



CHAMPLAIN WATER DISTRICT
Dedicated to Quality Water & Service



First In The Nation ~ Excellence In Water Treatment, Partnership For Safe Water

Date: November 11, 2023
To: CWD Served Systems - Municipalities
Cc: Joe Duncan, PE
From: Nathan Pion, PE
RE: CWD Income Survey

The Champlain Water District (CWD), which provides wholesale water to your community, is conducting an income survey of your community's water customers. The demographics of each water system varies significantly. Many water systems only serve a portion of a municipality, and CWD believes that census data may not be representative of the population of water customers served by CWD and the water systems. Our goal is to bring this data forward to the Vermont Drinking Water State Revolving Fund (DWSRF) Program to incentivize reduced loan rates and principal forgiveness for future water system investments.

A sample of water customers will receive a postcard in the mail notifying them of the survey. The postcard will contain a QR code taking them to the survey form, as well as a text URL that they can enter into a web browser. The postcard also has a phone number that the recipient can call to request a paper form. Each postcard will have a unique code. CWD does ask that recipients complete the survey within two weeks of receiving the postcard.

Responses are completely **confidential** and will be associated only with the ID code and community, not with an individual's name or address. No individual income data will ever be published, just the average income for all the households in each water system.

We understand that being asked about your income is intrusive. We assure you that your answers are completely confidential and will only be used to calculate an average of income in your community.

As a reward for participating in the survey, you will be eligible for one of five \$50 gift cards.

If you have any questions don't hesitate to contact me directly.