

Water Treatment Plant Electronic Survey Quick Start Guide

The Water Treatment Plant Electronic Survey (WTP eSurvey) allows you to complete your survey and submit your response in an electronic format, as well as generate a hard copy report documenting your response. The eSurvey saves responses as they are entered.

NOTE: For your final submission, EPA encourages you to use the electronic format. The electronic format is designed to reduce burden associated with completion of the survey—for example, changing one of your responses requires significantly less effort in the electronic version than in a hard copy form. The eSurvey also provides validation options for you to assure that you are submitting a complete and accurate survey, which reduces the likelihood of follow-up communication by EPA to clarify responses and/or correct errors.

EPA also recommends that you print out a copy of [EPA Drinking Water Treatment Plant eSurvey User's Guide](#) (User's Guide) before you start using the eSurvey. The User's Guide contains special help for specific questions and is stored in Adobe's Acrobat (*.pdf) format. All you need to print out the User's Guide is a copy of the Adobe Acrobat Reader, which can be downloaded from the following website:

<http://www.adobe.com/products/acrobat/readstep2.html>

Minimum System Requirements

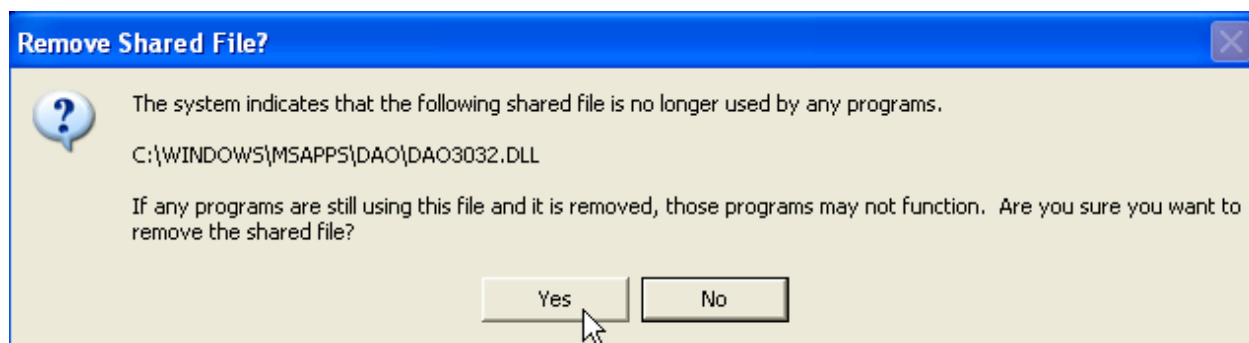
The WTP eSurvey is a Windows application that can be installed and run on the following operating systems: Windows 98, Windows XP, Windows 2000. The minimum PC configuration requirements for installation and use of WTP eSurvey are: 800 MHz processor speed, 256 MB RAM, and a monitor with screen resolution of at least 800 x 600 pixels.

Installing the WTP eSurvey from the CD-ROM

1. Exit from any open applications, including tool bars.
2. Insert the WTP eSurvey CD-ROM into your CD-ROM drive.
3. From the Windows START menu, select Run.
4. Click the Browse button and navigate to the directory assigned to your CD-ROM drive.
5. Type "setup.exe" and click OK.
6. The install will prompt you to enter a name for the directory in which the WTP eSurvey will be installed. Follow the instructions on the screen.

Error You Might Notice While Installing the WTP eSurvey from the CD-ROM and Its Solution

You may receive the following error message when installing the eSurvey:



If you receive this error message during an install, it is recommended that you select Yes to remove the file.

Survey Assistance

For help in completing this survey, you can go to EPA's Web site at the following website:

<http://www.epa.gov/waterscience/guide/dw>

and/or send an e-mail to:

WTSurvey@erg.com for general support and technical questions (Questions 1 – 3)
wtsurvey_econsupport@abtassoc.com for questions on the financial section (Questions 4 – 13)

Submitting the Completed eSurvey

The response to this survey is due 45 days after receiving it. After completing the survey and certifying the information that it contains, use the enclosed mailing label to mail the completed survey and associated documents to:

U.S. Environmental Protection Agency
Water Treatment Survey
c/o Eastern Research Group, Inc.
14555 Avion Parkway, Suite 200
Chantilly, VA 20151

You may submit the completed electronic survey on a CD, floppy disk, or other media.

Special Considerations Regarding the Definitions of “System” and “Utility” for the eSurvey

The purpose of this eSurvey is to gather both operational and financial information on drinking water systems. To ensure that the type of information provided by respondents is consistent across systems, EPA is making a distinction between drinking water systems and utilities. For the purpose of this eSurvey, EPA is using the following definitions.

System - One or more water treatment facilities that produce and deliver finished water to the same customer base over a single distribution network.

Utility - The public or private entity managing the business aspects of the production and distribution of finished water from one or more water treatment systems (e.g., billing customers for water service, paying utility employees and third-party vendors for services and products provided to the utility, paying servicing fees for any outstanding debts).

For many eSurvey recipients, this distinction is not important because the utility manages only a single system. However, to conduct a thorough and accurate economic achievability analysis, EPA needs to know how the utility might distribute costs incurred at a particular facility. This requires a clear understanding of the relationship between the utility responding to the eSurvey and the system identified by the PWSID listed in the eSurvey cover letter. Most eSurvey recipients will likely be a utility managing a single system that can be identified by the PWSID listed in the cover letter. However, EPA realizes that there may be cases where this basic relationship does not directly apply. In these cases, EPA asks respondents to please use the Comments button when responding to the Survey ID question on the Start Survey page to clarify the relationship between the utility and the system identified by the PWSID listed in the cover letter.

Some utilities receiving the eSurvey may manage multiple systems or may have recently merged two previously separate systems. If there is more than one PWSID associated with your utility, complete the eSurvey information for only the system identified by the PWSID listed in the cover letter and use the Comment button to list the other PWSIDs. If for any reason, the PWSID listed in the cover letter is not the most appropriate one for identifying the system managed by your utility, please indicate what the most appropriate PWSID for your system is using the Comment button and complete the eSurvey for your system.

Some utilities may combine costs from multiple systems and distribute these costs across their combined customer base, making it difficult to provide financial information for a single system. If this is the case for your utility, please use the Comment button to list the PWSIDs for all systems covered by the financial information that you are providing.

If your utility is one of multiple utilities owned and/or managed by a parent entity, such as a private corporation or regional authority, please use the Comment button to provide the name and contact information for the parent entity and a brief description of your utility's relation to this entity.