



SEMINOLE COUNTY TOILET REBATE PROGRAM CUSTOMER SURVEY

The Seminole County Toilet Rebate Program is partially funded through a grant from the St. Johns River Water Management District. As part of that program, we are surveying customers to understand why they are making their choices regarding the replacement of toilet(s).

1. How did you find out about the program (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Utility bill | <input type="checkbox"/> At an event |
| <input type="checkbox"/> By an employee of the utility | <input type="checkbox"/> By a friend/neighbor or family member |
| <input type="checkbox"/> Other _____ | |

2. Toilet(s) are being installed in a:

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> House | <input type="checkbox"/> Mobile Home |
| <input type="checkbox"/> Condo/Townhouse | |

3. How many toilets do you have in your home? _____

4. How many toilets are being replaced? _____

5. For efficient toilets already installed in the home, how would you rate their performance?

- | | |
|--|--|
| <input type="checkbox"/> Better than expected | <input type="checkbox"/> About what was expected |
| <input type="checkbox"/> Below what was expected | <input type="checkbox"/> Don't know yet |

6. Primary reason for replacing existing toilet with a more efficient toilet (please check only one)

- | | |
|--|---|
| <input type="checkbox"/> Bathroom remodel | <input type="checkbox"/> Toilet broken or not performing well |
| <input type="checkbox"/> Wanted to participate in the rebate program | <input type="checkbox"/> Concerned about water conservation |
| <input type="checkbox"/> Concerned about water bill | <input type="checkbox"/> Other _____ |

7. How many people reside in home where toilets are being replaced? _____