

APPENDIX I. Mail Questionnaire.

How many bathrooms do you have? _____

How many toilets do you have? _____

Do you know how many of these toilets are 1.6 gallon per flush, water-saving toilets? _____ don't know

Do you know how many of these were purchased under the Tucson Water toilet rebate program? _____ don't know

Listed below are common problems found with toilets. We would like to know whether they apply to **any** of your toilets. We recognize that you may be fixing most of these as they occur, but we want to know if you think they are recurring or chronic problems. If you know the manufacturer of each of these toilets, please indicate the manufacturer in the space provided above the list of common problems for that toilet. (A stamp somewhere visible on the toilet often indicates the manufacturer).

Manufacturer _____	Manufacturer _____	Manufacturer _____	Manufacturer _____
Water Saver? <input type="checkbox"/>	Water Saver? <input type="checkbox"/>	Water Saver? <input type="checkbox"/>	Water Saver? <input type="checkbox"/>
Rebate Toilet? <input type="checkbox"/>	Rebate Toilet? <input type="checkbox"/>	Rebate Toilet? <input type="checkbox"/>	Rebate Toilet? <input type="checkbox"/>

Problems: (check any that apply)

- | | | | |
|---|---|---|---|
| <input type="checkbox"/> Frequent double flush | <input type="checkbox"/> Frequent double flush | <input type="checkbox"/> Frequent double flush | <input type="checkbox"/> Frequent double flush |
| <input type="checkbox"/> Runs after flush then stops | <input type="checkbox"/> Runs after flush then stops | <input type="checkbox"/> Runs after flush then stops | <input type="checkbox"/> Runs after flush then stops |
| <input type="checkbox"/> Flushes or refills on its own periodically | <input type="checkbox"/> Flushes or refills on its own periodically | <input type="checkbox"/> Flushes or refills on its own periodically | <input type="checkbox"/> Flushes or refills on its own periodically |
| <input type="checkbox"/> Frequent plugging or overflow problems | <input type="checkbox"/> Frequent plugging or overflow problems | <input type="checkbox"/> Frequent plugging or overflow problems | <input type="checkbox"/> Frequent plugging or overflow problems |

Please rate your satisfaction with the functioning of your each of your toilets: (check one)

- | | | | |
|--|--|--|--|
| Very satisfied <input type="checkbox"/> | Very satisfied <input type="checkbox"/> | Very satisfied <input type="checkbox"/> | Very satisfied <input type="checkbox"/> |
| Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> |
| Neutral <input type="checkbox"/> | Neutral <input type="checkbox"/> | Neutral <input type="checkbox"/> | Neutral <input type="checkbox"/> |
| Dissatisfied <input type="checkbox"/> | Dissatisfied <input type="checkbox"/> | Dissatisfied <input type="checkbox"/> | Dissatisfied <input type="checkbox"/> |
| Very dissatisfied <input type="checkbox"/> | Very dissatisfied <input type="checkbox"/> | Very dissatisfied <input type="checkbox"/> | Very dissatisfied <input type="checkbox"/> |

Do you have any other comments on functioning of any toilets in your home?

Do any of your water-saving 1.6 gallon toilets have flappers? yes no don't know

If yes, have you replaced a flapper for any low-consumption toilet since you've had the toilet? yes no don't know

If yes, where did you buy the flapper? From hardware store or general home supply store Direct from manufacturer

From specialty toilet supply store Other _____

Do you use in-tank bowl cleaners in your toilets? yes no don't know

Do you have a water treatment system? yes no don't know

If yes, what type of treatment device?

Softener Whole house filtration unit Filtration unit under sink Other (please describe) _____

How many showers do you have? _____

How many showers have water-conserving, low flow shower heads? _____ Don't know

How long have you lived at your present address? _____

Do you rent or own your home? own rent

How many adults permanently reside in your home? _____

How many children permanently reside in your home? _____

Thank you for completing the survey! All responses will be kept confidential.