program reduces water demand through promoting or providing incentives for the installation of hardware that provides permanent water savings, and by providing services and information to help San Diegans make better decisions about water use. For more information about Water Conservation, visit www.sandiego.gov/water or call 619.515.3500.

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