

## IMPACT STATEMENT

**Legislation title:** Portland Water Bureau – Customer Survey (Presentation)

**Contact name:** Liam Frost

**Contact phone:** 503-823-3594

**Presenter name:** Gabriel Solmer – Portland Water Bureau, Deputy Director

**Purpose of proposed legislation and background information:**

The purpose of this presentation is to update Council on the most recent customer survey conducted by the Portland Water Bureau and Portland State University in 2016.

**Financial and budgetary impacts:**

There are no financial or budgetary impacts incurred from this presentation.

**Community impacts and community involvement:**

The results from this survey will inform future improvements to the Water Bureau's Key Service Levels and performance measurement.

**Budgetary Impact Worksheet**

**Does this action change appropriations?**

☐ **YES:** Please complete the information below.

☒ **NO:** Skip this section

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount