EPA 2020 COVID-19 WATER SECTOR SURVEY

Appendix C: Data Tables for Community Water Systems

June 2021



Notes on Appendix C

Appendices C-G present tables with detailed findings from the EPA 2020 COVID-19 Water Sector Survey. This appendix, Appendix C, presents findings specifically for community water systems. Each table includes findings for subgroups based on size (population served).

The order of presentation in this appendix follows the order of questions in the survey (see Appendix B). The title of each table generally includes the applicable survey question number and the text of the question itself (or a close paraphrase). EPA used financial data from Part D of the survey to generate some derived measures. The tables presenting these measures are labeled as "calculated" rather than labelled with a question number.

Some questions asked survey participants specifically about experiences from January 2020 to the present day, or from present day to December 2020. For these questions, "January to the Present" or "Present to December" is listed above each table to show the time period covered by the table.

In most cases, findings are presented as point estimates and 95 percent confidence intervals. For an explanation of confidence intervals, see the discussion of methodology in Appendix A.

Several questions asked respondents to provide responses on a scale. For example, questions B1.1.1 and B2.1.1 asked respondents to rank the severity of their treatment chemical shortages as "no impact," "slight impact," "moderate impact," or "severe impact." EPA calculated a mean score for each such question by assigning numeric values to the responses (for example, 0 for no impact, 1 for slight impact, 2 for moderate impact, and 3 for severe impact) and averaging the results.

Each table lists the number of observations, which is the number of responses received from survey participants to a given question or response option. The quantitative findings presented in the tables are weighted to provide national estimates, using weightings calculated and assigned to each utility type and size subgroup. For more information on the weightings, see the discussion of methodology in Appendix A.

Blank cells indicate that no applicable responses were received. "N/A" indicates that a confidence interval cannot be calculated because there was no variance in responses.

Table C.1. Question B1.1: What kinds of shortages or supply chain disruptions did your organization experience from January 2020 through

present day?

Community Water Systems

January to the Present

Supply	Percentage Reporting by Population Served							
Chain Issue	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Treatment Chemicals	4.8%	3.4%	3.3%	4.6%	6.8%	4.4%		
	2.7% - 8.6%	1.7% - 6.8%	1.4% - 7.6%	2.6% - 7.9%	3.6% - 12.6%	2.9% - 6.5%		
PPE	16.7%	30.2%	48.5%	53.6%	85.0%	27.6%		
	12.4% - 22.2%	24.2% - 37.0%	40.4% - 56.7%	46.3% - 60.8%	74.9% - 91.4%	24.4% - 31.1%		
Durable Goods and Other Critical	6.1%	12.1%	17.1%	20.4%	10.9%	10.0%		
Equipment and Supplies	3.7% - 9.8%	8.3% - 17.2%	11.9% - 23.9%	15.1% - 27.0%	6.1% - 18.9%	8.1% - 12.3%		
None	80.3%	62.7%	48.2%	41.1%	14.1%	68.3%		
	74.6% - 85.1%	55.7% - 69.2%	40.0% - 56.4%	34.1% - 48.4%	8.0% - 23.7%	64.7% - 71.7%		
Observations	225	205	145	358	139	1,072		

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Carbon	Mean score (0 to 3)	0.007	0.003	0.000	0.011	0.046	0.006		
dioxide		-0.004 - 0.018	-0.003 - 0.008	0.000 - 0.000	0.005 - 0.017	0.009 - 0.082	0.000 - 0.013		
	No impact (0)	99.3%	99.7%	100.0%	99.2%	96.8%	99.4%		
		96.9% - 99.8%	98.1% - 100.0%	N/A - N/A	98.7% - 99.6%	93.1% - 98.5%	98.3% - 99.8%		
	Slight (1)	0.7%	0.3%	0.0%	0.5%	1.8%	0.5%		
		0.2% - 3.1%	0.0% - 1.9%	N/A - N/A	0.2% - 0.9%	0.7% - 4.7%	0.2% - 1.7%		
	Moderate (2)	0.0%	0.0%	0.0%	0.3%	1.4%	0.1%		
		N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 0.7%	0.5% - 3.9%	0.0% - 0.1%		
	Severe (3)								
	Observations	225	205	145	357	139	1,071		
Ferric	Mean score (0 to 3)	0.000	0.000	0.000	0.002	0.005	0.000		
chloride		0.000 - 0.000	0.000 - 0.000	0.000 - 0.000	0.000 - 0.003	-0.003 - 0.012	0.000 - 0.000		
	No impact (0)	100.0%	100.0%	100.0%	99.8%	99.5%	100.0%		
		N/A - N/A	N/A - N/A	N/A - N/A	99.5% - 100.0%	97.4% - 99.9%	99.9% - 100.0%		
	Slight (1)	0.0%	0.0%	0.0%	0.2%	0.5%	0.0%		
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.5%	0.1% - 2.6%	0.0% - 0.1%		
	Moderate (2)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A		
	Severe (3)								
	Observations	225	205	145	357	139	1,071		

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Fluoride	Mean score (0 to 3)	0.000	0.000	0.000	0.009	0.009	0.001			
		0.000 - 0.000	0.000 - 0.000	0.000 - 0.000	-0.004 - 0.021	-0.002 - 0.021	0.000 - 0.002			
	No impact (0)	100.0%	100.0%	100.0%	99.2%	99.1%	99.9%			
		N/A - N/A	N/A - N/A	N/A - N/A	96.2% - 99.8%	96.8% - 99.7%	99.6% - 100.0%			
	Slight (1)	0.0%	0.0%	0.0%	0.7%	0.9%	0.1%			
		N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 4.0%	0.3% - 3.2%	0.0% - 0.4%			
	Moderate (2)	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%	N/A - N/A	0.0% - 0.0%			
	Severe (3)									
	Observations	225	205	145	357	139	1,071			
Gaseous	Mean score (0 to 3)	0.009	0.008	0.007	0.027	0.009	0.010			
chlorine		-0.002 - 0.020	-0.003 - 0.019	-0.006 - 0.019	0.003 - 0.052	-0.002 - 0.021	0.003 - 0.018			
	No impact (0)	99.1%	99.2%	99.3%	97.3%	99.1%	99.0%			
		96.9% - 99.7%	96.7% - 99.8%	95.6% - 99.9%	93.4% - 98.9%	96.8% - 99.7%	97.9% - 99.5%			
	Slight (1)	0.9%	0.8%	0.7%	2.7%	0.9%	1.0%			
		0.3% - 3.1%	0.2% - 3.3%	0.1% - 4.4%	1.1% - 6.6%	0.3% - 3.2%	0.5% - 2.1%			
	Moderate (2)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Severe (3)									
	Observations	225	205	145	357	139	1,071			

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Liquid	Mean score (0 to 3)	0.000	0.000	0.000	0.000	0.009	0.000			
oxygen		0.000 - 0.000	0.000 - 0.000	0.000 - 0.000	0.000 - 0.000	-0.002 - 0.021	0.000 - 0.000			
	No impact (0)	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	96.8% - 99.7%	100.0% - 100.0%			
	Slight (1)	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.3% - 3.2%	0.0% - 0.0%			
	Moderate (2)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Severe (3)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Observations	225	205	145	357	139	1,071			
Lime	Mean score (0 to 3)	0.002	0.000	0.000	0.004	0.005	0.002			
		-0.002 - 0.006	0.000 - 0.000	0.000 - 0.000	0.000 - 0.007	-0.003 - 0.012	-0.001 - 0.004			
	No impact (0)	99.8%	100.0%	100.0%	99.7%	99.5%	99.8%			
		98.6% - 100.0%	N/A - N/A	N/A - N/A	99.3% - 99.9%	97.4% - 99.9%	99.3% - 100.0%			
	Slight (1)	0.2%	0.0%	0.0%	0.2%	0.5%	0.1%			
		0.0% - 1.4%	N/A - N/A	N/A - N/A	0.1% - 0.6%	0.1% - 2.6%	0.0% - 0.7%			
	Moderate (2)	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%	N/A - N/A	0.0% - 0.0%			
	Severe (3)									
	Observations	225	205	145	357	139	1,071			

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Orthophosphate	Mean score (0 to 3)	0.000	0.000	0.007	0.008	0.005	0.002		
		0.000 - 0.000	0.000 - 0.000	-0.006 - 0.019	-0.005 - 0.021	-0.003 - 0.012	0.000 - 0.003		
	No impact (0)	100.0%	100.0%	99.3%	99.3%	99.5%	99.9%		
		N/A - N/A	N/A - N/A	95.6% - 99.9%	96.0% - 99.9%	97.4% - 99.9%	99.5% - 100.0%		
	Slight (1)	0.0%	0.0%	0.7%	0.6%	0.5%	0.1%		
		N/A - N/A	N/A - N/A	0.1% - 4.4%	0.1% - 4.3%	0.1% - 2.6%	0.0% - 0.5%		
	Moderate (2)	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%		
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%	N/A - N/A	0.0% - 0.0%		
	Severe (3)								
	Observations	225	205	145	357	139	1,071		
Polymers	Mean score (0 to 3)	0.000	0.000	0.000	0.008	0.005	0.001		
		0.000 - 0.000	0.000 - 0.000	0.000 - 0.000	-0.005 - 0.021	-0.003 - 0.012	0.000 - 0.002		
	No impact (0)	100.0%	100.0%	100.0%	99.3%	99.5%	99.9%		
		N/A - N/A	N/A - N/A	N/A - N/A	96.0% - 99.9%	97.4% - 99.9%	99.6% - 100.0%		
	Slight (1)	0.0%	0.0%	0.0%	0.6%	0.5%	0.1%		
		N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 4.3%	0.1% - 2.6%	0.0% - 0.4%		
	Moderate (2)	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%		
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%	N/A - N/A	0.0% - 0.0%		
	Severe (3)								
	Observations	225	205	145	357	139	1,071		

Community Water Systems

January to the Present

Supply			Pe	rcentage Reporting	g by Population Serv	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Potassium	Mean score (0 to 3)	0.000	0.000	0.020	0.007	0.000	0.003
permanganate		0.000 - 0.000	0.000 - 0.000	-0.002 - 0.042	-0.005 - 0.020	0.000 - 0.000	0.000 - 0.005
	No impact (0)	100.0%	100.0%	98.0%	99.3%	100.0%	99.7%
		N/A - N/A	N/A - N/A	94.1% - 99.4%	96.0% - 99.9%	N/A - N/A	99.3% - 99.9%
	Slight (1)	0.0%	0.0%	2.0%	0.7%	0.0%	0.3%
		N/A - N/A	N/A - N/A	0.6% - 5.9%	0.1% - 4.0%	N/A - N/A	0.1% - 0.7%
	Moderate (2)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Severe (3)						
	Observations	225	205	145	357	139	1,071
Sodium	Mean score (0 to 3)	0.000	0.000	0.000	0.001	0.005	0.000
hydroxide		0.000 - 0.000	0.000 - 0.000	0.000 - 0.000	-0.001 - 0.002	-0.003 - 0.012	0.000 - 0.000
	No impact (0)	100.0%	100.0%	100.0%	99.9%	99.5%	100.0%
		N/A - N/A	N/A - N/A	N/A - N/A	99.6% - 100.0%	97.4% - 99.9%	100.0% - 100.0%
	Slight (1)	0.0%	0.0%	0.0%	0.1%	0.5%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%	0.1% - 2.6%	0.0% - 0.0%
	Moderate (2)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Severe (3)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations	225	205	145	357	139	1,071

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Sodium	Mean score (0 to 3)	0.045	0.013	0.007	0.006	0.005	0.030				
hypochlorite		0.003 - 0.088	-0.008 - 0.034	-0.006 - 0.019	-0.006 - 0.019	-0.003 - 0.012	0.005 - 0.054				
	No impact (0)	97.5%	99.2%	99.3%	99.4%	99.5%	98.3%				
		94.1% - 98.9%	96.7% - 99.8%	95.6% - 99.9%	95.7% - 99.9%	97.4% - 99.9%	96.4% - 99.2%				
	Slight (1)	1.0%	0.3%	0.7%	0.6%	0.5%	0.8%				
		0.3% - 3.9%	0.0% - 1.9%	0.1% - 4.4%	0.1% - 4.3%	0.1% - 2.6%	0.3% - 2.2%				
	Moderate (2)	1.0%	0.5%	0.0%	0.0%	0.0%	0.7%				
		0.3% - 3.9%	0.1% - 3.5%	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 2.2%				
	Severe (3)	0.5%	0.0%	0.0%	0.0%	0.0%	0.3%				
		0.1% - 3.5%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 2.0%				
	Observations	225	205	145	357	139	1,071				

N/A: confidence interval could not be calculated.

Community Water Systems

January to the Present

Supply Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Carbon	Unavailable from	71.3%	0.0%		60.0%	71.4%	62.2%
dioxide	supplier(s)	71.3% - 71.3%	N/A - N/A		27.2% - 85.7%	28.5% - 94.0%	56.7% - 67.4%
	Delayed / backordered	28.7%	0.0%		30.0%	14.3%	24.5%
	from supplier(s)	28.7% - 28.7%	N/A - N/A		8.3% - 67.1%	1.5% - 64.1%	19.9% - 29.8%
	Transportation /	0.0%	0.0%		40.0%	71.4%	11.5%
	distribution difficulties	N/A - N/A	N/A - N/A		13.3% - 74.4%	28.5% - 94.0%	6.9% - 18.8%
	Price	0.0%	0.0%		0.0%	28.6%	2.6%
		N/A - N/A	N/A - N/A		N/A - N/A	6.0% - 71.5%	0.6% - 10.1%
	Other	0.0%	0.0%		40.0%	71.4%	11.5%
		N/A - N/A	N/A - N/A		14.5% - 72.4%	28.5% - 94.0%	7.2% - 18.0%
	Observations	2	1		10	7	20
Ferric	Unavailable from				50.0%	0.0%	33.4%
chloride	supplier(s)				0.9% - 99.1%	N/A - N/A	1.4% - 94.6%
	Delayed / backordered				0.0%	0.0%	0.0%
	from supplier(s)				N/A - N/A	N/A - N/A	N/A - N/A
	Transportation /				50.0%	100.0%	66.6%
	distribution difficulties				0.9% - 99.1%	N/A - N/A	5.4% - 98.6%
	Price				0.0%	0.0%	0.0%
					N/A - N/A	N/A - N/A	N/A - N/A
	Other				0.0%	0.0%	0.0%
					N/A - N/A	N/A - N/A	N/A - N/A
	Observations				2	1	3

Community Water Systems

January to the Present

Supply	Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Fluoride	Unavailable from				0.0%	0.0%	0.0%		
	supplier(s)				N/A - N/A	N/A - N/A	N/A - N/A		
	Delayed / backordered				90.4%	50.0%	83.9%		
	from supplier(s)				21.8% - 99.7%	0.2% - 99.8%	26.3% - 98.7%		
	Transportation /				9.6%	100.0%	24.2%		
	distribution difficulties				0.3% - 78.2%	N/A - N/A	7.3% - 56.5%		
	Price				0.0%	0.0%	0.0%		
					N/A - N/A	N/A - N/A	N/A - N/A		
	Other				0.0%	0.0%	0.0%		
					N/A - N/A	N/A - N/A	N/A - N/A		
	Observations				3	2	5		
Gaseous	Unavailable from	0.0%	0.0%	100.0%	0.0%	0.0%	6.1%		
chlorine	supplier(s)	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.6% - 39.9%		
	Delayed / backordered	77.7%	100.0%	0.0%	50.0%	0.0%	68.4%		
	from supplier(s)	21.4% - 97.8%	N/A - N/A	N/A - N/A	9.4% - 90.6%	N/A - N/A	35.1% - 89.7%		
	Transportation /	77.7%	35.7%	0.0%	47.2%	100.0%	58.1%		
	distribution difficulties	21.4% - 97.8%	2.5% - 92.4%	N/A - N/A	8.5% - 89.5%	N/A - N/A	28.9% - 82.6%		
	Price	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A		
	Other	0.0%	0.0%	0.0%	2.8%	0.0%	0.7%		
		N/A - N/A	N/A - N/A	N/A - N/A	0.3% - 23.1%	N/A - N/A	0.1% - 6.2%		
	Observations	3	2	1	6	2	14		

Community Water Systems

January to the Present

Supply	Supply Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All	
Liquid	Unavailable from					0.0%	0.0%	
oxygen	supplier(s)					N/A - N/A	N/A - N/A	
	Delayed / backordered					50.0%	50.0%	
	from supplier(s)					0.0% - 100.0%	0.0% - 100.0%	
	Transportation /					0.0%	0.0%	
	distribution difficulties					N/A - N/A	N/A - N/A	
	Price					50.0%	50.0%	
						0.0% - 100.0%	0.0% - 100.0%	
	Other					0.0%	0.0%	
						N/A - N/A	N/A - N/A	
	Observations					2	2	
Lime	Unavailable from	0.0%			0.0%	0.0%	0.0%	
	supplier(s)	N/A - N/A			N/A - N/A	N/A - N/A	N/A - N/A	
	Delayed / backordered	100.0%			49.9%	0.0%	85.1%	
	from supplier(s)	N/A - N/A			5.4% - 94.6%	N/A - N/A	57.9% - 95.9%	
	Transportation /	0.0%			50.1%	100.0%	14.9%	
	distribution difficulties	N/A - N/A			5.4% - 94.6%	N/A - N/A	4.1% - 42.1%	
	Price	0.0%			0.0%	0.0%	0.0%	
		N/A - N/A			N/A - N/A	N/A - N/A	N/A - N/A	
	Other	0.0%			0.0%	0.0%	0.0%	
		N/A - N/A			N/A - N/A	N/A - N/A	N/A - N/A	
	Observations	1			4	1	6	

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Orthophosphate	Unavailable from			0.0%	0.0%	0.0%	0.0%		
	supplier(s)			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A		
	Delayed / backordered			100.0%	100.0%	100.0%	100.0%		
	from supplier(s)			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A		
	Transportation /			0.0%	0.0%	100.0%	5.3%		
	distribution difficulties			N/A - N/A	N/A - N/A	N/A - N/A	5.3% - 5.3%		
	Price			0.0%	0.0%	0.0%	0.0%		
				N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A		
	Other			0.0%	0.0%	0.0%	0.0%		
				N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A		
	Observations			1	2	1	4		
Polymers	Unavailable from				0.0%	0.0%	0.0%		
	supplier(s)				N/A - N/A	N/A - N/A	N/A - N/A		
	Delayed / backordered				100.0%	0.0%	90.4%		
	from supplier(s)				N/A - N/A	N/A - N/A	90.4% - 90.4%		
	Transportation /				10.7%	100.0%	19.2%		
	distribution difficulties				10.7% - 10.7%	N/A - N/A	19.2% - 19.2%		
	Price				0.0%	0.0%	0.0%		
					N/A - N/A	N/A - N/A	N/A - N/A		
	Other				0.0%	0.0%	0.0%		
					N/A - N/A	N/A - N/A	N/A - N/A		
	Observations				2	1	3		

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Potassium	Unavailable from			33.3%	0.0%		24.3%				
permanganate	supplier(s)			1.5% - 94.1%	N/A - N/A		1.3% - 89.0%				
	Delayed / backordered			33.3%	100.0%		51.4%				
	from supplier(s)			1.5% - 94.1%	N/A - N/A		6.4% - 94.3%				
	Transportation /			33.3%	0.0%		24.3%				
	distribution difficulties			1.5% - 94.1%	N/A - N/A		1.3% - 89.0%				
	Price			0.0%	0.0%		0.0%				
				N/A - N/A	N/A - N/A		N/A - N/A				
	Other			0.0%	0.0%		0.0%				
				N/A - N/A	N/A - N/A		N/A - N/A				
	Observations			3	2		5				
Sodium	Unavailable from				0.0%	0.0%	0.0%				
hydroxide	supplier(s)				N/A - N/A	N/A - N/A	N/A - N/A				
	Delayed / backordered				0.0%	100.0%	49.9%				
	from supplier(s)				N/A - N/A	N/A - N/A	49.9% - 49.9%				
	Transportation /				100.0%	100.0%	100.0%				
	distribution difficulties				N/A - N/A	N/A - N/A	N/A - N/A				
	Price				0.0%	0.0%	0.0%				
					N/A - N/A	N/A - N/A	N/A - N/A				
	Other				0.0%	0.0%	0.0%				
					N/A - N/A	N/A - N/A	N/A - N/A				
	Observations				1	1	2				

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Supply			Per	centage Reporting	g by Population Se	rved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Sodium	Unavailable from	40.0%	0.0%	0.0%	0.0%	0.0%	32.8%
hypochlorite	supplier(s)	7.3% - 84.9%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	6.8% - 76.5%
	Delayed / backordered	60.0%	100.0%	100.0%	0.0%	100.0%	63.6%
	from supplier(s)	15.1% - 92.7%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	21.7% - 91.6%
	Transportation /	60.0%	0.0%	0.0%	100.0%	100.0%	53.3%
	distribution difficulties	15.1% - 92.7%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	17.1% - 86.3%
	Price	0.0%	64.3%	0.0%	0.0%	0.0%	6.6%
		N/A - N/A	18.3% - 93.5%	N/A - N/A	N/A - N/A	N/A - N/A	6.6% - 6.6%
	Other	20.0%	0.0%	0.0%	0.0%	0.0%	16.4%
		1.8% - 77.2%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	1.6% - 70.4%
	Observations	5	2	1	1	1	10

N/A: confidence interval could not be calculated.

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Carbon	Found alternative supplier	0.0%	0.0%		60.0%	42.9%	11.5%			
dioxide		N/A - N/A	N/A - N/A		27.5% - 85.6%	13.5% - 78.3%	5.7% - 22.1%			
	Drew down existing inventory	100.0%	0.0%		59.9%	71.4%	81.5%			
		N/A - N/A	N/A - N/A		33.2% - 81.8%	31.0% - 93.3%	54.4% - 94.2%			
	Switched chemicals, procedures, or	0.0%	0.0%		20.0%	0.0%	2.6%			
	technologies	N/A - N/A	N/A - N/A		4.4% - 57.4%	N/A - N/A	0.6% - 10.7%			
	Sought help from other utilities	0.0%	0.0%		0.0%	0.0%	0.0%			
	or mutual aid network (e.g., WARN)	N/A - N/A	N/A - N/A		N/A - N/A	N/A - N/A	N/A - N/A			
	Coordinated with local or state	0.0%	0.0%	0.0%	2.0%	0.0%	0.6%			
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 14.8%	N/A - N/A	0.1% - 4.2%			
	Other	0.0%	0.0%		10.0%	57.1%	6.4%			
		N/A - N/A	N/A - N/A		1.2% - 51.2%	21.7% - 86.5%	2.5% - 15.6%			
	Observations	2	3	5	13	9	31			
Ferric	Found alternative supplier				0.0%	0.0%	0.0%			
chloride					N/A - N/A	N/A - N/A	N/A - N/A			
	Drew down existing inventory				0.0%	100.0%	33.2%			
					N/A - N/A	N/A - N/A	4.5% - 84.1%			
	Switched chemicals, procedures, or				100.0%	0.0%	66.8%			
	technologies				N/A - N/A	N/A - N/A	15.9% - 95.5%			
	Sought help from other utilities				0.0%	0.0%	0.0%			
	or mutual aid network (e.g., WARN)									
					N/A - N/A	N/A - N/A	N/A - N/A			
	Coordinated with local or state		0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other				50.0%	0.0%	33.4%			
					4.0% - 96.0%	N/A - N/A	3.4% - 87.8%			
	Observations		2	4	7	3	16			

Community Water Systems

January to the Present

Supply			Perc	centage Reportin	g by Population S	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Fluoride	Found alternative supplier				19.3%	0.0%	16.2%
					2.1% - 72.6%	N/A - N/A	2.3% - 61.5%
	Drew down existing inventory				90.4%	100.0%	91.9%
					38.5% - 99.3%	N/A - N/A	47.9% - 99.3%
	Switched chemicals, procedures, or				0.0%	0.0%	0.0%
	technologies				N/A - N/A	N/A - N/A	N/A - N/A
	Sought help from other utilities				0.0%	0.0%	0.0%
	or mutual aid network (e.g., WARN)				N/A - N/A	N/A - N/A	N/A - N/A
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other				0.0%	0.0%	0.0%
					N/A - N/A	N/A - N/A	N/A - N/A
	Observations	1	5	6	24	11	47
Gaseous	Found alternative supplier	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
chlorine		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Drew down existing inventory	44.6%	35.7%	100.0%	100.0%	100.0%	61.7%
		7.0% - 89.6%	3.2% - 90.2%	N/A - N/A	N/A - N/A	N/A - N/A	22.8% - 89.8%
	Switched chemicals, procedures, or	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Sought help from other utilities	0.0%	64.3%	0.0%	0.0%	0.0%	11.0%
	or mutual aid network (e.g., WARN)	N/A - N/A	9.8% - 96.8%	N/A - N/A	N/A - N/A	N/A - N/A	1.4% - 52.8%
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other	55.4%	0.0%	0.0%	0.0%	50.0%	28.0%
		10.4% - 93.0%	N/A - N/A	N/A - N/A	N/A - N/A	5.2% - 94.8%	4.9% - 74.6%
	Observations	4	6	11	30	10	61

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served									
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Liquid	Found alternative supplier					50.0%	50.0%				
oxygen						2.2% - 97.8%	2.2% - 97.8%				
	Drew down existing inventory					50.0%	50.0%				
						2.2% - 97.8%	2.2% - 97.8%				
	Switched chemicals, procedures, or					0.0%	0.0%				
	technologies					N/A - N/A	N/A - N/A				
	Sought help from other utilities					0.0%	0.0%				
	or mutual aid network (e.g., WARN)					N/A - N/A	N/A - N/A				
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Other					0.0%	0.0%				
						N/A - N/A	N/A - N/A				
	Observations	1	2	2	1	2	7				
Lime	Found alternative supplier	0.0%			0.0%	0.0%	0.0%				
		N/A - N/A			N/A - N/A	N/A - N/A	N/A - N/A				
	Drew down existing inventory	100.0%			75.0%	100.0%	95.0%				
		N/A - N/A			20.7% - 97.2%	N/A - N/A	58.6% - 99.6%				
	Switched chemicals, procedures, or	0.0%			25.0%	0.0%	5.0%				
	technologies	N/A - N/A			2.8% - 79.3%	N/A - N/A	0.4% - 41.4%				
	Sought help from other utilities	0.0%			0.0%	0.0%	0.0%				
	or mutual aid network (e.g., WARN)	N/A - N/A			N/A - N/A	N/A - N/A	N/A - N/A				
	Coordinated with local or state		0.0%	0.0%	0.0%	0.0%	0.0%				
	emergency management agency		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Other	0.0%			0.0%	0.0%	0.0%				
		N/A - N/A			N/A - N/A	N/A - N/A	N/A - N/A				
	Observations	1	3	6	18	6	33				

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Orthophos-	Found alternative supplier			100.0%	0.0%	0.0%	44.7%			
phate				N/A - N/A	N/A - N/A	N/A - N/A	5.3% - 92.1%			
	Drew down existing inventory			0.0%	100.0%	100.0%	55.3%			
				N/A - N/A	N/A - N/A	N/A - N/A	7.9% - 94.7%			
	Switched chemicals, procedures, or			0.0%	10.7%	0.0%	5.3%			
	technologies			N/A - N/A	0.7% - 67.0%	N/A - N/A	0.5% - 38.0%			
	Sought help from other utilities			0.0%	0.0%	0.0%	0.0%			
	or mutual aid network (e.g., WARN)			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other			0.0%	0.0%	0.0%	0.0%			
				N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Observations	1	3	6	24	8	42			
Polymers	Found alternative supplier				10.7%	0.0%	9.6%			
					0.7% - 65.9%	N/A - N/A	0.8% - 60.1%			
	Drew down existing inventory				100.0%	100.0%	100.0%			
					N/A - N/A	N/A - N/A	N/A - N/A			
	Switched chemicals, procedures, or				0.0%	0.0%	0.0%			
	technologies				N/A - N/A	N/A - N/A	N/A - N/A			
	Sought help from other utilities				0.0%	0.0%	0.0%			
	or mutual aid network (e.g., WARN)				N/A - N/A	N/A - N/A	N/A - N/A			
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other				0.0%	100.0%	9.6%			
					N/A - N/A	N/A - N/A	0.7% - 60.1%			
	Observations	2	5	5	29	10	51			

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Potassium	Found alternative supplier			33.3%	10.7%		27.2%			
perman-				3.6% - 87.1%	0.7% - 67.6%		3.7% - 78.4%			
ganate	Drew down existing inventory			66.7%	89.3%		72.8%			
				12.9% - 96.4%	32.4% - 99.3%		21.6% - 96.3%			
	Switched chemicals, procedures, or			0.0%	0.0%		0.0%			
	technologies			N/A - N/A	N/A - N/A		N/A - N/A			
	Sought help from other utilities			0.0%	0.0%		0.0%			
	or mutual aid network (e.g., WARN)			N/A - N/A	N/A - N/A		N/A - N/A			
	Coordinated with local or state		0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other			0.0%	0.0%		0.0%			
				N/A - N/A	N/A - N/A		N/A - N/A			
	Observations		5	4	14	2	25			
Sodium	Found alternative supplier				0.0%	0.0%	0.0%			
hydroxide					N/A - N/A	N/A - N/A	N/A - N/A			
	Drew down existing inventory				0.0%	100.0%	49.9%			
					N/A - N/A	N/A - N/A	5.5% - 94.4%			
	Switched chemicals, procedures, or				100.0%	0.0%	50.1%			
	technologies				N/A - N/A	N/A - N/A	5.6% - 94.5%			
	Sought help from other utilities				0.0%	0.0%	0.0%			
	or mutual aid network (e.g., WARN)				N/A - N/A	N/A - N/A	N/A - N/A			
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other				0.0%	0.0%	0.0%			
					N/A - N/A	N/A - N/A	N/A - N/A			
	Observations	2	2	4	16	5	29			

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Supply			Perc	entage Reporting	g by Population S	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Sodium	Found alternative supplier	40.0%	0.0%	0.0%	0.0%	0.0%	32.8%
hypochlorite		9.3% - 81.3%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	8.1% - 72.9%
	Drew down existing inventory	40.0%	35.7%	100.0%	100.0%	100.0%	44.2%
		9.3% - 81.3%	3.3% - 90.1%	N/A - N/A	N/A - N/A	N/A - N/A	14.5% - 78.8%
	Switched chemicals, procedures, or	40.0%	0.0%	0.0%	0.0%	0.0%	32.8%
	technologies	9.3% - 81.3%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	8.1% - 72.9%
	Sought help from other utilities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	or mutual aid network (e.g., WARN)	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other	0.0%	64.3%	0.0%	0.0%	0.0%	6.6%
		N/A - N/A	9.9% - 96.7%	N/A - N/A	N/A - N/A	N/A - N/A	0.9% - 36.1%
	Observations	12	16	8	37	9	82

N/A: confidence interval could not be calculated.

Table C.5. Question B1.2.1: How severe were the personal protective equipment shortages or supply chain disruptions that you experienced?

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
N95 masks	Mean score (0 to 3)	0.191	0.368	0.571	0.710	0.579	0.325				
and/or		0.115 - 0.266	0.264 - 0.472	0.430 - 0.712	0.574 - 0.847	0.290 - 0.867	0.273 - 0.376				
elastomeric	No impact (0)	87.9%	77.5%	62.9%	57.6%	61.7%	79.8%				
respirators		82.9% - 91.6%	71.3% - 82.7%	54.6% - 70.5%	50.3% - 64.6%	42.1% - 78.1%	76.7% - 82.5%				
	Slight (1)	8.2%	13.0%	23.1%	20.0%	23.7%	12.1%				
		5.1% - 12.7%	9.0% - 18.3%	16.8% - 30.9%	14.8% - 26.4%	13.7% - 37.8%	9.8% - 14.8%				
	Moderate (2)	0.9%	4.7%	8.0%	16.3%	9.6%	4.1%				
		0.3% - 3.1%	2.5% - 8.6%	4.6% - 13.5%	11.6% - 22.4%	5.3% - 16.8%	3.1% - 5.4%				
	Severe (3)	3.0%	4.8%	6.0%	6.2%	5.0%	4.1%				
		1.5% - 6.1%	2.7% - 8.4%	3.2% - 11.1%	3.6% - 10.5%	2.5% - 9.8%	2.8% - 5.8%				
	Observations	225	205	143	357	139	1,069				
Alternative	Mean score (0 to 3)	0.147	0.270	0.499	0.578	0.964	0.265				
mask		0.085 - 0.209	0.191 - 0.349	0.367 - 0.630	0.460 - 0.696	0.604 - 1.324	0.220 - 0.309				
options	No impact (0)	90.2%	80.1%	67.5%	60.0%	29.8%	81.8%				
(surgical,		85.6% - 93.5%	73.9% - 85.2%	59.3% - 74.7%	52.6% - 66.9%	16.8% - 47.3%	78.8% - 84.4%				
cloth, etc.)	Slight (1)	5.3%	12.7%	18.5%	23.8%	45.3%	10.7%				
		3.0% - 9.2%	8.6% - 18.4%	12.8% - 26.0%	18.2% - 30.5%	23.6% - 69.0%	8.7% - 13.2%				
	Moderate (2)	3.9%	7.2%	10.7%	14.6%	23.5%	6.7%				
		2.1% - 7.2%	4.4% - 11.4%	6.7% - 16.6%	10.0% - 20.8%	6.4% - 57.9%	5.1% - 8.7%				
	Severe (3)	0.5%	0.0%	3.3%	1.6%	1.4%	0.8%				
		0.1% - 3.5%	N/A - N/A	1.4% - 7.7%	0.5% - 4.7%	0.5% - 3.9%	0.3% - 1.8%				
	Observations	225	205	143	357	139	1,069				

Table C.5. Question B1.2.1: How severe were the personal protective equipment shortages or supply chain disruptions that you experienced?

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Face shield	Mean score (0 to 3)	0.096	0.180	0.300	0.335	0.561	0.166				
and/or		0.047 - 0.145	0.109 - 0.251	0.195 - 0.406	0.239 - 0.432	0.342 - 0.779	0.130 - 0.201				
protective	No impact (0)	93.8%	88.9%	80.0%	76.2%	48.5%	88.9%				
eye wear		90.0% - 96.3%	84.0% - 92.4%	72.7% - 85.7%	69.4% - 81.9%	26.8% - 70.7%	86.4% - 91.0%				
	Slight (1)	2.9%	4.7%	11.4%	15.0%	47.4%	6.1%				
		1.3% - 6.2%	2.5% - 8.6%	7.1% - 17.7%	10.5% - 21.0%	24.6% - 71.3%	4.5% - 8.1%				
	Moderate (2)	3.0%	5.9%	7.3%	8.0%	3.6%	4.6%				
		1.5% - 6.1%	3.5% - 9.7%	4.1% - 12.7%	4.7% - 13.1%	1.7% - 7.6%	3.3% - 6.3%				
	Severe (3)	0.2%	0.5%	1.3%	0.9%	0.5%	0.5%				
		0.0% - 1.4%	0.1% - 3.5%	0.3% - 5.1%	0.2% - 3.6%	0.1% - 2.6%	0.2% - 1.0%				
	Observations	225	205	143	357	139	1,069				
Nitrile	Mean score (0 to 3)	0.179	0.348	0.534	0.593	0.545	0.298				
and/or latex		0.111 - 0.247	0.249 - 0.447	0.391 - 0.677	0.467 - 0.719	0.294 - 0.795	0.250 - 0.346				
gloves	No impact (0)	88.4%	79.6%	68.0%	63.1%	55.1%	81.4%				
		83.6% - 92.0%	73.3% - 84.6%	59.9% - 75.0%	55.8% - 69.8%	31.4% - 76.7%	78.3% - 84.1%				
	Slight (1)	7.1%	8.5%	16.7%	18.4%	36.7%	10.0%				
		4.4% - 11.5%	5.2% - 13.8%	11.5% - 23.7%	13.6% - 24.3%	16.5% - 63.0%	7.8% - 12.6%				
	Moderate (2)	2.6%	9.4%	9.3%	14.7%	6.8%	6.1%				
		1.3% - 5.4%	6.2% - 14.2%	5.6% - 15.1%	9.9% - 21.3%	3.6% - 12.6%	4.7% - 7.8%				
	Severe (3)	1.8%	2.5%	6.0%	3.8%	1.4%	2.6%				
		0.8% - 4.3%	1.2% - 5.2%	3.2% - 11.1%	2.1% - 6.8%	0.5% - 3.9%	1.7% - 3.9%				
	Observations	225	205	143	357	139	1,069				

Table C.5. Question B1.2.1: How severe were the personal protective equipment shortages or supply chain disruptions that you experienced?

Community Water Systems

January t	o the	Present
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Estimates and 95 Percent Confidence Intervals

Supply			Per	centage Reporting	s by Population Serv	/ed	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Tyvek suite	Mean score (0 to 3)	0.088	0.133	0.214	0.263	0.164	0.129
and/or		0.033 - 0.143	0.073 - 0.193	0.116 - 0.312	0.178 - 0.348	0.070 - 0.258	0.093 - 0.165
disposable	No impact (0)	95.8%	91.5%	87.2%	83.0%	87.2%	92.6%
coveralls		92.3% - 97.7%	87.1% - 94.5%	81.0% - 91.7%	76.8% - 87.8%	78.4% - 92.8%	90.6% - 94.2%
	Slight (1)	1.7%	4.5%	6.1%	10.2%	10.0%	3.7%
		0.6% - 4.7%	2.4% - 8.2%	3.2% - 11.1%	6.5% - 15.6%	5.5% - 17.5%	2.6% - 5.3%
	Moderate (2)	0.5%	3.1%	4.7%	4.3%	1.8%	1.9%
		0.1% - 3.5%	1.5% - 6.5%	2.3% - 9.4%	2.0% - 9.1%	0.7% - 4.7%	1.2% - 3.0%
	Severe (3)	2.0%	0.9%	2.0%	2.5%	0.9%	1.8%
		0.9% - 4.5%	0.3% - 2.6%	0.7% - 5.9%	1.4% - 4.3%	0.3% - 3.2%	1.0% - 3.1%
	Observations	225	205	143	357	139	1,069
Sanitizing	Mean score (0 to 3)	0.218	0.522	0.726	0.871	1.035	0.413
wipes,		0.138 - 0.298	0.393 - 0.651	0.568 - 0.885	0.718 - 1.023	0.547 - 1.522	0.354 - 0.471
sprays for	No impact (0)	87.0%	71.8%	57.3%	50.6%	38.7%	76.4%
cleaning		82.0% - 90.8%	65.1% - 77.7%	49.1% - 65.2%	43.3% - 57.8%	18.0% - 64.5%	73.2% - 79.3%
work	Slight (1)	6.6%	10.1%	20.0%	19.8%	24.6%	10.3%
offices, or		4.0% - 10.9%	6.7% - 15.1%	14.3% - 27.3%	14.8% - 26.0%	14.2% - 39.1%	8.2% - 12.8%
gels for	Moderate (2)	4.0%	12.0%	15.3%	21.6%	31.2%	9.0%
hand		2.2% - 6.9%	8.1% - 17.6%	10.3% - 22.1%	16.1% - 28.4%	12.1% - 60.0%	7.3% - 11.2%
sanitizing	Severe (3)	2.4%	6.0%	7.3%	8.0%	5.5%	4.3%
		1.0% - 5.5%	3.5% - 10.2%	4.1% - 12.7%	4.7% - 13.3%	2.8% - 10.5%	3.0% - 6.0%
	Observations	225	205	143	357	139	1,069

N/A: confidence interval could not be calculated.

Community Water Systems

January to the Present

Supply			Pe	rcentage Reporting	s by Population Serv	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
N95 masks	Unavailable from	65.8%	63.4%	46.8%	52.6%	60.7%	59.0%
and/or	supplier(s)	45.8% - 81.4%	48.6% - 76.0%	33.8% - 60.3%	41.5% - 63.5%	50.9% - 69.7%	50.9% - 66.6%
elastomeric	Delayed / backordered	63.4%	57.0%	71.4%	68.7%	80.9%	64.9%
respirators	from supplier(s)	43.4% - 79.6%	42.5% - 70.4%	57.7% - 82.0%	57.2% - 78.4%	72.1% - 87.5%	56.6% - 72.3%
	Transportation /	16.7%	5.1%	9.0%	4.3%	9.5%	9.7%
	distribution difficulties	7.4% - 33.5%	2.0% - 12.5%	3.8% - 19.9%	2.9% - 6.3%	5.1% - 17.0%	5.8% - 15.7%
	Price	20.9%	8.4%	7.2%	12.0%	8.3%	13.1%
		9.8% - 39.0%	3.4% - 19.4%	2.7% - 17.7%	7.2% - 19.4%	4.3% - 15.6%	8.4% - 19.9%
	Other	16.7%	5.1%	5.4%	5.7%	3.6%	9.1%
		7.4% - 33.5%	2.0% - 12.5%	1.7% - 15.5%	3.1% - 10.1%	1.3% - 9.6%	5.3% - 15.2%
	Observations	30	49	55	172	84	390
Alternative	Unavailable from	21.7%	18.4%	22.8%	30.3%	13.6%	22.4%
mask	supplier(s)	9.1% - 43.3%	9.2% - 33.5%	13.1% - 36.7%	20.8% - 41.8%	6.3% - 27.1%	16.4% - 29.9%
options	Delayed / backordered	78.3%	72.7%	81.5%	76.8%	90.3%	77.9%
(surgical,	from supplier(s)	56.7% - 90.9%	56.7% - 84.4%	68.0% - 90.2%	64.9% - 85.5%	79.6% - 95.7%	70.2% - 84.1%
cloth, etc.)	Transportation /	18.6%	10.9%	12.3%	10.5%	3.2%	12.9%
	distribution difficulties	7.6% - 38.6%	4.8% - 23.2%	5.6% - 24.9%	5.3% - 19.8%	1.2% - 8.8%	8.2% - 19.7%
	Price	4.1%	2.6%	2.1%	4.7%	1.3%	3.4%
		1.1% - 14.9%	0.4% - 16.5%	0.3% - 13.2%	1.8% - 11.8%	0.3% - 5.3%	1.6% - 6.8%
	Other	16.5%	5.8%	8.2%	6.7%	1.9%	9.4%
		6.2% - 37.1%	2.2% - 14.2%	3.1% - 20.0%	3.3% - 13.1%	0.6% - 6.4%	5.4% - 15.9%
	Observations	26	42	49	156	81	354

Community Water Systems

January to the Present

Supply			Pe	rcentage Reporting	g by Population Serv	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Face shield	Unavailable from	32.8%	34.0%	27.0%	31.9%	12.4%	30.3%
and/or	supplier(s)	14.4% - 58.6%	18.5% - 54.0%	14.1% - 45.5%	19.8% - 47.2%	4.5% - 30.0%	21.7% - 40.6%
protective	Delayed / backordered	100.0%	80.9%	83.4%	68.2%	58.8%	82.9%
eye wear	from supplier(s)	N/A - N/A	60.3% - 92.2%	65.5% - 93.0%	51.4% - 81.3%	15.8% - 91.6%	74.0% - 89.2%
	Transportation /	0.0%	4.6%	6.7%	4.8%	0.9%	3.3%
	distribution difficulties	N/A - N/A	0.6% - 27.2%	1.6% - 23.3%	0.7% - 27.1%	0.1% - 6.7%	1.2% - 8.6%
	Price	8.2%	4.6%	3.3%	1.3%	2.7%	4.7%
		1.1% - 42.7%	0.6% - 27.2%	0.5% - 20.5%	0.5% - 3.3%	0.7% - 10.0%	1.4% - 14.6%
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations	17	26	31	99	40	213
Nitrile	Unavailable from	47.1%	37.8%	33.6%	35.6%	23.3%	39.4%
and/or latex	supplier(s)	29.3% - 65.6%	24.5% - 53.2%	21.7% - 48.0%	25.3% - 47.4%	9.6% - 46.6%	31.3% - 48.0%
gloves	Delayed / backordered	73.1%	63.1%	77.1%	82.4%	94.9%	74.0%
	from supplier(s)	52.9% - 86.8%	47.3% - 76.4%	63.1% - 86.9%	70.4% - 90.2%	85.7% - 98.3%	65.6% - 80.9%
	Transportation /	1.7%	7.6%	2.1%	7.4%	2.0%	4.4%
	distribution difficulties	0.2% - 11.4%	2.4% - 21.1%	0.3% - 13.4%	2.6% - 19.2%	0.5% - 8.5%	2.3% - 8.2%
	Price	21.7%	13.2%	10.4%	9.1%	7.1%	14.7%
		10.2% - 40.4%	6.1% - 26.1%	4.4% - 22.7%	5.1% - 15.7%	2.6% - 18.2%	9.5% - 22.0%
	Other	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 6.9%	0.0% - 0.3%
	Observations	31	44	49	152	62	338

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Supply			Pe	rcentage Reporting	by Population Serv	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Tyvek suite	Unavailable from	59.6%	35.1%	26.8%	31.0%	28.6%	40.5%
and/or	supplier(s)	27.3% - 85.3%	17.6% - 57.9%	11.7% - 50.3%	18.0% - 48.0%	15.2% - 47.1%	28.1% - 54.3%
disposable	Delayed / backordered	88.1%	72.3%	79.1%	79.7%	75.0%	80.3%
coveralls	from supplier(s)	44.0% - 98.6%	47.5% - 88.3%	55.3% - 92.0%	59.0% - 91.4%	56.5% - 87.4%	67.5% - 88.9%
	Transportation /	42.9%	25.7%	20.9%	20.4%	10.7%	28.8%
	distribution difficulties	16.9% - 73.5%	11.3% - 48.4%	8.0% - 44.7%	9.8% - 37.9%	3.6% - 27.9%	18.0% - 42.8%
	Price	42.9%	13.5%	15.7%	14.6%	14.3%	23.6%
		16.9% - 73.5%	5.3% - 30.3%	5.1% - 39.3%	7.8% - 25.5%	5.6% - 31.9%	13.8% - 37.5%
	Other	0.0%	3.4%	0.0%	0.0%	0.0%	0.9%
		N/A - N/A	0.5% - 20.6%	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 5.9%
	Observations	12	20	20	76	28	156
Sanitizing	Unavailable from	64.4%	53.2%	53.0%	50.9%	65.8%	56.7%
wipes,	supplier(s)	45.5% - 79.7%	39.9% - 66.1%	40.6% - 65.1%	40.5% - 61.2%	44.4% - 82.3%	49.2% - 63.9%
sprays for	Delayed / backordered	40.3%	57.1%	61.2%	69.8%	57.2%	55.3%
cleaning	from supplier(s)	24.2% - 58.9%	43.9% - 69.5%	48.6% - 72.5%	59.4% - 78.6%	26.7% - 83.1%	47.8% - 62.5%
work	Transportation /	0.0%	1.8%	4.7%	4.1%	3.0%	2.3%
offices, or	distribution difficulties	N/A - N/A	0.3% - 12.0%	1.5% - 13.5%	1.2% - 13.6%	1.1% - 8.1%	1.1% - 4.8%
gels for	Price	1.6%	7.3%	3.1%	8.5%	2.2%	4.8%
hand		0.2% - 10.2%	2.8% - 18.0%	0.8% - 11.6%	4.4% - 16.0%	0.7% - 6.8%	2.9% - 8.0%
sanitizing	Other	15.5%	3.0%	4.7%	3.4%	3.7%	7.3%
		6.9% - 31.4%	1.0% - 8.9%	1.5% - 13.5%	2.3% - 5.0%	1.4% - 9.3%	4.2% - 12.6%
	Observations	35	59	65	190	98	447

N/A: confidence interval could not be calculated.

Community Water Systems

January to the Present

Supply			Perc	entage Reporting	by Population Se	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
N95 masks	Found alternative supplier	35.9%	38.4%	34.4%	43.2%	53.6%	38.3%
and/or		20.9% - 54.3%	25.6% - 53.0%	23.0% - 47.9%	32.7% - 54.4%	43.8% - 63.0%	31.1% - 46.1%
elastomeric	Drew down existing inventory	35.0%	41.5%	55.1%	53.4%	67.9%	45.0%
respirators		19.1% - 55.1%	28.3% - 56.0%	41.6% - 67.8%	42.3% - 64.2%	58.2% - 76.2%	37.1% - 53.1%
	Switched chemicals, procedures, or	25.0%	12.2%	9.0%	8.1%	6.0%	14.9%
	technologies	12.4% - 44.0%	6.1% - 23.1%	3.8% - 19.9%	4.6% - 13.9%	2.7% - 12.7%	9.8% - 22.2%
	Sought help from other utilities	4.2%	8.1%	9.0%	8.5%	20.2%	7.4%
	or mutual aid network (e.g., WARN)	0.6% - 25.2%	3.0% - 20.3%	3.8% - 19.9%	3.8% - 17.7%	13.5% - 29.2%	4.3% - 12.4%
	Coordinated with local or state	12.5%	19.8%	25.2%	20.1%	32.1%	18.7%
	emergency management agency	4.0% - 32.8%	10.8% - 33.7%	15.4% - 38.3%	12.4% - 31.0%	23.8% - 41.9%	13.4% - 25.6%
	Other	14.2%	9.2%	5.4%	4.3%	6.0%	9.1%
		5.1% - 33.8%	3.5% - 22.1%	1.7% - 15.5%	1.6% - 11.1%	2.7% - 12.6%	5.0% - 15.9%
	Observations	30	49	55	172	84	390
Alternative	Found alternative supplier	56.8%	61.4%	45.6%	59.7%	54.9%	56.5%
mask		35.9% - 75.5%	45.5% - 75.2%	32.0% - 60.0%	47.7% - 70.7%	22.6% - 83.5%	47.8% - 64.9%
options	Drew down existing inventory	38.1%	37.8%	34.1%	33.4%	42.5%	36.6%
(surgical,		20.3% - 59.8%	23.4% - 54.7%	21.6% - 49.3%	23.1% - 45.6%	14.8% - 76.0%	28.6% - 45.4%
cloth, etc.)	Switched chemicals, procedures, or	20.7%	16.4%	8.2%	5.0%	2.6%	12.9%
	technologies	9.1% - 40.3%	8.4% - 29.6%	3.1% - 20.0%	3.4% - 7.2%	0.9% - 7.6%	8.2% - 19.8%
	Sought help from other utilities	0.0%	8.1%	10.3%	14.9%	15.6%	8.0%
	or mutual aid network (e.g., WARN)	N/A - N/A	2.9% - 20.5%	4.3% - 22.5%	8.3% - 25.5%	7.2% - 30.4%	5.4% - 11.7%
	Coordinated with local or state	15.4%	22.2%	39.0%	24.5%	47.7%	25.1%
	emergency management agency	5.0% - 38.8%	11.8% - 37.8%	26.2% - 53.5%	15.9% - 35.7%	18.2% - 78.9%	18.6% - 33.0%
	Other	0.0%	5.2%	2.1%	7.8%	2.6%	3.5%
		N/A - N/A	1.3% - 18.7%	0.3% - 13.2%	3.5% - 16.5%	0.9% - 7.6%	1.8% - 6.7%
	Observations	26	42	49	156	81	354

Community Water Systems

January to the Present

Supply			Perc	entage Reporting	by Population Se	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Face shield	Found alternative supplier	39.4%	47.9%	50.3%	52.1%	54.4%	47.1%
and/or		19.6% - 63.5%	29.1% - 67.4%	32.7% - 67.9%	36.9% - 66.8%	14.3% - 89.5%	36.8% - 57.6%
protective	Drew down existing inventory	36.0%	40.2%	36.7%	40.8%	16.8%	36.6%
eye wear		15.3% - 63.7%	22.7% - 60.6%	21.2% - 55.7%	26.9% - 56.4%	6.1% - 38.4%	26.6% - 47.9%
	Switched chemicals, procedures, or	0.0%	4.6%	3.3%	3.0%	0.0%	2.3%
	technologies	N/A - N/A	0.6% - 27.2%	0.5% - 20.5%	0.5% - 15.9%	N/A - N/A	0.7% - 6.9%
	Sought help from other utilities	0.0%	0.0%	6.7%	3.3%	2.7%	2.1%
	or mutual aid network (e.g., WARN)	N/A - N/A	N/A - N/A	1.6% - 23.3%	0.7% - 15.2%	0.7% - 10.0%	0.8% - 5.2%
	Coordinated with local or state	8.2%	30.4%	16.6%	6.4%	6.2%	14.1%
	emergency management agency	1.1% - 42.7%	15.2% - 51.7%	7.0% - 34.5%	1.9% - 18.9%	2.0% - 17.5%	8.1% - 23.2%
	Other	8.2%	4.6%	0.0%	3.3%	0.0%	4.3%
		1.1% - 42.7%	0.6% - 27.2%	N/A - N/A	0.7% - 15.2%	N/A - N/A	1.2% - 14.8%
	Observations	17	26	31	99	40	213
Nitrile	Found alternative supplier	40.9%	55.2%	48.1%	56.6%	70.6%	49.9%
and/or latex		24.9% - 59.1%	39.7% - 69.8%	34.3% - 62.2%	44.4% - 68.0%	43.9% - 88.0%	41.5% - 58.3%
gloves	Drew down existing inventory	47.8%	54.7%	56.3%	66.2%	39.6%	54.2%
		29.8% - 66.5%	39.2% - 69.3%	42.0% - 69.6%	54.7% - 76.1%	15.5% - 70.1%	45.5% - 62.7%
	Switched chemicals, procedures, or	20.0%	9.5%	8.3%	7.1%	5.1%	12.4%
	technologies	8.9% - 39.0%	4.2% - 20.2%	3.2% - 20.2%	4.1% - 12.2%	1.7% - 14.3%	7.6% - 19.6%
	Sought help from other utilities	1.7%	0.0%	6.2%	4.9%	4.1%	2.8%
	or mutual aid network (e.g., WARN)	0.2% - 11.4%	N/A - N/A	2.0% - 17.7%	1.8% - 12.7%	1.2% - 12.4%	1.4% - 5.5%
	Coordinated with local or state	8.7%	11.5%	12.5%	9.7%	7.1%	10.1%
	emergency management agency	2.1% - 29.3%	4.7% - 25.3%	5.7% - 25.2%	4.5% - 19.8%	2.6% - 18.3%	6.0% - 16.7%
	Other	4.3%	7.6%	0.0%	1.7%	1.0%	3.7%
		0.6% - 26.0%	2.4% - 21.1%	N/A - N/A	0.9% - 3.2%	0.1% - 6.9%	1.4% - 9.7%
	Observations	31	44	49	152	62	338

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Supply			Perc	entage Reporting	by Population Se	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Tyvek suite	Found alternative supplier	64.4%	56.8%	47.7%	56.9%	50.0%	57.6%
and/or		30.8% - 88.0%	33.9% - 77.1%	26.9% - 69.3%	38.7% - 73.4%	32.6% - 67.4%	44.0% - 70.1%
disposable	Drew down existing inventory	23.8%	33.8%	37.2%	49.0%	57.1%	35.2%
coveralls		5.6% - 61.9%	15.9% - 58.0%	18.9% - 60.2%	32.1% - 66.1%	39.1% - 73.5%	23.8% - 48.6%
	Switched chemicals, procedures, or	47.7%	13.5%	20.9%	24.7%	10.7%	28.3%
	technologies	20.4% - 76.4%	5.3% - 30.3%	8.0% - 44.7%	12.6% - 42.6%	3.6% - 27.9%	17.6% - 42.2%
	Sought help from other utilities	0.0%	0.0%	15.7%	4.7%	0.0%	3.7%
	or mutual aid network (e.g., WARN)	N/A - N/A	N/A - N/A	5.1% - 39.3%	0.9% - 20.6%	N/A - N/A	1.5% - 8.8%
	Coordinated with local or state	11.9%	21.6%	15.7%	0.5%	0.0%	12.0%
	emergency management agency	1.4% - 56.0%	8.0% - 46.6%	5.1% - 39.3%	0.1% - 3.1%	N/A - N/A	5.2% - 25.4%
	Other	38.1%	19.6%	15.7%	9.4%	10.7%	22.4%
		13.7% - 70.5%	8.0% - 40.6%	5.1% - 39.3%	5.9% - 14.8%	3.6% - 27.9%	12.7% - 36.3%
	Observations	12	20	20	76	28	156
Sanitizing	Found alternative supplier	60.5%	55.7%	53.3%	56.6%	48.3%	56.7%
wipes,		41.9% - 76.5%	42.4% - 68.2%	40.9% - 65.4%	46.0% - 66.7%	24.0% - 73.5%	49.1% - 63.9%
sprays for	Drew down existing inventory	30.2%	46.8%	45.1%	54.9%	43.1%	42.8%
cleaning		16.1% - 49.4%	33.9% - 60.1%	33.2% - 57.6%	44.5% - 64.8%	21.9% - 67.3%	35.7% - 50.3%
work	Switched chemicals, procedures, or	28.7%	17.9%	15.6%	22.6%	50.9%	23.3%
offices, or	technologies	15.4% - 47.0%	10.1% - 29.6%	8.6% - 26.7%	15.4% - 31.8%	25.6% - 75.8%	17.5% - 30.3%
gels for	Sought help from other utilities	1.6%	4.7%	6.3%	9.9%	7.4%	5.2%
hand	or mutual aid network (e.g., WARN)	0.2% - 10.2%	1.4% - 14.0%	2.4% - 15.5%	5.1% - 18.3%	3.4% - 15.5%	3.2% - 8.2%
sanitizing	Coordinated with local or state	7.7%	7.3%	20.5%	9.3%	15.6%	10.5%
	emergency management agency	1.9% - 26.6%	2.8% - 18.0%	12.3% - 32.1%	5.0% - 16.6%	7.9% - 28.5%	6.9% - 15.6%
	Other	9.3%	9.1%	4.7%	5.3%	34.6%	8.7%
		2.8% - 27.0%	3.8% - 20.2%	1.5% - 13.5%	2.3% - 11.8%	9.7% - 72.2%	5.0% - 14.7%
	Observations	35	59	65	190	98	447

N/A: confidence interval could not be calculated.

experienced?

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Filter media	Mean score (0 to 3)	0.005	0.010	0.013	0.031	0.005	0.010				
		-0.005 - 0.015	-0.004 - 0.024	-0.005 - 0.031	0.001 - 0.061	-0.003 - 0.012	0.002 - 0.017				
	No impact (0)	99.5%	99.0%	98.7%	97.7%	99.5%	99.1%				
		96.5% - 99.9%	96.0% - 99.7%	95.0% - 99.7%	94.2% - 99.1%	97.5% - 99.9%	98.1% - 99.6%				
	Slight (1)	0.5%	1.0%	1.3%	1.5%	0.5%	0.8%				
		0.1% - 3.5%	0.3% - 4.0%	0.3% - 5.0%	0.5% - 4.8%	0.1% - 2.5%	0.3% - 1.9%				
	Moderate (2)	0.0%	0.0%	0.0%	0.8%	0.0%	0.1%				
		N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 3.8%	N/A - N/A	0.0% - 0.4%				
	Severe (3)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Observations	225	205	145	358	139	1,072				
Granular/	Mean score (0 to 3)	0.000	0.005	0.007	0.016	0.000	0.003				
Powdered		0.000 - 0.000	-0.005 - 0.015	-0.006 - 0.019	-0.002 - 0.034	0.000 - 0.000	0.000 - 0.006				
Activated	No impact (0)	100.0%	99.5%	99.3%	98.5%	100.0%	99.7%				
Carbon (GAC/		N/A - N/A	96.5% - 99.9%	95.6% - 99.9%	95.2% - 99.5%	N/A - N/A	99.2% - 99.9%				
PAC)	Slight (1)	0.0%	0.5%	0.7%	1.4%	0.0%	0.3%				
		N/A - N/A	0.1% - 3.5%	0.1% - 4.4%	0.4% - 4.8%	N/A - N/A	0.1% - 0.8%				
	Moderate (2)	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%				
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%	N/A - N/A	0.0% - 0.0%				
	Severe (3)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Observations	225	205	145	358	139	1,072				

experienced?

Community Water Systems

January to the Present

Supply			Pe	rcentage Reporting	g by Population Serv	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Membrane	Mean score (0 to 3)	0.000	0.014	0.013	0.013	0.005	0.006
modules		0.000 - 0.000	-0.006 - 0.033	-0.012 - 0.039	-0.005 - 0.030	-0.003 - 0.012	0.000 - 0.011
	No impact (0)	100.0%	99.2%	99.3%	98.7%	99.5%	99.6%
		N/A - N/A	96.7% - 99.8%	95.6% - 99.9%	95.1% - 99.7%	97.5% - 99.9%	99.1% - 99.8%
	Slight (1)	0.0%	0.5%	0.0%	1.3%	0.5%	0.2%
		N/A - N/A	0.1% - 3.5%	N/A - N/A	0.3% - 4.9%	0.1% - 2.5%	0.1% - 0.8%
	Moderate (2)	0.0%	0.0%	0.7%	0.0%	0.0%	0.1%
		N/A - N/A	N/A - N/A	0.1% - 4.4%	N/A - N/A	N/A - N/A	0.0% - 0.4%
	Severe (3)	0.0%	0.3%	0.0%	0.0%	0.0%	0.1%
		N/A - N/A	0.0% - 1.9%	N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%
	Observations	225	205	145	358	139	1,072
Pumps	Mean score (0 to 3)	0.040	0.103	0.072	0.110	0.096	0.065
		0.013 - 0.068	0.053 - 0.153	0.012 - 0.132	0.056 - 0.165	0.033 - 0.159	0.044 - 0.086
	No impact (0)	96.6%	92.3%	96.1%	91.4%	93.2%	95.0%
		93.1% - 98.3%	88.0% - 95.2%	91.6% - 98.2%	86.4% - 94.7%	87.4% - 96.4%	93.1% - 96.4%
	Slight (1)	3.0%	5.0%	1.3%	6.3%	4.6%	3.7%
		1.4% - 6.5%	2.8% - 8.8%	0.3% - 5.0%	3.6% - 10.8%	2.2% - 9.0%	2.4% - 5.5%
	Moderate (2)	0.2%	2.6%	2.0%	2.2%	1.8%	1.1%
		0.0% - 1.4%	1.2% - 5.8%	0.6% - 5.9%	0.8% - 5.7%	0.7% - 4.7%	0.7% - 1.9%
	Severe (3)	0.2%	0.0%	0.7%	0.2%	0.5%	0.2%
		0.0% - 1.4%	N/A - N/A	0.1% - 4.4%	0.0% - 0.5%	0.1% - 2.5%	0.1% - 0.7%
	Observations	225	205	145	358	139	1,072

experienced?

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Motors	Mean score (0 to 3)	0.026	0.061	0.046	0.109	0.077	0.045				
		0.003 - 0.049	0.020 - 0.101	-0.006 - 0.098	0.054 - 0.165	0.027 - 0.128	0.027 - 0.062				
	No impact (0)	97.8%	95.8%	98.0%	91.3%	93.6%	96.6%				
		94.6% - 99.1%	92.2% - 97.7%	94.1% - 99.4%	86.1% - 94.7%	88.1% - 96.7%	95.0% - 97.8%				
	Slight (1)	2.0%	2.4%	0.0%	6.5%	5.0%	2.4%				
		0.8% - 5.2%	1.1% - 5.4%	N/A - N/A	3.7% - 11.3%	2.5% - 9.7%	1.4% - 4.0%				
	Moderate (2)	0.0%	1.8%	1.3%	2.1%	1.4%	0.8%				
		N/A - N/A	0.7% - 4.9%	0.3% - 5.0%	0.7% - 5.7%	0.5% - 3.9%	0.4% - 1.4%				
	Severe (3)	0.2%	0.0%	0.7%	0.1%	0.0%	0.2%				
		0.0% - 1.4%	N/A - N/A	0.1% - 4.4%	0.0% - 0.4%	N/A - N/A	0.0% - 0.7%				
	Observations	225	205	145	358	139	1,072				
Pipes	Mean score (0 to 3)	0.062	0.064	0.105	0.189	0.059	0.079				
		0.023 - 0.100	0.025 - 0.102	0.040 - 0.171	0.111 - 0.268	0.015 - 0.103	0.054 - 0.104				
	No impact (0)	95.5%	95.0%	92.8%	85.9%	95.4%	94.1%				
		91.9% - 97.5%	91.2% - 97.2%	87.5% - 95.9%	79.8% - 90.3%	91.0% - 97.8%	92.1% - 95.7%				
	Slight (1)	3.1%	3.7%	4.6%	9.4%	3.6%	4.0%				
		1.5% - 6.4%	1.9% - 7.1%	2.2% - 9.3%	5.9% - 14.5%	1.7% - 7.6%	2.8% - 5.8%				
	Moderate (2)	1.2%	1.3%	2.0%	4.7%	0.5%	1.6%				
		0.4% - 3.9%	0.4% - 4.1%	0.6% - 5.9%	2.2% - 9.7%	0.1% - 2.5%	0.9% - 3.0%				
	Severe (3)	0.2%	0.0%	0.7%	0.1%	0.5%	0.2%				
		0.0% - 1.4%	N/A - N/A	0.1% - 4.4%	0.0% - 0.4%	0.1% - 2.5%	0.1% - 0.7%				
	Observations	225	205	145	358	139	1,072				

experienced?

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Valves	Mean score (0 to 3)	0.064	0.056	0.125	0.140	0.091	0.076				
		0.018 - 0.109	0.020 - 0.093	0.044 - 0.206	0.083 - 0.198	0.031 - 0.151	0.047 - 0.104				
	No impact (0)	96.3%	95.7%	93.4%	88.7%	93.2%	95.1%				
		93.0% - 98.0%	92.3% - 97.7%	88.3% - 96.4%	83.3% - 92.4%	87.4% - 96.4%	93.2% - 96.4%				
	Slight (1)	1.8%	3.0%	2.6%	8.8%	5.0%	2.9%				
		0.8% - 4.3%	1.5% - 6.0%	1.0% - 6.7%	5.5% - 13.8%	2.5% - 9.7%	2.0% - 4.3%				
	Moderate (2)	1.2%	1.3%	2.0%	2.4%	1.4%	1.4%				
		0.4% - 3.9%	0.4% - 4.1%	0.6% - 5.9%	1.0% - 5.8%	0.5% - 3.9%	0.7% - 2.7%				
	Severe (3)	0.7%	0.0%	2.0%	0.2%	0.5%	0.6%				
		0.2% - 3.1%	N/A - N/A	0.6% - 5.9%	0.0% - 0.5%	0.1% - 2.5%	0.2% - 1.7%				
	Observations	225	205	145	358	139	1,072				
Fuel	Mean score (0 to 3)	0.000	0.006	0.013	0.013	0.005	0.004				
		0.000 - 0.000	-0.005 - 0.017	-0.005 - 0.031	-0.005 - 0.030	-0.003 - 0.012	0.000 - 0.007				
	No impact (0)	100.0%	99.7%	98.7%	98.7%	99.5%	99.7%				
		N/A - N/A	98.1% - 100.0%	95.0% - 99.7%	95.1% - 99.7%	97.5% - 99.9%	99.2% - 99.9%				
	Slight (1)	0.0%	0.0%	1.3%	1.3%	0.5%	0.3%				
		N/A - N/A	N/A - N/A	0.3% - 5.0%	0.3% - 4.9%	0.1% - 2.5%	0.1% - 0.7%				
	Moderate (2)	0.0%	0.3%	0.0%	0.0%	0.0%	0.1%				
		N/A - N/A	0.0% - 1.9%	N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%				
	Severe (3)										
	Observations	225	205	145	358	139	1,072				

experienced?

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Supply			Pe	rcentage Reporting	g by Population Serv	/ed	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Vehicles	Mean score (0 to 3)	0.005	0.018	0.026	0.111	0.046	0.021
		-0.005 - 0.015	-0.005 - 0.041	-0.005 - 0.057	0.051 - 0.171	0.010 - 0.081	0.011 - 0.031
	No impact (0)	99.5%	98.7%	98.0%	91.7%	96.4%	98.3%
		96.5% - 99.9%	95.9% - 99.6%	94.1% - 99.4%	86.2% - 95.1%	92.4% - 98.3%	97.3% - 99.0%
	Slight (1)	0.5%	0.8%	1.3%	5.5%	2.7%	1.2%
		0.1% - 3.5%	0.2% - 3.3%	0.3% - 5.0%	2.8% - 10.6%	1.2% - 6.1%	0.6% - 2.2%
	Moderate (2)	0.0%	0.5%	0.7%	2.8%	0.9%	0.5%
		N/A - N/A	0.1% - 3.5%	0.1% - 4.4%	1.2% - 6.6%	0.3% - 3.2%	0.2% - 1.0%
	Severe (3)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations	225	205	145	358	139	1,072

N/A: confidence interval could not be calculated.

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served									
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All					
Filter media	Unavailable from	0.0%	50.0%	0.0%	3.3%	0.0%	13.9%					
	supplier(s)	N/A - N/A	1.6% - 98.4%	N/A - N/A	0.4% - 24.7%	N/A - N/A	1.7% - 60.8%					
	Delayed / backordered	0.0%	50.0%	100.0%	86.8%	0.0%	50.2%					
	from supplier(s)	N/A - N/A	1.6% - 98.4%	N/A - N/A	67.9% - 95.3%	N/A - N/A	25.5% - 74.9%					
	Transportation /	100.0%	0.0%	0.0%	0.0%	0.0%	32.4%					
	distribution difficulties	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	32.4% - 32.4%					
	Price	0.0%	0.0%	0.0%	9.9%	100.0%	3.5%					
		N/A - N/A	N/A - N/A	N/A - N/A	3.7% - 23.8%	N/A - N/A	3.5% - 3.5%					
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%					
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A					
	Observations	1	2	2	8	1	14					
Granular/	Unavailable from		0.0%	0.0%	0.0%		0.0%					
Powdered	supplier(s)		N/A - N/A	N/A - N/A	N/A - N/A		N/A - N/A					
Activated	Delayed / backordered		100.0%	100.0%	100.0%		100.0%					
Carbon (GAC/	from supplier(s)		N/A - N/A	N/A - N/A	N/A - N/A		N/A - N/A					
PAC)	Transportation /		0.0%	0.0%	0.0%		0.0%					
	distribution difficulties		N/A - N/A	N/A - N/A	N/A - N/A		N/A - N/A					
	Price		0.0%	0.0%	0.0%		0.0%					
			N/A - N/A	N/A - N/A	N/A - N/A		N/A - N/A					
	Other		0.0%	0.0%	0.0%		0.0%					
			N/A - N/A	N/A - N/A	N/A - N/A		N/A - N/A					
	Observations		1	1	5		7					
Community Water Systems

January to the Present

Supply			Perc	entage Reporting	g by Population Se	rved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Membrane	Unavailable from		0.0%	0.0%	0.0%	0.0%	0.0%
modules	supplier(s)		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Delayed / backordered		64.3%	100.0%	100.0%	100.0%	83.1%
	from supplier(s)		17.2% - 94.0%	N/A - N/A	N/A - N/A	N/A - N/A	26.8% - 98.5%
	Transportation /		0.0%	0.0%	50.0%	0.0%	16.9%
	distribution difficulties		N/A - N/A	N/A - N/A	2.9% - 97.1%	N/A - N/A	1.5% - 73.2%
	Price		0.0%	0.0%	0.0%	0.0%	0.0%
			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other		0.0%	0.0%	0.0%	0.0%	0.0%
			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations		2	1	2	1	6
Pumps	Unavailable from	0.0%	10.4%	0.0%	2.7%	20.0%	4.5%
	supplier(s)	N/A - N/A	2.3% - 36.4%	N/A - N/A	0.8% - 8.2%	6.5% - 47.3%	1.4% - 13.7%
	Delayed / backordered	85.3%	89.6%	100.0%	99.1%	86.6%	90.3%
	from supplier(s)	36.3% - 98.3%	63.6% - 97.7%	N/A - N/A	93.7% - 99.9%	59.6% - 96.6%	69.3% - 97.4%
	Transportation /	14.7%	10.4%	16.7%	8.4%	33.4%	12.7%
	distribution difficulties	1.7% - 63.7%	2.3% - 36.4%	2.1% - 64.7%	1.4% - 37.6%	14.5% - 59.5%	4.4% - 31.6%
	Price	0.0%	0.0%	0.0%	1.8%	0.0%	0.3%
		N/A - N/A	N/A - N/A	N/A - N/A	0.4% - 7.1%	N/A - N/A	0.1% - 1.2%
	Other	0.0%	0.0%	0.0%	0.0%	13.3%	0.3%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	3.3% - 40.9%	0.1% - 1.2%
	Observations	8	18	6	39	15	86

Community Water Systems

January to the Present

Supply			Pero	entage Reporting	g by Population Se	rved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Motors	Unavailable from	0.0%	0.0%	0.0%	9.2%	21.4%	3.0%
	supplier(s)	N/A - N/A	N/A - N/A	N/A - N/A	1.7% - 36.9%	7.0% - 49.9%	0.8% - 10.5%
	Delayed / backordered	100.0%	100.0%	100.0%	99.1%	92.8%	99.5%
	from supplier(s)	N/A - N/A	N/A - N/A	N/A - N/A	93.7% - 99.9%	63.7% - 99.0%	98.3% - 99.9%
	Transportation /	0.0%	0.0%	0.0%	15.6%	35.7%	5.2%
	distribution difficulties	N/A - N/A	N/A - N/A	N/A - N/A	4.1% - 44.7%	15.6% - 62.6%	1.8% - 13.7%
	Price	0.0%	0.0%	0.0%	0.9%	0.0%	0.2%
		N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 6.3%	N/A - N/A	0.0% - 1.6%
	Other	0.0%	0.0%	0.0%	0.0%	7.1%	0.2%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	1.0% - 37.7%	0.0% - 1.6%
	Observations	5	10	3	33	14	65
Pipes	Unavailable from	11.1%	10.2%	18.2%	14.7%	10.0%	12.6%
	supplier(s)	1.3% - 53.7%	1.3% - 49.1%	4.4% - 51.6%	5.1% - 35.5%	1.4% - 46.9%	5.0% - 28.6%
	Delayed / backordered	88.9%	59.1%	81.8%	82.2%	100.0%	80.9%
	from supplier(s)	46.3% - 98.7%	29.7% - 83.2%	48.4% - 95.6%	56.9% - 94.2%	N/A - N/A	65.2% - 90.6%
	Transportation /	11.1%	10.2%	9.1%	18.9%	0.0%	12.4%
	distribution difficulties	1.3% - 53.7%	1.3% - 49.1%	1.2% - 45.1%	6.6% - 43.4%	N/A - N/A	4.7% - 29.0%
	Price	0.0%	20.5%	9.1%	5.6%	0.0%	6.3%
		N/A - N/A	5.0% - 55.5%	1.2% - 45.1%	1.1% - 24.5%	N/A - N/A	2.4% - 15.8%
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations	12	12	11	53	11	99

Community Water Systems

January to the Present

Supply			Perc	entage Reporting	g by Population Se	rved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Valves	Unavailable from	13.5%	18.7%	10.0%	7.0%	6.7%	12.4%
	supplier(s)	1.5% - 60.7%	4.2% - 54.8%	1.3% - 48.0%	1.4% - 29.3%	0.9% - 35.2%	4.1% - 31.8%
	Delayed / backordered	86.5%	69.3%	90.0%	100.0%	93.3%	86.9%
	from supplier(s)	39.3% - 98.5%	35.3% - 90.4%	52.0% - 98.7%	N/A - N/A	65.8% - 99.0%	67.1% - 95.5%
	Transportation /	0.0%	12.0%	20.0%	13.3%	6.7%	8.1%
	distribution difficulties	N/A - N/A	1.6% - 53.8%	4.9% - 55.0%	4.0% - 36.1%	1.0% - 34.2%	3.5% - 17.7%
	Price	0.0%	24.0%	0.0%	7.0%	0.0%	6.2%
		N/A - N/A	6.1% - 60.5%	N/A - N/A	1.4% - 29.3%	N/A - N/A	2.1% - 17.3%
	Other	0.0%	0.0%	0.0%	0.0%	6.7%	0.2%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.9% - 35.2%	0.0% - 1.0%
	Observations	11	11	10	53	15	100
Fuel	Unavailable from		0.0%	0.0%	0.0%	0.0%	0.0%
	supplier(s)		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Delayed / backordered		0.0%	0.0%	50.0%	0.0%	19.5%
	from supplier(s)		N/A - N/A	N/A - N/A	3.5% - 96.5%	N/A - N/A	1.8% - 76.6%
	Transportation /		100.0%	50.0%	50.0%	100.0%	60.9%
	distribution difficulties		N/A - N/A	3.5% - 96.5%	3.5% - 96.5%	N/A - N/A	16.0% - 92.7%
	Price		0.0%	0.0%	0.0%	0.0%	0.0%
			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other		0.0%	0.0%	0.0%	0.0%	0.0%
			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations		1	2	2	1	6

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Vehicles	Unavailable from	0.0%	0.0%	0.0%	23.1%	12.5%	12.0%			
	supplier(s)	N/A - N/A	N/A - N/A	N/A - N/A	7.1% - 54.0%	1.5% - 57.0%	4.1% - 30.5%			
	Delayed / backordered	100.0%	39.1%	100.0%	92.3%	88.9%	85.0%			
	from supplier(s)	N/A - N/A	3.2% - 92.6%	N/A - N/A	57.9% - 99.1%	46.7% - 98.6%	59.2% - 95.7%			
	Transportation /	0.0%	0.0%	0.0%	7.7%	25.0%	4.8%			
	distribution difficulties	N/A - N/A	N/A - N/A	N/A - N/A	0.9% - 42.1%	5.7% - 64.6%	0.9% - 21.9%			
	Price	0.0%	39.1%	0.0%	0.0%	0.0%	6.9%			
		N/A - N/A	3.2% - 92.6%	N/A - N/A	N/A - N/A	N/A - N/A	0.8% - 39.2%			
	Other	0.0%	0.0%	0.0%	0.0%	12.5%	0.5%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	1.5% - 57.0%	0.1% - 3.3%			
	Observations	1	3	3	21	9	37			

N/A: confidence interval could not be calculated.

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Filter media	Found alternative supplier	0.0%	0.0%	50.0%	13.2%	100.0%	11.6%			
		N/A - N/A	N/A - N/A	3.7% - 96.3%	4.7% - 32.1%	N/A - N/A	2.9% - 36.4%			
	Drew down existing inventory	0.0%	100.0%	0.0%	83.4%	0.0%	47.9%			
		N/A - N/A	N/A - N/A	N/A - N/A	66.3% - 92.8%	N/A - N/A	30.6% - 65.8%			
	Switched chemicals,	0.0%	0.0%	0.0%	3.3%	0.0%	0.9%			
	procedures, or technologies	N/A - N/A	N/A - N/A	N/A - N/A	0.4% - 24.7%	N/A - N/A	0.1% - 6.6%			
	Sought help from other utilities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	or mutual aid network (e.g., WARN)	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other	100.0%	0.0%	50.0%	0.0%	0.0%	39.7%			
		N/A - N/A	N/A - N/A	3.7% - 96.3%	N/A - N/A	N/A - N/A	26.0% - 55.2%			
	Observations	1	2	2	8	1	14			
Granular/	Found alternative supplier		0.0%	0.0%	5.1%		2.3%			
Powdered			N/A - N/A	N/A - N/A	0.5% - 37.8%		0.3% - 17.3%			
Activated	Drew down existing inventory		100.0%	0.0%	94.9%		78.3%			
Carbon (GAC/			N/A - N/A	N/A - N/A	62.2% - 99.5%		23.8% - 97.7%			
PAC)	Switched chemicals,		0.0%	0.0%	0.0%		0.0%			
	procedures, or technologies		N/A - N/A	N/A - N/A	N/A - N/A		N/A - N/A			
	Sought help from other utilities		0.0%	0.0%	0.0%		0.0%			
	or mutual aid network (e.g., WARN)		N/A - N/A	N/A - N/A	N/A - N/A		N/A - N/A			
	Coordinated with local or state		0.0%	0.0%	0.0%		0.0%			
	emergency management agency		N/A - N/A	N/A - N/A	N/A - N/A		N/A - N/A			
	Other		0.0%	100.0%	0.0%		19.4%			
			N/A - N/A	N/A - N/A	N/A - N/A		1.7% - 77.2%			
	Observations		1	1	5		7			

Community Water Systems

January to the Present

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Membrane	Found alternative supplier		0.0%	0.0%	0.0%	0.0%	0.0%			
modules			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Drew down existing inventory		64.3%	0.0%	100.0%	0.0%	64.2%			
			17.2% - 94.0%	N/A - N/A	N/A - N/A	N/A - N/A	22.3% - 91.8%			
	Switched chemicals,		0.0%	0.0%	0.0%	0.0%	0.0%			
	procedures, or technologies		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Sought help from other utilities		0.0%	0.0%	0.0%	0.0%	0.0%			
	or mutual aid network (e.g., WARN)		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Coordinated with local or state		0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other		0.0%	100.0%	0.0%	0.0%	16.9%			
			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	1.5% - 73.2%			
	Observations		2	1	2	1	6			
Pumps	Found alternative supplier	58.8%	38.8%	16.7%	35.8%	33.3%	44.2%			
		23.0% - 87.2%	19.4% - 62.5%	2.1% - 64.7%	16.9% - 60.5%	14.5% - 59.6%	28.4% - 61.2%			
	Drew down existing inventory	0.0%	40.3%	16.7%	54.4%	20.0%	24.8%			
		N/A - N/A	20.0% - 64.5%	2.1% - 64.7%	30.8% - 76.2%	6.5% - 47.3%	15.9% - 36.5%			
	Switched chemicals,	0.0%	0.0%	16.7%	8.4%	6.7%	2.9%			
	procedures, or technologies	N/A - N/A	N/A - N/A	2.1% - 64.7%	1.4% - 37.6%	0.9% - 35.6%	0.8% - 9.4%			
	Sought help from other utilities	0.0%	17.2%	0.0%	7.5%	0.0%	7.1%			
	or mutual aid network (e.g., WARN)	N/A - N/A	5.2% - 44.0%	N/A - N/A	1.0% - 39.2%	N/A - N/A	2.6% - 18.3%			
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other	41.2%	17.2%	50.0%	8.0%	46.7%	28.1%			
		12.8% - 77.0%	5.2% - 44.0%	16.1% - 83.9%	4.0% - 15.4%	24.0% - 70.9%	14.5% - 47.5%			
	Observations	8	18	6	39	15	86			

Community Water Systems

January to the Present

Supply			Perc	entage Reporting	by Population Se	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Motors	Found alternative supplier	68.1%	39.2%	0.0%	35.3%	28.6%	46.4%
		20.0% - 94.8%	16.3% - 68.1%	N/A - N/A	16.3% - 60.6%	11.0% - 56.4%	28.2% - 65.7%
	Drew down existing inventory	0.0%	36.5%	0.0%	59.4%	28.6%	26.4%
		N/A - N/A	12.2% - 70.4%	N/A - N/A	34.9% - 79.9%	11.0% - 56.4%	15.7% - 40.9%
	Switched chemicals,	0.0%	0.0%	0.0%	8.3%	7.1%	2.4%
	procedures, or technologies	N/A - N/A	N/A - N/A	N/A - N/A	1.3% - 37.9%	1.0% - 37.7%	0.5% - 11.2%
	Sought help from other utilities	0.0%	12.2%	0.0%	7.4%	0.0%	5.3%
	or mutual aid network (e.g., WARN)	N/A - N/A	1.5% - 56.0%	N/A - N/A	1.0% - 39.6%	N/A - N/A	1.2% - 20.7%
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other	31.9%	12.2%	100.0%	3.5%	42.9%	23.3%
		5.2% - 80.0%	1.5% - 56.0%	N/A - N/A	1.3% - 9.3%	20.5% - 68.6%	9.0% - 48.1%
	Observations	5	10	3	33	14	65
Pipes	Found alternative supplier	22.2%	31.8%	18.2%	22.3%	27.3%	23.7%
		5.2% - 59.8%	11.3% - 63.0%	4.4% - 51.6%	8.6% - 46.7%	9.0% - 58.7%	12.1% - 41.1%
	Drew down existing inventory	66.7%	58.0%	63.6%	70.9%	72.7%	65.8%
		32.7% - 89.2%	28.6% - 82.6%	33.2% - 86.0%	47.9% - 86.6%	41.3% - 91.0%	48.4% - 79.7%
	Switched chemicals,	0.0%	0.0%	9.1%	4.5%	0.0%	2.2%
	procedures, or technologies	N/A - N/A	N/A - N/A	1.2% - 45.1%	0.6% - 26.9%	N/A - N/A	0.5% - 8.3%
	Sought help from other utilities	0.0%	10.2%	9.1%	5.6%	0.0%	4.4%
	or mutual aid network (e.g., WARN)	N/A - N/A	1.3% - 49.1%	1.2% - 45.1%	1.1% - 24.5%	N/A - N/A	1.4% - 12.8%
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other	15.6%	20.5%	27.3%	7.8%	30.0%	16.2%
		3.0% - 52.3%	5.0% - 55.5%	8.8% - 59.3%	2.3% - 23.5%	9.9% - 62.5%	7.4% - 32.1%
	Observations	12	12	11	53	11	99

Community Water Systems

January to the Present

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Valves	Found alternative supplier	24.3%	37.3%	30.0%	25.0%	33.3%	28.0%			
		6.0% - 61.7%	13.5% - 69.4%	9.7% - 63.2%	11.4% - 46.5%	14.6% - 59.4%	15.5% - 45.1%			
	Drew down existing inventory	81.1%	74.7%	40.0%	77.0%	53.3%	73.0%			
		40.0% - 96.5%	41.2% - 92.5%	15.4% - 70.9%	55.1% - 90.1%	29.3% - 75.9%	56.3% - 85.0%			
	Switched chemicals,	0.0%	0.0%	10.0%	0.0%	0.0%	1.3%			
	procedures, or technologies	N/A - N/A	N/A - N/A	1.3% - 48.0%	N/A - N/A	N/A - N/A	0.2% - 8.8%			
	Sought help from other utilities	0.0%	18.7%	10.0%	7.0%	0.0%	6.5%			
	or mutual aid network (e.g., WARN)	N/A - N/A	4.2% - 54.8%	1.3% - 48.0%	1.4% - 29.3%	N/A - N/A	2.4% - 16.3%			
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other	10.9%	12.0%	50.0%	11.1%	40.0%	16.8%			
		2.9% - 33.3%	1.6% - 53.8%	21.9% - 78.1%	3.7% - 28.7%	19.2% - 65.2%	9.5% - 28.0%			
	Observations	11	11	10	53	15	100			
Fuel	Found alternative supplier		0.0%	50.0%	0.0%	0.0%	19.5%			
			N/A - N/A	3.5% - 96.5%	N/A - N/A	N/A - N/A	1.8% - 76.6%			
	Drew down existing inventory		100.0%	50.0%	100.0%	100.0%	80.5%			
			N/A - N/A	3.5% - 96.5%	N/A - N/A	N/A - N/A	23.4% - 98.2%			
	Switched chemicals,		0.0%	0.0%	0.0%	0.0%	0.0%			
	procedures, or technologies		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Sought help from other utilities		0.0%	0.0%	0.0%	0.0%	0.0%			
	or mutual aid network (e.g., WARN)		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Coordinated with local or state		0.0%	0.0%	0.0%	0.0%	0.0%			
	emergency management agency		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Other		0.0%	0.0%	0.0%	0.0%	0.0%			
			N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Observations		1	2	2	1	6			

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Vehicles	Found alternative supplier	0.0%	39.1%	0.0%	23.1%	12.5%	18.9%				
		N/A - N/A	3.2% - 92.6%	N/A - N/A	7.1% - 54.0%	1.5% - 57.3%	6.5% - 44.0%				
	Drew down existing inventory	0.0%	39.1%	33.3%	60.0%	12.5%	41.2%				
		N/A - N/A	3.2% - 92.6%	3.7% - 86.6%	32.5% - 82.4%	1.5% - 57.3%	23.1% - 62.0%				
	Switched chemicals,	0.0%	0.0%	0.0%	3.7%	37.5%	3.2%				
	procedures, or technologies	N/A - N/A	N/A - N/A	N/A - N/A	1.3% - 9.7%	11.5% - 73.5%	1.7% - 5.9%				
	Sought help from other utilities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
	or mutual aid network (e.g., WARN)	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Coordinated with local or state	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
	emergency management agency	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Other	100.0%	0.0%	33.3%	21.8%	75.0%	34.7%				
		N/A - N/A	N/A - N/A	3.7% - 86.6%	7.4% - 49.5%	35.2% - 94.3%	23.4% - 47.9%				
	Observations	1	3	3	21	8	36				

N/A: confidence interval could not be calculated.

Table C.11. Question B2.1: What kinds of shortages or supply chain disruptions are you most concerned about from present day through

December 2020?

Community Water Systems

Present to December

Supply		Per	centage Reporting	entage Reporting by Population Served				
Chain Issue	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Treatment Chemicals	8.2%	12.4%	14.1%	23.8%	18.1%	11.4%		
	5.2% - 12.9%	8.5% - 17.7%	9.3% - 20.9%	18.2% - 30.5%	10.7% - 28.9%	9.2% - 14.2%		
PPE	12.3%	18.7%	26.0%	31.0%	25.4%	17.1%		
	8.6% - 17.4%	13.9% - 24.6%	19.5% - 33.7%	24.8% - 38.1%	15.3% - 39.1%	14.4% - 20.2%		
Durable Goods and Other	15.8%	16.2%	23.6%	27.7%	14.7%	17.8%		
Equipment and Supplies	11.5% - 21.3%	11.8% - 21.8%	17.4% - 31.3%	21.7% - 34.8%	8.6% - 24.0%	14.9% - 21.1%		
None	75.4%	67.9%	54.6%	46.8%	62.1%	68.7%		
	69.1% - 80.7%	61.1% - 74.0%	46.2% - 62.7%	39.6% - 54.2%	44.3% - 77.2%	64.8% - 72.3%		
Observations	222	206	141	357	133	1,059		

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Carbon	Mean score (0 to 3)	0.005	0.013	0.054	0.062	0.119	0.019				
dioxide		-0.005 - 0.015	-0.002 - 0.028	0.006 - 0.103	0.012 - 0.111	0.035 - 0.203	0.009 - 0.028				
	None (0)	99.5%	98.7%	96.6%	96.2%	94.9%	98.6%				
		96.5% - 99.9%	95.9% - 99.6%	92.2% - 98.6%	92.3% - 98.2%	90.0% - 97.5%	97.6% - 99.2%				
	Slight (1)	0.5%	1.3%	1.4%	2.1%	0.6%	0.9%				
		0.1% - 3.5%	0.4% - 4.1%	0.3% - 5.2%	0.7% - 5.7%	0.1% - 3.1%	0.4% - 2.0%				
	Moderate (2)	0.0%	0.0%	2.0%	1.0%	2.3%	0.3%				
		N/A - N/A	N/A - N/A	0.7% - 6.0%	0.3% - 3.6%	0.9% - 5.7%	0.1% - 0.7%				
	Severe (3)	0.0%	0.0%	0.0%	0.7%	2.3%	0.1%				
		N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 4.0%	0.9% - 5.7%	0.0% - 0.4%				
	Observations	222	206	141	356	133	1,058				
Ferric	Mean score (0 to 3)	0.000	0.008	0.054	0.025	0.040	0.010				
chloride		0.000 - 0.000	-0.003 - 0.019	-0.001 - 0.109	-0.003 - 0.053	-0.005 - 0.084	0.003 - 0.016				
	None (0)	100.0%	99.2%	97.3%	98.3%	98.3%	99.4%				
		N/A - N/A	96.7% - 99.8%	93.1% - 99.0%	95.2% - 99.4%	95.2% - 99.4%	98.8% - 99.7%				
	Slight (1)	0.0%	0.8%	0.7%	0.9%	0.6%	0.3%				
		N/A - N/A	0.2% - 3.3%	0.1% - 4.5%	0.2% - 3.7%	0.1% - 3.1%	0.1% - 0.8%				
	Moderate (2)	0.0%	0.0%	1.4%	0.8%	0.0%	0.2%				
		N/A - N/A	N/A - N/A	0.3% - 5.2%	0.2% - 3.8%	N/A - N/A	0.1% - 0.6%				
	Severe (3)	0.0%	0.0%	0.7%	0.0%	1.1%	0.1%				
		N/A - N/A	N/A - N/A	0.1% - 4.5%	N/A - N/A	0.3% - 3.9%	0.0% - 0.4%				
	Observations	222	206	141	356	133	1,058				

Community Water Systems

Present to December

Supply			Ре	rcentage Reportinန	g by Population Ser	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Fluoride	Mean score (0 to 3)	0.005	0.023	0.061	0.106	0.068	0.025
		-0.005 - 0.015	0.003 - 0.044	0.008 - 0.115	0.052 - 0.160	0.023 - 0.113	0.015 - 0.036
	None (0)	99.5%	97.7%	95.9%	91.8%	93.8%	97.9%
		96.5% - 99.9%	94.5% - 99.0%	91.3% - 98.1%	86.8% - 95.0%	88.3% - 96.8%	96.8% - 98.6%
	Slight (1)	0.5%	2.3%	2.7%	5.8%	5.7%	1.7%
		0.1% - 3.5%	1.0% - 5.5%	1.0% - 6.9%	3.2% - 10.4%	2.9% - 10.8%	1.1% - 2.8%
	Moderate (2)	0.0%	0.0%	0.7%	2.4%	0.6%	0.3%
		N/A - N/A	N/A - N/A	0.1% - 4.5%	1.0% - 5.8%	0.1% - 3.1%	0.1% - 0.7%
	Severe (3)	0.0%	0.0%	0.7%	0.0%	0.0%	0.1%
		N/A - N/A	N/A - N/A	0.1% - 4.5%	N/A - N/A	N/A - N/A	0.0% - 0.4%
	Observations	222	206	141	356	133	1,058
Gaseous	Mean score (0 to 3)	0.013	0.037	0.102	0.271	0.130	0.054
chlorine		-0.002 - 0.027	0.006 - 0.068	0.038 - 0.166	0.153 - 0.388	0.040 - 0.220	0.037 - 0.071
	None (0)	98.8%	97.4%	92.5%	87.4%	94.3%	96.7%
		96.0% - 99.6%	94.2% - 98.8%	87.1% - 95.8%	81.6% - 91.6%	89.2% - 97.1%	95.3% - 97.6%
	Slight (1)	1.2%	1.8%	5.4%	4.2%	1.1%	2.1%
		0.4% - 4.0%	0.7% - 4.8%	2.8% - 10.4%	2.0% - 8.5%	0.3% - 3.9%	1.2% - 3.4%
	Moderate (2)	0.0%	0.5%	1.4%	2.2%	1.7%	0.5%
		N/A - N/A	0.1% - 3.5%	0.3% - 5.2%	0.9% - 5.8%	0.6% - 4.8%	0.2% - 1.0%
	Severe (3)	0.0%	0.3%	0.7%	6.1%	2.8%	0.8%
		0.0% - 0.1%	0.0% - 1.9%	0.1% - 4.5%	3.4% - 10.9%	1.2% - 6.5%	0.5% - 1.3%
	Observations	222	206	141	356	133	1,058

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Liquid	Mean score (0 to 3)	0.000	0.008	0.027	0.002	0.017	0.005			
oxygen		0.000 - 0.001	-0.003 - 0.019	-0.010 - 0.064	-0.001 - 0.004	-0.012 - 0.046	0.001 - 0.009			
	None (0)	100.0%	99.2%	98.6%	99.9%	99.4%	99.7%			
		99.9% - 100.0%	96.7% - 99.8%	94.8% - 99.7%	99.6% - 100.0%	96.9% - 99.9%	99.2% - 99.9%			
	Slight (1)	0.0%	0.8%	0.0%	0.0%	0.0%	0.2%			
		N/A - N/A	0.2% - 3.3%	N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.7%			
	Moderate (2)	0.0%	0.0%	1.4%	0.1%	0.0%	0.1%			
		N/A - N/A	N/A - N/A	0.3% - 5.2%	0.0% - 0.4%	N/A - N/A	0.0% - 0.5%			
	Severe (3)	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%			
		0.0% - 0.1%	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 3.1%	0.0% - 0.1%			
	Observations	222	206	141	356	133	1,058			
Lime	Mean score (0 to 3)	0.000	0.018	0.054	0.095	0.085	0.020			
		0.000 - 0.000	-0.005 - 0.041	0.010 - 0.099	0.028 - 0.163	0.015 - 0.154	0.010 - 0.029			
	None (0)	100.0%	98.7%	95.9%	95.8%	96.6%	98.8%			
		N/A - N/A	95.9% - 99.6%	91.3% - 98.1%	91.9% - 97.8%	92.6% - 98.5%	98.2% - 99.3%			
	Slight (1)	0.0%	0.8%	2.7%	0.4%	0.6%	0.5%			
		N/A - N/A	0.2% - 3.3%	1.0% - 6.9%	0.2% - 0.8%	0.1% - 3.1%	0.2% - 1.0%			
	Moderate (2)	0.0%	0.5%	1.4%	2.4%	0.6%	0.5%			
		N/A - N/A	0.1% - 3.5%	0.3% - 5.2%	1.0% - 5.8%	0.1% - 3.1%	0.2% - 1.0%			
	Severe (3)	0.0%	0.0%	0.0%	1.4%	2.3%	0.2%			
		N/A - N/A	N/A - N/A	N/A - N/A	0.4% - 4.8%	0.9% - 5.7%	0.1% - 0.5%			
	Observations	222	206	141	356	133	1,058			

Community Water Systems

Present to December

Supply		Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Orthophosphate	Mean score (0 to 3)	0.005	0.018	0.061	0.114	0.073	0.025		
		-0.005 - 0.015	-0.005 - 0.041	0.008 - 0.115	0.051 - 0.177	0.016 - 0.131	0.014 - 0.036		
	None (0)	99.5%	98.7%	95.9%	92.4%	95.5%	98.2%		
		96.5% - 99.9%	95.9% - 99.6%	91.3% - 98.1%	87.6% - 95.4%	90.9% - 97.8%	97.2% - 98.9%		
	Slight (1)	0.5%	0.8%	2.7%	4.5%	2.8%	1.2%		
		0.1% - 3.5%	0.2% - 3.3%	1.0% - 6.9%	2.3% - 8.7%	1.2% - 6.5%	0.7% - 2.2%		
	Moderate (2)	0.0%	0.5%	0.7%	2.5%	0.6%	0.4%		
		N/A - N/A	0.1% - 3.5%	0.1% - 4.5%	1.0% - 5.9%	0.1% - 3.1%	0.2% - 0.9%		
	Severe (3)	0.0%	0.0%	0.7%	0.6%	1.1%	0.1%		
		N/A - N/A	N/A - N/A	0.1% - 4.5%	0.1% - 4.3%	0.3% - 3.9%	0.0% - 0.5%		
	Observations	222	206	141	356	133	1,058		
Polymers	Mean score (0 to 3)	0.005	0.023	0.075	0.160	0.102	0.033		
		-0.004 - 0.015	0.003 - 0.044	0.007 - 0.142	0.080 - 0.239	0.029 - 0.174	0.020 - 0.045		
	None (0)	99.5%	97.7%	96.6%	90.9%	94.3%	97.9%		
		96.6% - 99.9%	94.5% - 99.0%	92.2% - 98.6%	85.8% - 94.3%	89.2% - 97.1%	96.8% - 98.6%		
	Slight (1)	0.5%	2.3%	0.7%	3.7%	2.8%	1.3%		
		0.1% - 3.5%	1.0% - 5.5%	0.1% - 4.5%	1.7% - 7.7%	1.2% - 6.5%	0.7% - 2.4%		
	Moderate (2)	0.0%	0.0%	1.4%	3.8%	1.1%	0.5%		
		N/A - N/A	N/A - N/A	0.3% - 5.2%	1.9% - 7.8%	0.3% - 3.9%	0.3% - 1.0%		
	Severe (3)	0.0%	0.0%	1.4%	1.5%	1.7%	0.3%		
		0.0% - 0.1%	N/A - N/A	0.3% - 5.2%	0.5% - 4.8%	0.6% - 4.8%	0.1% - 0.7%		
	Observations	222	206	141	356	133	1,058		

Community Water Systems

Present to December

Supply			Pe	rcentage Reportinန	g by Population Ser	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Potassium	Mean score (0 to 3)	0.000	0.028	0.034	0.028	0.023	0.013
permanganate		0.000 - 0.000	0.002 - 0.055	0.000 - 0.068	0.008 - 0.047	-0.009 - 0.054	0.006 - 0.020
	None (0)	100.0%	97.7%	97.3%	97.8%	98.9%	99.0%
		N/A - N/A	94.5% - 99.0%	93.1% - 99.0%	95.0% - 99.0%	96.1% - 99.7%	98.2% - 99.4%
	Slight (1)	0.0%	1.8%	2.0%	1.8%	0.6%	0.8%
		N/A - N/A	0.7% - 4.8%	0.7% - 6.0%	0.6% - 4.8%	0.1% - 3.1%	0.4% - 1.5%
	Moderate (2)	0.0%	0.5%	0.7%	0.4%	0.0%	0.2%
		N/A - N/A	0.1% - 3.5%	0.1% - 4.5%	0.2% - 0.8%	N/A - N/A	0.1% - 0.7%
	Severe (3)	0.0%	0.0%	0.0%	0.1%	0.6%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 0.4%	0.1% - 3.1%	0.0% - 0.1%
	Observations	222	206	141	356	133	1,058
Sodium	Mean score (0 to 3)	0.005	0.008	0.048	0.074	0.062	0.018
hydroxide		-0.004 - 0.015	-0.003 - 0.019	-0.003 - 0.098	0.022 - 0.125	0.005 - 0.119	0.008 - 0.027
	None (0)	99.5%	99.2%	97.3%	95.3%	97.2%	98.8%
		96.6% - 99.9%	96.7% - 99.8%	93.1% - 99.0%	91.2% - 97.5%	93.5% - 98.8%	97.8% - 99.3%
	Slight (1)	0.5%	0.8%	1.4%	2.8%	1.1%	0.9%
		0.1% - 3.5%	0.2% - 3.3%	0.3% - 5.2%	1.2% - 6.7%	0.3% - 3.9%	0.4% - 1.9%
	Moderate (2)	0.0%	0.0%	0.7%	1.2%	0.0%	0.2%
		N/A - N/A	N/A - N/A	0.1% - 4.5%	0.4% - 3.5%	N/A - N/A	0.1% - 0.5%
	Severe (3)	0.0%	0.0%	0.7%	0.7%	1.7%	0.2%
		0.0% - 0.1%	N/A - N/A	0.1% - 4.5%	0.1% - 4.0%	0.6% - 4.8%	0.1% - 0.5%
	Observations	222	206	141	356	133	1,058

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Percentage Reporting by Population Served						
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Sodium	Mean score (0 to 3)	0.076	0.118	0.080	0.139	0.090	0.092		
hypochlorite		0.029 - 0.122	0.057 - 0.180	0.021 - 0.139	0.072 - 0.206	0.023 - 0.158	0.061 - 0.123		
	None (0)	94.7%	92.3%	94.0%	91.4%	94.9%	93.8%		
		90.6% - 97.1%	87.7% - 95.2%	88.4% - 97.0%	86.7% - 94.5%	90.0% - 97.5%	91.4% - 95.5%		
	Slight (1)	3.0%	4.2%	4.6%	5.2%	2.8%	3.7%		
		1.4% - 6.6%	2.2% - 7.9%	2.1% - 10.1%	2.8% - 9.6%	1.2% - 6.5%	2.4% - 5.6%		
	Moderate (2)	2.2%	3.1%	0.7%	1.5%	0.6%	2.2%		
		0.9% - 5.4%	1.4% - 6.6%	0.1% - 4.5%	0.6% - 3.6%	0.1% - 3.1%	1.2% - 3.9%		
	Severe (3)	0.0%	0.5%	0.7%	1.9%	1.7%	0.4%		
		0.0% - 0.1%	0.1% - 3.5%	0.1% - 4.5%	0.7% - 4.8%	0.6% - 4.8%	0.2% - 0.9%		
	Observations	222	206	141	356	133	1,058		

N/A: confidence interval could not be calculated.

Community Water Systems

Present to December

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Carbon	Unavailable from	0.0%	39.1%	20.0%	59.6%	77.8%	33.9%			
dioxide	supplier(s)	N/A - N/A	2.0% - 95.2%	2.2% - 73.3%	21.4% - 88.9%	39.0% - 95.0%	14.9% - 60.0%			
	Delayed / backordered	0.0%	21.8%	60.0%	8.2%	44.4%	23.6%			
	from supplier(s)	N/A - N/A	3.5% - 68.2%	17.5% - 91.4%	2.7% - 22.0%	16.2% - 76.8%	11.0% - 43.6%			
	Transportation /	0.0%	0.0%	20.0%	40.4%	44.4%	18.3%			
	distribution difficulties	N/A - N/A	N/A - N/A	2.2% - 73.3%	11.1% - 78.6%	16.2% - 76.8%	7.4% - 38.4%			
	Price	0.0%	0.0%	0.0%	36.3%	11.1%	10.7%			
		N/A - N/A	N/A - N/A	N/A - N/A	9.0% - 76.6%	1.3% - 54.2%	2.9% - 32.2%			
	Other				0.0%	100.0%	19.2%			
					N/A - N/A	N/A - N/A	2.0% - 73.5%			
	Observations	1	3	5	12	9	30			
Ferric	Unavailable from		64.3%	50.0%	47.7%	0.0%	51.7%			
chloride	supplier(s)		19.1% - 93.2%	10.0% - 90.0%	7.4% - 91.2%	N/A - N/A	24.6% - 77.8%			
	Delayed / backordered		35.7%	75.0%	9.2%	66.7%	45.9%			
	from supplier(s)		6.8% - 80.9%	19.3% - 97.4%	1.5% - 39.6%	10.3% - 97.2%	20.5% - 73.7%			
	Transportation /		0.0%	25.0%	47.7%	33.3%	24.2%			
	distribution difficulties		N/A - N/A	2.6% - 80.7%	7.4% - 91.2%	2.8% - 89.7%	6.8% - 58.3%			
	Price		0.0%	25.0%	0.0%	0.0%	10.3%			
			N/A - N/A	2.6% - 80.7%	N/A - N/A	N/A - N/A	1.2% - 52.3%			
	Other					100.0%	100.0%			
						N/A - N/A	N/A - N/A			
	Observations		2	4	7	3	16			

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Fluoride	Unavailable from	0.0%	21.9%	33.3%	28.4%	36.4%	24.1%				
	supplier(s)	N/A - N/A	2.1% - 79.0%	7.7% - 75.0%	10.7% - 56.8%	13.6% - 67.5%	11.5% - 43.9%				
	Delayed / backordered	100.0%	56.1%	33.3%	53.0%	63.6%	57.0%				
	from supplier(s)	N/A - N/A	13.4% - 91.4%	7.7% - 75.0%	27.5% - 77.1%	32.5% - 86.4%	38.3% - 73.9%				
	Transportation /	0.0%	21.9%	50.0%	22.4%	54.5%	25.6%				
	distribution difficulties	N/A - N/A	2.1% - 79.0%	15.6% - 84.4%	7.8% - 49.4%	25.6% - 80.7%	12.6% - 44.9%				
	Price	0.0%	0.0%	33.3%	24.6%	0.0%	15.7%				
		N/A - N/A	N/A - N/A	7.7% - 75.0%	8.1% - 54.6%	N/A - N/A	7.0% - 31.6%				
	Other				100.0%		100.0%				
					N/A - N/A		N/A - N/A				
	Observations	1	5	6	25	11	48				
Gaseous	Unavailable from	42.3%	39.1%	27.3%	38.5%	30.0%	36.8%				
chlorine	supplier(s)	2.4% - 95.7%	8.8% - 81.2%	8.7% - 59.6%	20.1% - 60.9%	9.3% - 64.2%	18.6% - 59.7%				
	Delayed / backordered	58.8%	41.3%	54.5%	55.8%	30.0%	53.0%				
	from supplier(s)	4.4% - 97.8%	11.0% - 80.0%	26.1% - 80.3%	34.0% - 75.5%	9.3% - 64.2%	31.8% - 73.2%				
	Transportation /	0.0%	30.4%	18.2%	40.3%	60.0%	25.8%				
	distribution difficulties	N/A - N/A	5.9% - 75.4%	4.4% - 51.9%	21.6% - 62.4%	28.2% - 85.1%	15.4% - 39.9%				
	Price	1.1%	0.0%	0.0%	15.4%	0.0%	6.0%				
		0.2% - 7.6%	N/A - N/A	N/A - N/A	4.9% - 39.2%	N/A - N/A	2.0% - 16.7%				
	Other				0.0%	100.0%	10.6%				
					N/A - N/A	N/A - N/A	0.7% - 66.2%				
	Observations	4	6	11	30	10	61				

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Liquid	Unavailable from	0.0%	64.3%	50.0%	0.0%	0.0%	54.3%				
oxygen	supplier(s)	N/A - N/A	15.8% - 94.5%	2.0% - 98.0%	N/A - N/A	N/A - N/A	16.9% - 87.4%				
	Delayed / backordered	0.0%	35.7%	50.0%	0.0%	0.0%	38.8%				
	from supplier(s)	N/A - N/A	5.5% - 84.2%	2.0% - 98.0%	N/A - N/A	N/A - N/A	9.1% - 80.1%				
	Transportation /	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
	distribution difficulties	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Price	100.0%	0.0%	0.0%	0.0%	0.0%	2.3%				
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 19.3%				
	Other					100.0%	100.0%				
						N/A - N/A	N/A - N/A				
	Observations	1	2	2	1	1	7				
Lime	Unavailable from		39.1%	16.7%	39.6%	33.3%	31.5%				
	supplier(s)		2.1% - 95.1%	1.9% - 67.1%	12.7% - 74.8%	7.4% - 75.7%	11.5% - 62.0%				
	Delayed / backordered		60.9%	66.7%	41.5%	50.0%	55.3%				
	from supplier(s)		4.9% - 97.9%	24.2% - 92.6%	13.8% - 75.8%	15.1% - 84.9%	27.7% - 80.0%				
	Transportation /		0.0%	16.7%	58.5%	83.3%	30.4%				
	distribution difficulties		N/A - N/A	1.9% - 67.1%	24.1% - 86.2%	33.0% - 98.1%	14.7% - 52.5%				
	Price		0.0%	0.0%	15.3%	0.0%	5.6%				
			N/A - N/A	N/A - N/A	1.9% - 63.1%	N/A - N/A	0.7% - 33.8%				
	Other				0.0%	100.0%	10.6%				
					N/A - N/A	N/A - N/A	0.7% - 67.5%				
	Observations		3	6	18	6	33				

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Orthophosphate	Unavailable from	0.0%	78.2%	16.7%	44.4%	25.0%	36.2%				
	supplier(s)	N/A - N/A	32.4% - 96.4%	2.0% - 66.1%	20.4% - 71.4%	5.6% - 65.0%	23.0% - 51.9%				
	Delayed / backordered	100.0%	21.8%	50.0%	33.5%	50.0%	46.4%				
	from supplier(s)	N/A - N/A	3.6% - 67.6%	15.5% - 84.5%	13.6% - 61.7%	18.6% - 81.4%	31.8% - 61.6%				
	Transportation /	0.0%	0.0%	33.3%	51.5%	62.5%	31.2%				
	distribution difficulties	N/A - N/A	N/A - N/A	7.6% - 75.1%	25.6% - 76.6%	26.5% - 88.5%	18.2% - 48.0%				
	Price	0.0%	0.0%	16.7%	26.5%	0.0%	14.8%				
		N/A - N/A	N/A - N/A	2.0% - 66.1%	8.8% - 57.4%	N/A - N/A	5.8% - 32.9%				
	Other				0.0%	100.0%	10.6%				
					N/A - N/A	N/A - N/A	0.7% - 67.1%				
	Observations	1	3	6	25	8	43				
Polymers	Unavailable from	97.4%	43.9%	40.0%	27.3%	30.0%	43.2%				
	supplier(s)	84.0% - 99.6%	8.9% - 86.3%	9.4% - 81.1%	11.0% - 53.4%	9.5% - 63.7%	27.4% - 60.5%				
	Delayed / backordered	100.0%	34.2%	80.0%	58.4%	40.0%	60.8%				
	from supplier(s)	N/A - N/A	6.2% - 80.3%	29.1% - 97.5%	33.4% - 79.7%	15.1% - 71.3%	43.6% - 75.6%				
	Transportation /	0.0%	21.9%	20.0%	29.9%	70.0%	23.7%				
	distribution difficulties	N/A - N/A	2.1% - 78.4%	2.5% - 70.9%	12.9% - 55.1%	36.3% - 90.5%	11.7% - 42.2%				
	Price	0.0%	0.0%	0.0%	15.1%	0.0%	6.4%				
		N/A - N/A	N/A - N/A	N/A - N/A	3.9% - 43.6%	N/A - N/A	1.7% - 21.4%				
	Other				0.0%	100.0%	10.6%				
					N/A - N/A	N/A - N/A	0.7% - 65.9%				
	Observations	2	5	5	29	10	51				

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Potassium	Unavailable from		21.9%	0.0%	13.9%	50.0%	15.1%				
permanganate	supplier(s)		2.0% - 79.8%	N/A - N/A	3.9% - 39.0%	3.8% - 96.2%	2.8% - 52.4%				
	Delayed / backordered		56.1%	75.0%	86.1%	100.0%	68.0%				
	from supplier(s)		12.9% - 91.7%	19.0% - 97.5%	62.9% - 95.8%	N/A - N/A	35.1% - 89.3%				
	Transportation /		21.9%	0.0%	24.3%	50.0%	17.4%				
	distribution difficulties		2.0% - 79.8%	N/A - N/A	8.7% - 52.2%	3.8% - 96.2%	4.0% - 51.7%				
	Price		21.9%	0.0%	0.0%	0.0%	11.3%				
			2.0% - 79.8%	N/A - N/A	N/A - N/A	N/A - N/A	1.3% - 56.2%				
	Other										
	Observations		5	4	14	2	25				
Sodium	Unavailable from	0.0%	64.3%	25.0%	32.2%	60.0%	28.6%				
hydroxide	supplier(s)	N/A - N/A	19.3% - 93.1%	2.8% - 79.3%	9.2% - 69.1%	17.1% - 91.6%	15.2% - 47.2%				
	Delayed / backordered	100.0%	35.7%	50.0%	64.5%	60.0%	65.6%				
	from supplier(s)	N/A - N/A	6.9% - 80.7%	10.7% - 89.3%	29.3% - 88.8%	17.1% - 91.6%	46.5% - 80.7%				
	Transportation /	2.6%	0.0%	25.0%	52.5%	60.0%	27.5%				
	distribution difficulties	0.4% - 16.6%	N/A - N/A	2.8% - 79.3%	20.7% - 82.3%	17.1% - 91.6%	13.5% - 48.0%				
	Price	0.0%	0.0%	0.0%	16.9%	0.0%	6.4%				
		N/A - N/A	N/A - N/A	N/A - N/A	3.0% - 57.8%	N/A - N/A	1.2% - 28.6%				
	Other					100.0%	100.0%				
						N/A - N/A	N/A - N/A				
	Observations	2	2	4	17	5	30				

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Sodium	Unavailable from	28.8%	36.8%	22.7%	31.4%	33.3%	30.9%			
hypochlorite	supplier(s)	8.9% - 62.5%	16.7% - 62.8%	5.3% - 60.8%	13.9% - 56.6%	10.9% - 67.1%	17.3% - 48.8%			
	Delayed / backordered	77.0%	66.9%	77.3%	62.9%	77.7%	72.2%			
	from supplier(s)	43.6% - 93.5%	40.1% - 85.9%	39.2% - 94.7%	37.7% - 82.5%	41.5% - 94.5%	55.4% - 84.5%			
	Transportation /	23.3%	19.9%	11.4%	43.4%	44.5%	24.2%			
	distribution difficulties	6.6% - 56.5%	6.3% - 47.9%	1.4% - 53.0%	22.4% - 67.1%	17.2% - 75.5%	12.8% - 41.2%			
	Price	19.2%	13.2%	11.4%	9.3%	0.0%	15.2%			
		4.4% - 54.9%	3.2% - 41.7%	1.4% - 53.0%	1.8% - 36.8%	N/A - N/A	6.0% - 33.7%			
	Other					100.0%	100.0%			
						N/A - N/A	N/A - N/A			
	Observations	12	16	8	38	9	83			

N/A: confidence interval could not be calculated.

apply)

Community Water Systems

Present to December

Supply		Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Carbon	Seek alternative supplier	0.0%	39.1%	40.0%	44.5%	77.8%	34.5%		
dioxide		N/A - N/A	2.0% - 95.2%	8.6% - 82.5%	13.5% - 80.5%	39.0% - 95.0%	15.4% - 60.4%		
	Increase purchasing / maintain a	0.0%	21.8%	40.0%	59.6%	55.6%	33.7%		
	larger than typical inventory	N/A - N/A	3.5% - 68.2%	8.6% - 82.5%	21.4% - 88.9%	23.2% - 83.8%	19.2% - 52.2%		
	Switch chemicals, procedures, or	0.0%	0.0%	20.0%	0.0%	0.0%	4.8%		
	technologies	N/A - N/A	N/A - N/A	2.2% - 73.3%	N/A - N/A	N/A - N/A	0.6% - 30.0%		
	Make arrangements w/ neighboring	0.0%	0.0%	0.0%	19.2%	22.2%	6.5%		
	utilities or mutual aid network	N/A - N/A	N/A - N/A	N/A - N/A	2.7% - 66.7%	5.0% - 61.0%	1.3% - 26.3%		
	Other		100.0%		0.0%	100.0%	68.3%		
			N/A - N/A		N/A - N/A	N/A - N/A	13.0% - 96.9%		
	Observations	1	3	5	12	9	30		
Ferric	Seek alternative supplier		64.3%	25.0%	47.7%	33.3%	42.6%		
chloride			19.1% - 93.2%	2.6% - 80.7%	7.4% - 91.3%	2.8% - 89.7%	19.7% - 69.3%		
	Increase purchasing / maintain a		35.7%	75.0%	56.9%	66.7%	58.6%		
	larger than typical inventory		6.8% - 80.9%	19.3% - 97.4%	9.9% - 94.1%	10.3% - 97.2%	31.7% - 81.2%		
	Switch chemicals, procedures, or		0.0%	25.0%	0.0%	0.0%	10.3%		
	technologies		N/A - N/A	2.6% - 80.7%	N/A - N/A	N/A - N/A	1.2% - 52.3%		
	Make arrangements with neighboring		0.0%	0.0%	38.5%	0.0%	10.3%		
	utilities or mutual aid network		N/A - N/A	N/A - N/A	4.6% - 89.1%	N/A - N/A	1.2% - 52.3%		
	Other					100.0%	100.0%		
						N/A - N/A	N/A - N/A		
	Observations		2	4	7	3	16		

apply)

Community Water Systems

Present to December

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Fluoride	Seek alternative supplier	0.0%	21.9%	33.3%	46.1%	45.5%	31.3%			
		N/A - N/A	2.1% - 79.0%	7.7% - 75.0%	22.2% - 71.8%	19.3% - 74.4%	17.0% - 50.4%			
	Increase purchasing / maintain a	100.0%	56.1%	50.0%	45.1%	63.6%	57.0%			
	larger than typical inventory	N/A - N/A	13.4% - 91.4%	15.6% - 84.4%	21.5% - 71.1%	32.5% - 86.4%	38.3% - 73.9%			
	Switch chemicals, procedures, or	0.0%	0.0%	0.0%	0.9%	0.0%	0.4%			
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 6.7%	N/A - N/A	0.0% - 2.6%			
	Make arrangements w/ neighboring	0.0%	21.9%	0.0%	17.7%	27.3%	13.5%			
	utilities or mutual aid network	N/A - N/A	2.1% - 79.0%	N/A - N/A	4.8% - 47.7%	8.5% - 60.2%	4.5% - 34.1%			
	Other				55.3%		55.3%			
					7.9% - 94.7%		7.9% - 94.7%			
	Observations	1	5	6	25	11	48			
Gaseous	Seek alternative supplier	16.6%	30.4%	18.2%	39.7%	40.0%	28.6%			
chlorine		2.6% - 59.3%	5.9% - 75.4%	4.4% - 51.9%	21.1% - 61.9%	14.9% - 71.8%	17.3% - 43.5%			
	Increase purchasing / maintain a	58.8%	69.6%	81.8%	49.4%	40.0%	61.7%			
	larger than typical inventory	4.4% - 97.8%	24.6% - 94.1%	48.1% - 95.6%	28.7% - 70.3%	14.9% - 71.8%	39.4% - 79.9%			
	Switch chemicals, procedures, or	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Make arrangements w/ neighboring	0.0%	30.4%	0.0%	16.1%	50.0%	12.6%			
	utilities or mutual aid network	N/A - N/A	5.9% - 75.4%	N/A - N/A	5.3% - 39.4%	21.2% - 78.8%	5.4% - 26.5%			
	Other				35.9%	100.0%	38.2%			
					5.3% - 85.0%	N/A - N/A	6.5% - 84.6%			
	Observations	4	6	11	30	10	61			

apply)

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Liquid	Seek alternative supplier	100.0%	64.3%	50.0%	0.0%	0.0%	56.6%				
oxygen		N/A - N/A	15.8% - 94.5%	2.0% - 98.0%	N/A - N/A	N/A - N/A	17.8% - 88.7%				
	Increase purchasing / maintain a	0.0%	35.7%	50.0%	0.0%	0.0%	38.8%				
	larger than typical inventory	N/A - N/A	5.5% - 84.2%	2.0% - 98.0%	N/A - N/A	N/A - N/A	9.1% - 80.1%				
	Switch chemicals, procedures, or	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Make arrangements w/ neighboring	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
	utilities or mutual aid network	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Other					100.0%	100.0%				
						N/A - N/A	N/A - N/A				
	Observations	1	2	2	1	1	7				
Lime	Seek alternative supplier		78.2%	33.3%	46.9%	66.7%	51.2%				
			32.1% - 96.5%	7.4% - 75.8%	17.1% - 79.1%	24.3% - 92.6%	32.4% - 69.7%				
	Increase purchasing / maintain a		21.8%	50.0%	75.6%	66.7%	52.8%				
	larger than typical inventory		3.5% - 67.9%	15.0% - 85.0%	38.0% - 94.0%	24.3% - 92.6%	33.7% - 71.1%				
	Switch chemicals, procedures, or		0.0%	0.0%	0.0%	0.0%	0.0%				
	technologies		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A				
	Make arrangements w/ neighboring		0.0%	0.0%	18.9%	33.3%	8.3%				
	utilities or mutual aid network		N/A - N/A	N/A - N/A	3.3% - 61.3%	7.4% - 75.7%	1.9% - 29.5%				
	Other				10.6%	100.0%	19.2%				
					0.7% - 67.5%	N/A - N/A	2.0% - 73.2%				
	Observations		3	6	18	6	33				

apply)

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Orthophos-	Seek alternative supplier	0.0%	39.1%	33.3%	43.0%	12.5%	32.3%				
phate		N/A - N/A	2.1% - 95.0%	7.6% - 75.1%	19.7% - 70.0%	1.5% - 57.6%	16.2% - 54.2%				
	Increase purchasing / maintain a	100.0%	21.8%	50.0%	59.0%	50.0%	57.2%				
	larger than typical inventory	N/A - N/A	3.6% - 67.6%	15.5% - 84.5%	31.5% - 81.8%	18.6% - 81.4%	41.7% - 71.4%				
	Switch chemicals, procedures, or	0.0%	0.0%	0.0%	0.0%	12.5%	0.4%				
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	1.5% - 57.6%	0.1% - 3.1%				
	Make arrangements w/ neighboring	0.0%	39.1%	0.0%	17.0%	25.0%	14.5%				
	utilities or mutual aid network	N/A - N/A	2.1% - 95.0%	N/A - N/A	4.0% - 49.9%	5.6% - 65.0%	4.3% - 39.0%				
	Other				50.0%	100.0%	52.8%				
					5.0% - 95.0%	N/A - N/A	6.4% - 94.8%				
	Observations	1	3	6	25	8	43				
Polymers	Seek alternative supplier	0.0%	21.9%	20.0%	36.2%	40.0%	25.3%				
		N/A - N/A	2.1% - 78.4%	2.5% - 70.9%	16.7% - 61.6%	15.1% - 71.3%	12.6% - 44.2%				
	Increase purchasing / maintain a	97.4%	56.1%	80.0%	60.1%	60.0%	67.3%				
	larger than typical inventory	84.0% - 99.6%	13.7% - 91.1%	29.1% - 97.5%	34.7% - 81.1%	28.7% - 84.9%	48.0% - 82.1%				
	Switch chemicals, procedures, or	0.0%	0.0%	0.0%	1.7%	0.0%	0.7%				
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	0.4% - 6.5%	N/A - N/A	0.2% - 2.7%				
	Make arrangements w/ neighboring	0.0%	0.0%	0.0%	15.1%	40.0%	7.9%				
	utilities or mutual aid network	N/A - N/A	N/A - N/A	N/A - N/A	3.9% - 43.6%	15.1% - 71.3%	2.6% - 21.3%				
	Other		100.0%		10.6%	100.0%	51.9%				
			N/A - N/A		1.7% - 45.4%	N/A - N/A	11.2% - 90.2%				
	Observations	2	5	5	29	10	51				

apply)

Community Water Systems

Present to December

Supply			Perc	entage Reporting	g by Population So	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Potassium	Seek alternative supplier		21.9%	25.0%	86.1%	0.0%	36.3%
perman-			2.0% - 79.8%	2.5% - 81.0%	61.0% - 96.1%	N/A - N/A	13.6% - 67.2%
ganate	Increase purchasing / maintain a		56.1%	50.0%	27.8%	100.0%	49.1%
	larger than typical inventory		12.9% - 91.7%	9.9% - 90.1%	10.0% - 57.2%	N/A - N/A	20.8% - 78.0%
	Switch chemicals, procedures, or		0.0%	0.0%	0.0%	0.0%	0.0%
	technologies		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Make arrangements w/ neighboring		21.9%	0.0%	3.5%	50.0%	12.8%
	utilities or mutual aid network		2.0% - 79.8%	N/A - N/A	0.4% - 25.5%	3.8% - 96.2%	1.8% - 54.1%
	Other		100.0%		100.0%		100.0%
			N/A - N/A		N/A - N/A		N/A - N/A
	Observations		5	4	14	2	25
Sodium	Seek alternative supplier	0.0%	64.3%	25.0%	35.5%	20.0%	28.6%
hydroxide		N/A - N/A	19.3% - 93.1%	2.8% - 79.3%	11.1% - 70.8%	2.2% - 73.9%	15.2% - 47.2%
	Increase purchasing / maintain a	97.4%	35.7%	50.0%	38.8%	40.0%	54.6%
	larger than typical inventory	83.4% - 99.6%	6.9% - 80.7%	10.7% - 89.3%	13.1% - 72.6%	8.4% - 82.9%	36.5% - 71.6%
	Switch chemicals, procedures, or	0.0%	0.0%	0.0%	1.6%	0.0%	0.6%
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 11.9%	N/A - N/A	0.1% - 4.5%
	Make arrangements w/ neighboring	0.0%	0.0%	0.0%	1.6%	20.0%	1.2%
	utilities or mutual aid network	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 11.9%	2.2% - 73.9%	0.3% - 5.0%
	Other				100.0%	100.0%	100.0%
					N/A - N/A	N/A - N/A	N/A - N/A
	Observations	2	2	4	17	5	30

apply)

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Sodium	Seek alternative supplier	19.2%	33.1%	34.1%	52.7%	11.1%	29.0%				
hypochlo-		4.4% - 54.9%	14.1% - 59.9%	10.4% - 69.6%	29.4% - 74.9%	1.5% - 51.4%	16.6% - 45.5%				
rite	Increase purchasing / maintain a	71.0%	66.9%	54.5%	66.8%	77.8%	67.8%				
	larger than typical inventory	37.4% - 90.9%	40.1% - 85.9%	22.1% - 83.6%	42.1% - 84.8%	41.3% - 94.6%	50.1% - 81.6%				
	Switch chemicals, procedures, or		0.0%	0.0%	0.9%	0.0%	4.7%				
	technologies	1.2% - 48.6%	N/A - N/A	N/A - N/A	0.1% - 6.2%	N/A - N/A	0.7% - 27.3%				
	Make arrangements w/ neighboring	19.2%	6.6%	0.0%	18.6%	22.2%	13.9%				
	utilities or mutual aid network	4.4% - 54.9%	0.9% - 36.9%	N/A - N/A	5.9% - 45.4%	5.4% - 58.7%	5.1% - 32.3%				
	Other		100.0%		100.0%	100.0%	100.0%				
			N/A - N/A		N/A - N/A	N/A - N/A	N/A - N/A				
	Observations	12	16	8	38	9	83				

N/A: confidence interval could not be calculated.

Table C.15. Question B2.2.1: How severe are your concerns about personal protective equipment shortages or supply chain disruptions?

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	501 - 3,3003,301 - 10,00010,001 - 100,0000.2210.2940.351		> 100,000	All			
N95 masks	Mean score (0 to 3)	0.146	0.221	0.294	0.351	0.311	0.199			
and/or		0.083 - 0.209	0.138 - 0.303	0.180 - 0.408	0.255 - 0.447	0.155 - 0.467	0.157 - 0.242			
elastomeric	None (0)	90.6%	87.5%	82.2%	77.4%	79.1%	87.6%			
respirators		86.0% - 93.8%	82.3% - 91.3%	75.3% - 87.6%	70.8% - 82.8%	67.2% - 87.5%	84.9% - 90.0%			
	Slight (1)	6.4%	5.1%	9.5%	13.4%	13.0%	7.2%			
		3.8% - 10.7%	2.8% - 9.2%	5.7% - 15.4%	9.1% - 19.2%	7.5% - 21.6%	5.3% - 9.6%			
	Moderate (2)	0.7%	5.2%	4.8%	6.0%	5.7%	2.7%			
		0.2% - 3.1%	3.0% - 9.1%	2.4% - 9.6%	3.4% - 10.5%	2.9% - 10.8%	1.9% - 3.9%			
	Severe (3)	2.2%	2.2%	3.4%	3.2%	2.3%	2.4%			
		1.1% - 4.7%	0.9% - 4.9%	1.4% - 7.8%	1.8% - 5.7%	0.9% - 5.7%	1.6% - 3.8%			
	Observations	222	206	141	357	133	1,059			
Alternative	Mean score (0 to 3)	0.125	0.189	0.280	0.313	0.198	0.174			
mask		0.074 - 0.177	0.115 - 0.263	0.175 - 0.386	0.217 - 0.410	0.092 - 0.304	0.138 - 0.210			
options	None (0)	90.6%	88.5%	82.2%	79.3%	85.9%	88.2%			
(surgical,		86.0% - 93.8%	83.5% - 92.1%	75.3% - 87.6%	73.0% - 84.5%	76.8% - 91.8%	85.4% - 90.5%			
cloth, etc.)	Slight (1)	6.4%	4.9%	8.8%	10.8%	8.5%	6.8%			
		3.8% - 10.7%	2.6% - 8.9%	5.2% - 14.6%	7.2% - 15.7%	4.6% - 15.0%	4.9% - 9.2%			
	Moderate (2)	2.8%	5.8%	7.6%	9.2%	5.7%	4.6%			
		1.3% - 5.5%	3.4% - 9.7%	4.3% - 13.0%	5.8% - 14.4%	2.9% - 10.8%	3.4% - 6.2%			
	Severe (3)	0.2%	0.8%	1.4%	0.7%	0.0%	0.5%			
		0.0% - 1.4%	0.2% - 3.3%	0.3% - 5.2%	0.1% - 4.0%	N/A - N/A	0.2% - 1.1%			
	Observations	222	206	141	357	133	1,059			

Table C.15. Question B2.2.1: How severe are your concerns about personal protective equipment shortages or supply chain disruptions?

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Face shield	Mean score (0 to 3)	0.094	0.126	0.198	0.200	0.119	0.122			
and/or		0.052 - 0.135	0.066 - 0.186	0.107 - 0.289	0.130 - 0.270	0.048 - 0.190	0.092 - 0.151			
protective	None (0)	91.8%	91.3%	87.0%	83.8%	91.0%	90.4%			
eye wear		87.4% - 94.7%	86.8% - 94.4%	80.6% - 91.5%	77.8% - 88.4%	84.2% - 95.0%	87.8% - 92.5%			
	Slight (1)	7.3%	5.5%	7.6%	12.5%	6.2%	7.4%			
		4.5% - 11.6%	3.2% - 9.4%	4.3% - 13.0%	8.6% - 18.0%	3.2% - 11.7%	5.5% - 9.9%			
	Moderate (2)	0.7%	2.3%	4.1%	3.6%	2.8%	1.7%			
		0.2% - 3.1%	1.0% - 5.5%	1.9% - 8.7%	1.7% - 7.6%	1.2% - 6.5%	1.0% - 2.8%			
	Severe (3)	0.2%	0.8%	1.4%	0.1%	0.0%	0.4%			
		0.0% - 1.4%	0.2% - 3.3%	0.3% - 5.2%	0.0% - 0.4%	N/A - N/A	0.2% - 1.0%			
	Observations	222	206	141	357	133	1,059			
Nitrile	Mean score (0 to 3)	0.147	0.213	0.347	0.374	0.203	0.204			
and/or latex		0.089 - 0.205	0.137 - 0.290	0.229 - 0.466	0.266 - 0.482	0.096 - 0.311	0.164 - 0.244			
gloves	None (0)	89.9%	85.7%	78.2%	76.7%	84.2%	86.5%			
		85.2% - 93.2%	80.3% - 89.8%	70.8% - 84.1%	70.1% - 82.2%	74.4% - 90.7%	83.6% - 88.9%			
	Slight (1)	5.8%	7.7%	11.6%	10.7%	11.9%	7.4%			
		3.3% - 10.0%	4.8% - 12.3%	7.4% - 17.8%	7.1% - 15.7%	6.8% - 19.9%	5.5% - 9.8%			
	Moderate (2)	4.0%	6.0%	7.5%	11.3%	3.4%	5.5%			
		2.1% - 7.2%	3.6% - 10.1%	4.2% - 12.9%	7.4% - 16.8%	1.5% - 7.4%	4.1% - 7.4%			
	Severe (3)	0.3%	0.5%	2.7%	1.4%	0.6%	0.7%			
		0.1% - 1.3%	0.1% - 3.5%	1.0% - 6.9%	0.4% - 4.9%	0.1% - 3.1%	0.4% - 1.3%			
	Observations	222	206	141	357	133	1,059			

Table C.15. Question B2.2.1: How severe are your concerns about personal protective equipment shortages or supply chain disruptions?

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Pe	rcentage Reporting	g by Population Serv	ved	
Chain Issue	Response	< 501	501 - 3,300 3,301 - 10,000 10,001 - 10 0.112 0.100 0.200		10,001 - 100,000	> 100,000	All
Tyvek suite	Mean score (0 to 3)	0.072	0.113	0.190	0.209	0.096	0.107
and/or		0.032 - 0.113	0.055 - 0.172	0.095 - 0.286	0.139 - 0.279	0.034 - 0.159	0.078 - 0.136
disposable	None (0)	95.4%	93.2%	89.1%	84.5%	93.2%	93.2%
coveralls		92.0% - 97.4%	89.0% - 95.8%	83.0% - 93.2%	78.5% - 89.0%	87.5% - 96.4%	91.2% - 94.8%
	Slight (1)	2.1%	2.8%	4.8%	10.1%	4.0%	3.4%
		0.8% - 5.3%	1.3% - 6.2%	2.3% - 9.6%	6.4% - 15.8%	1.9% - 8.3%	2.2% - 5.0%
	Moderate (2)	2.2%	3.5%	4.1%	5.4%	2.8%	3.0%
		1.1% - 4.7%	1.8% - 6.7%	1.9% - 8.7%	3.2% - 9.0%	1.2% - 6.5%	2.0% - 4.4%
	Severe (3)	0.2%	0.5%	2.0%	0.0%	0.0%	0.4%
		0.0% - 1.4%	0.1% - 3.5%	0.7% - 6.0%	N/A - N/A	N/A - N/A	0.2% - 1.0%
	Observations	222	206	141	357	133	1,059
Sanitizing	Mean score (0 to 3)	0.141	0.252	0.328	0.380	0.243	0.209
wipes,		0.077 - 0.205	0.161 - 0.343	0.223 - 0.433	0.271 - 0.488	0.118 - 0.368	0.165 - 0.253
sprays for	None (0)	90.0%	85.4%	76.1%	75.0%	82.5%	86.1%
cleaning		85.2% - 93.4%	80.0% - 89.6%	68.6% - 82.3%	68.3% - 80.7%	72.0% - 89.6%	83.2% - 88.5%
work	Slight (1)	7.0%	6.3%	16.3%	13.5%	11.3%	8.4%
offices, or		4.3% - 11.3%	3.7% - 10.4%	11.2% - 23.1%	9.6% - 18.7%	6.4% - 19.1%	6.5% - 10.9%
gels for	Moderate (2)	1.7%	6.0%	6.2%	10.1%	5.7%	4.0%
hand		0.6% - 4.7%	3.5% - 10.1%	3.3% - 11.3%	6.3% - 15.7%	2.9% - 10.8%	2.8% - 5.6%
sanitizing	Severe (3)	1.2%	2.3%	1.4%	1.4%	0.6%	1.5%
		0.4% - 4.0%	1.0% - 5.5%	0.3% - 5.2%	0.4% - 4.8%	0.1% - 3.1%	0.8% - 2.9%
	Observations	222	206	141	357	133	1,059

N/A: confidence interval could not be calculated.

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
N95 masks	Unavailable from	59.7%	42.3%	57.4%	55.0%	67.6%	54.7%			
and/or	supplier(s)	37.4% - 78.6%	25.4% - 61.2%	38.2% - 74.6%	39.9% - 69.3%	51.8% - 80.2%	43.6% - 65.4%			
elastomeric	Delayed / backordered	54.3%	64.5%	61.3%	71.9%	89.2%	61.6%			
respirators	from supplier(s)	32.7% - 74.4%	44.8% - 80.3%	41.8% - 77.7%	55.8% - 83.9%	75.2% - 95.7%	50.2% - 71.9%			
	Transportation /	19.6%	17.3%	23.0%	23.5%	29.7%	20.5%			
	distribution difficulties	8.1% - 40.4%	7.6% - 34.7%	10.6% - 42.8%	13.7% - 37.2%	17.7% - 45.5%	13.4% - 29.9%			
	Price	18.4%	20.9%	15.3%	17.0%	16.2%	18.3%			
		6.6% - 42.1%	9.3% - 40.5%	5.8% - 34.6%	8.3% - 31.7%	7.7% - 31.0%	11.0% - 28.8%			
	Other	21.8%	9.1%	15.3%	7.5%	8.1%	15.1%			
		9.7% - 42.0%	3.6% - 21.2%	5.8% - 34.6%	4.9% - 11.3%	2.8% - 21.6%	8.8% - 24.6%			
	Observations	24	28	27	95	37	211			
Alternative	Unavailable from	16.3%	33.7%	42.1%	34.8%	60.0%	27.7%			
mask	supplier(s)	5.2% - 40.7%	17.7% - 54.6%	25.0% - 61.4%	21.6% - 50.9%	40.8% - 76.6%	19.1% - 38.3%			
options	Delayed / backordered	70.5%	68.3%	65.1%	83.8%	68.0%	71.5%			
(surgical,	from supplier(s)	47.9% - 86.2%	47.4% - 83.7%	45.4% - 80.7%	68.9% - 92.3%	48.4% - 82.8%	60.1% - 80.7%			
cloth <i>,</i> etc.)	Transportation /	21.8%	14.4%	26.8%	28.8%	48.0%	22.5%			
	distribution difficulties	9.7% - 42.0%	5.9% - 31.1%	13.3% - 46.7%	17.2% - 44.0%	30.1% - 66.5%	15.0% - 32.3%			
	Price	23.9%	20.3%	11.5%	10.0%	12.0%	18.7%			
		9.7% - 47.7%	8.4% - 41.3%	3.7% - 30.4%	4.1% - 22.5%	4.0% - 30.6%	10.9% - 30.3%			
	Other	19.6%	9.9%	15.3%	7.4%	16.0%	14.7%			
		8.1% - 40.4%	3.9% - 23.0%	5.8% - 34.6%	4.7% - 11.5%	6.3% - 35.1%	8.3% - 24.5%			
	Observations	24	26	27	92	25	194			

Community Water Systems

Present to December

Supply			Pe	rcentage Reporting	g by Population Ser	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Face shield	Unavailable from	40.8%	42.8%	57.5%	36.5%	62.5%	42.9%
and/or	supplier(s)	20.8% - 64.3%	22.8% - 65.4%	35.2% - 77.2%	22.3% - 53.6%	38.0% - 81.9%	30.7% - 56.0%
protective	Delayed / backordered	55.6%	55.3%	68.0%	80.3%	68.8%	61.4%
eye wear	from supplier(s)	32.4% - 76.6%	32.8% - 75.7%	44.6% - 84.8%	62.2% - 91.0%	43.7% - 86.2%	47.9% - 73.4%
	Transportation /	8.6%	5.9%	10.5%	18.3%	25.0%	10.2%
	distribution difficulties	1.8% - 32.9%	0.8% - 33.2%	2.6% - 34.0%	7.9% - 36.8%	9.8% - 50.5%	4.8% - 20.3%
	Price	21.0%	21.1%	10.5%	6.4%	6.2%	17.0%
		7.5% - 46.7%	7.8% - 45.7%	2.6% - 34.0%	1.7% - 20.6%	0.9% - 33.0%	8.8% - 30.3%
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations	21	20	20	71	16	148
Nitrile	Unavailable from	46.5%	49.4%	43.6%	44.0%	60.7%	46.6%
and/or latex	supplier(s)	27.1% - 67.1%	32.0% - 66.9%	27.7% - 60.9%	30.2% - 58.7%	42.5% - 76.4%	36.3% - 57.1%
gloves	Delayed / backordered	69.6%	63.7%	68.5%	78.6%	89.3%	69.9%
	from supplier(s)	47.5% - 85.3%	45.1% - 79.0%	50.7% - 82.1%	62.2% - 89.1%	72.3% - 96.4%	59.2% - 78.8%
	Transportation /	23.2%	15.1%	21.8%	30.5%	32.1%	22.5%
	distribution difficulties	10.3% - 44.3%	6.7% - 30.9%	10.7% - 39.3%	18.5% - 45.8%	18.0% - 50.6%	15.1% - 32.1%
	Price	30.3%	22.3%	24.9%	21.3%	21.4%	25.9%
		15.1% - 51.6%	11.1% - 39.8%	12.9% - 42.6%	12.5% - 33.8%	10.2% - 39.6%	17.7% - 36.1%
	Other	0.0%	0.0%	0.0%	0.3%	0.0%	0.1%
		N/A - N/A	N/A - N/A	N/A - N/A	0.0% - 2.2%	N/A - N/A	0.0% - 0.4%
	Observations	26	31	33	97	28	215

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Pe	rcentage Reporting	g by Population Ser	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Tyvek suite	Unavailable from	57.6%	35.8%	43.8%	42.6%	75.0%	47.4%
and/or	supplier(s)	28.2% - 82.4%	17.0% - 60.4%	22.2% - 68.0%	26.0% - 61.1%	44.9% - 91.7%	34.0% - 61.1%
disposable	Delayed / backordered	62.0%	50.8%	56.3%	63.6%	83.3%	59.3%
coveralls	from supplier(s)	31.2% - 85.5%	27.0% - 74.3%	32.0% - 77.8%	43.5% - 79.9%	52.4% - 95.8%	44.9% - 72.2%
	Transportation /	0.0%	0.0%	6.3%	19.1%	25.0%	5.6%
	distribution difficulties	N/A - N/A	N/A - N/A	0.8% - 34.3%	8.2% - 38.3%	8.3% - 55.1%	2.7% - 11.2%
	Price	4.5%	15.0%	12.5%	6.1%	16.7%	8.6%
		0.6% - 25.9%	3.7% - 44.9%	3.1% - 39.2%	1.5% - 21.6%	4.2% - 47.6%	4.1% - 17.4%
	Other	4.5%	0.0%	0.0%	0.0%	0.0%	1.7%
		0.6% - 25.9%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 11.4%
	Observations	14	16	16	62	12	120
Sanitizing	Unavailable from	46.9%	50.4%	51.3%	55.8%	74.2%	50.5%
wipes,	supplier(s)	26.9% - 68.0%	33.1% - 67.6%	35.1% - 67.1%	41.2% - 69.4%	56.9% - 86.2%	40.1% - 60.8%
sprays for	Delayed / backordered	65.4%	64.5%	65.5%	83.4%	77.4%	68.6%
cleaning	from supplier(s)	42.9% - 82.6%	46.0% - 79.4%	48.6% - 79.2%	70.0% - 91.5%	60.3% - 88.5%	57.9% - 77.6%
work	Transportation /	0.0%	10.5%	8.5%	14.8%	29.0%	7.0%
offices, or	distribution difficulties	N/A - N/A	3.4% - 28.3%	2.8% - 23.5%	7.0% - 28.5%	16.2% - 46.4%	4.1% - 11.7%
gels for	Price	27.5%	16.0%	5.7%	18.3%	16.1%	19.4%
hand		12.3% - 50.6%	6.6% - 33.9%	1.4% - 20.2%	9.5% - 32.3%	7.1% - 32.7%	12.0% - 29.9%
sanitizing	Other	16.3%	7.8%	8.5%	6.1%	9.7%	11.1%
Sanitizing (wipes, s sprays for (cleaning f work 7 offices, or 6 gels for F hand sanitizing (6.2% - 36.8%	3.1% - 18.5%	2.8% - 23.5%	3.9% - 9.5%	3.3% - 25.3%	6.0% - 19.6%
	Observations	24	32	36	104	31	227

N/A: confidence interval could not be calculated.

apply)

Community Water Systems

Present to December

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
N95 masks	Seek alternative supplier	50.1%	58.2%	61.3%	70.7%	75.7%	57.8%			
and/or		29.2% - 70.9%	38.9% - 75.3%	41.8% - 77.7%	55.4% - 82.4%	60.1% - 86.5%	46.5% - 68.3%			
elastomeric	Increase purchasing / maintain a	53.2%	56.8%	69.4%	69.5%	89.2%	60.1%			
respirators	larger than typical inventory	32.0% - 73.4%	37.6% - 74.2%	49.5% - 84.0%	54.0% - 81.6%	75.2% - 95.7%	48.7% - 70.4%			
	Switch chemicals, procedures, or	21.8%	9.1%	19.1%	10.7%	13.5%	16.3%			
	technologies	9.7% - 42.0%	3.6% - 21.2%	8.1% - 38.7%	5.8% - 18.9%	5.9% - 27.9%	9.8% - 25.8%			
	Make arrangements w/ neighboring	13.0%	4.1%	19.6%	21.1%	13.5%	13.4%			
	utilities or mutual aid network	3.8% - 36.2%	0.6% - 24.6%	8.5% - 39.0%	10.4% - 38.1%	5.9% - 27.9%	7.4% - 22.9%			
	Other	5.4%	0.0%	0.0%	0.3%	5.4%	2.5%			
		0.7% - 31.5%	N/A - N/A	N/A - N/A	0.1% - 2.2%	1.4% - 18.4%	0.4% - 14.3%			
	Observations	24	28	27	95	37	211			
Alternative	Seek alternative supplier	57.7%	50.0%	65.1%	61.1%	84.0%	58.1%			
mask		35.6% - 77.1%	30.9% - 69.1%	45.4% - 80.7%	44.5% - 75.4%	65.0% - 93.7%	46.3% - 69.0%			
options	Increase purchasing / maintain a	65.1%	68.8%	80.9%	82.7%	88.0%	71.6%			
(surgical,	larger than typical inventory	42.5% - 82.5%	47.7% - 84.2%	61.2% - 91.9%	68.0% - 91.4%	69.4% - 96.0%	59.8% - 81.0%			
cloth <i>,</i> etc.)	Switch chemicals, procedures, or	0.0%	0.0%	0.0%	0.0%	4.0%	0.1%			
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.6% - 22.6%	0.0% - 0.4%			
	Make arrangements w/ neighboring	9.8%	4.5%	15.8%	10.9%	20.0%	9.8%			
	utilities or mutual aid network	2.7% - 29.8%	0.6% - 26.4%	6.1% - 34.9%	4.1% - 25.8%	8.8% - 39.4%	5.0% - 18.2%			
	Other	0.0%	4.5%	0.0%	0.4%	4.0%	1.1%			
		N/A - N/A	0.6% - 26.4%	N/A - N/A	0.1% - 2.5%	0.6% - 22.6%	0.2% - 6.1%			
	Observations	24	26	27	92	25	194			

apply)

Community Water Systems

Present to December

Supply		Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Face shield	Seek alternative supplier	74.1%	54.6%	52.3%	66.0%	87.5%	66.1%			
and/or		49.7% - 89.2%	32.2% - 75.3%	30.7% - 73.1%	47.5% - 80.6%	62.0% - 96.8%	53.6% - 76.7%			
protective	Increase purchasing / maintain a	27.1%	51.3%	52.9%	53.8%	75.0%	40.5%			
eye wear	larger than typical inventory	11.1% - 52.6%	29.5% - 72.7%	31.2% - 73.6%	36.2% - 70.5%	49.5% - 90.2%	28.9% - 53.2%			
	Switch chemicals, procedures, or	0.0%	0.0%	0.0%	0.0%	6.2%	0.1%			
	technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.9% - 33.0%	0.0% - 0.5%			
	Make arrangements w/ neighboring	11.1%	5.9%	15.7%	8.4%	12.5%	10.2%			
	utilities or mutual aid network	3.0% - 33.3%	0.8% - 33.2%	5.1% - 39.4%	2.3% - 26.8%	3.2% - 38.2%	4.7% - 20.7%			
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Observations	21	20	20	71	16	148			
Nitrile	Seek alternative supplier	62.7%	58.2%	56.0%	65.2%	82.1%	61.3%			
and/or latex		40.8% - 80.4%	39.9% - 74.5%	38.8% - 72.0%	49.3% - 78.3%	64.3% - 92.1%	50.5% - 71.2%			
gloves	Increase purchasing / maintain a	44.4%	59.8%	65.8%	70.7%	85.7%	56.5%			
	larger than typical inventory	25.2% - 65.3%	41.5% - 75.7%	48.0% - 80.0%	56.4% - 81.9%	68.2% - 94.4%	45.8% - 66.6%			
	Switch chemicals, procedures, or	20.2%	8.0%	9.3%	7.3%	14.3%	13.3%			
	technologies	9.0% - 39.5%	3.1% - 18.8%	3.0% - 25.4%	4.7% - 11.0%	5.6% - 31.8%	7.7% - 22.1%			
	Make arrangements w/ neighboring	7.1%	3.6%	12.5%	6.5%	14.3%	7.1%			
	utilities or mutual aid network	1.5% - 27.7%	0.5% - 22.0%	4.7% - 29.0%	2.0% - 19.3%	5.6% - 31.8%	3.3% - 14.5%			
	Other	0.0%	7.2%	0.0%	0.3%	0.0%	1.8%			
		N/A - N/A	1.8% - 24.9%	N/A - N/A	0.0% - 2.2%	N/A - N/A	0.5% - 6.5%			
	Observations	26	31	33	97	28	215			
apply)

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Perc	entage Reporting	by Population Se	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Tyvek suite	Seek alternative supplier	77.9%	46.7%	68.8%	67.3%	91.7%	67.2%
and/or		41.1% - 94.7%	23.7% - 71.2%	42.9% - 86.6%	46.8% - 82.7%	58.9% - 98.8%	52.2% - 79.3%
disposable	Increase purchasing / maintain a	22.1%	53.3%	43.8%	58.0%	75.0%	41.3%
coveralls	larger than typical inventory	5.3% - 58.9%	28.8% - 76.3%	22.2% - 68.0%	39.5% - 74.5%	44.9% - 91.7%	28.3% - 55.7%
	Switch chemicals, procedures, or	39.9%	12.5%	18.8%	10.9%	25.0%	23.7%
	technologies	15.9% - 70.1%	4.2% - 31.9%	6.1% - 45.2%	7.0% - 16.6%	8.3% - 55.1%	13.2% - 38.8%
	Make arrangements w/ neighboring	0.0%	7.5%	12.5%	8.8%	8.3%	5.7%
	utilities or mutual aid network	N/A - N/A	1.0% - 39.6%	3.1% - 39.2%	2.4% - 27.9%	1.2% - 41.1%	2.4% - 13.1%
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations	14	16	16	62	12	120
Sanitizing	Seek alternative supplier	52.1%	53.5%	59.8%	63.7%	87.1%	56.4%
wipes,		31.3% - 72.3%	35.9% - 70.3%	43.0% - 74.5%	48.6% - 76.5%	71.0% - 94.9%	45.8% - 66.4%
sprays for	Increase purchasing / maintain a	53.0%	64.1%	65.8%	73.4%	74.2%	61.7%
cleaning	larger than typical inventory	32.2% - 72.8%	45.8% - 79.0%	48.9% - 79.5%	60.3% - 83.4%	56.9% - 86.2%	51.0% - 71.3%
work	Switch chemicals, procedures, or	5.1%	0.0%	0.0%	7.0%	12.9%	3.5%
offices, or	technologies	0.7% - 29.9%	N/A - N/A	N/A - N/A	2.5% - 18.3%	5.1% - 29.0%	1.0% - 11.3%
gels for	Make arrangements w/ neighboring	4.1%	0.0%	11.4%	8.4%	16.1%	5.3%
hand	utilities or mutual aid network	1.1% - 14.5%	N/A - N/A	4.3% - 26.8%	3.0% - 21.5%	7.1% - 32.7%	2.8% - 9.6%
	Other	5.1%	7.0%	0.0%	0.6%	9.7%	4.0%
		0.7% - 29.9%	1.7% - 24.5%	N/A - N/A	0.2% - 2.3%	3.3% - 25.3%	1.2% - 12.3%
	Observations	24	32	36	104	31	227

equipment and supplies, etc.?

Community Water Systems

Present to December

Supply			Pe	rcentage Reporting	g by Population Ser	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Filter media	Mean score (0 to 3)	0.059	0.039	0.073	0.047	0.057	0.055
		0.018 - 0.100	0.000 - 0.078	0.016 - 0.131	0.014 - 0.080	0.012 - 0.101	0.029 - 0.080
Supply Chain IssueResponFilter mediaMean sFilter mediaMean sNone (fSlight (:ModeraSevereObservGranular/Mean sPowderedActivatedNone (iCarbon (GAC/PAC)Slight (ModeraSevere	None (0)	96.0%	97.9%	94.7%	96.1%	95.5%	96.3%
		92.4% - 98.0%	94.9% - 99.1%	89.2% - 97.5%	92.6% - 98.0%	90.9% - 97.8%	94.3% - 97.6%
	Slight (1)	2.2%	0.8%	3.9%	3.1%	4.0%	2.2%
		0.9% - 5.4%	0.2% - 3.3%	1.6% - 9.3%	1.5% - 6.2%	1.9% - 8.3%	1.2% - 3.8%
	Moderate (2)	1.5%	0.8%	0.7%	0.8%	0.0%	1.2%
		0.5% - 4.6%	0.2% - 3.3%	0.1% - 4.5%	0.2% - 3.8%	N/A - N/A	0.5% - 2.8%
	Severe (3)	0.2%	0.5%	0.7%	0.0%	0.6%	0.3%
		0.0% - 1.4%	0.1% - 3.5%	0.1% - 4.5%	N/A - N/A	0.1% - 3.1%	0.1% - 0.9%
	Observations	222	206	141	355	133	1,057
Granular/	Mean score (0 to 3)	0.017	0.023	0.046	0.036	0.051	0.024
Powdered		-0.005 - 0.040	-0.002 - 0.048	0.005 - 0.087	0.005 - 0.067	0.005 - 0.097	0.009 - 0.038
Activated	None (0)	98.8%	98.2%	96.1%	97.3%	97.2%	98.2%
Carbon (GAC/		96.0% - 99.6%	95.2% - 99.3%	90.7% - 98.4%	94.0% - 98.8%	93.5% - 98.8%	96.9% - 99.0%
PAC)	Slight (1)	0.7%	1.3%	3.3%	1.8%	1.1%	1.2%
		0.2% - 3.1%	0.4% - 4.1%	1.2% - 8.6%	0.7% - 4.8%	0.3% - 3.9%	0.6% - 2.3%
	Moderate (2)	0.5%	0.5%	0.7%	0.9%	1.1%	0.6%
		0.1% - 3.5%	0.1% - 3.5%	0.1% - 4.5%	0.2% - 3.7%	0.3% - 3.9%	0.2% - 1.7%
	Severe (3)	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 3.1%	0.0% - 0.0%
	Observations	222	206	141	355	133	1,057

equipment and supplies, etc.?

Community Water Systems

Present to December

Supply			Pei	rcentage Reporting	g by Population Ser	ved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Membrane	Mean score (0 to 3)	0.022	0.003	0.046	0.017	0.017	0.020
modules		-0.002 - 0.047	-0.003 - 0.008	0.005 - 0.087	-0.001 - 0.035	-0.005 - 0.039	0.005 - 0.034
	None (0)	98.3%	99.7%	96.1%	98.4%	98.9%	98.4%
		95.3% - 99.4%	98.1% - 100.0%	90.7% - 98.4%	95.2% - 99.5%	96.1% - 99.7%	96.9% - 99.2%
	Slight (1)	1.2%	0.3%	3.3%	1.5%	0.6%	1.2%
		0.4% - 4.0%	0.0% - 1.9%	1.2% - 8.6%	0.5% - 4.8%	0.1% - 3.1%	0.6% - 2.6%
	Moderate (2)	0.5%	0.0%	0.7%	0.1%	0.6%	0.4%
		0.1% - 3.5%	N/A - N/A	0.1% - 4.5%	0.0% - 0.4%	0.1% - 3.1%	0.1% - 1.7%
	Severe (3)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations	222	206	141	355	133	1,057
Pumps	Mean score (0 to 3)	0.148	0.148	0.209	0.292	0.153	0.168
		0.078 - 0.219	0.086 - 0.210	0.115 - 0.304	0.187 - 0.397	0.062 - 0.243	0.124 - 0.213
	None (0)	90.9%	89.5%	85.9%	81.2%	89.8%	89.1%
		86.1% - 94.1%	84.7% - 92.9%	79.1% - 90.7%	74.8% - 86.3%	82.5% - 94.3%	86.3% - 91.4%
	Slight (1)	5.2%	7.3%	9.4%	11.1%	6.2%	6.7%
		2.9% - 9.1%	4.6% - 11.6%	5.5% - 15.5%	7.4% - 16.3%	3.2% - 11.7%	5.0% - 8.9%
	Moderate (2)	2.2%	2.1%	2.7%	4.9%	2.8%	2.5%
		0.9% - 5.4%	0.9% - 5.1%	1.0% - 6.9%	2.4% - 9.9%	1.2% - 6.5%	1.5% - 4.2%
	Severe (3)	1.7%	1.1%	2.0%	2.7%	1.1%	1.7%
		0.6% - 4.7%	0.3% - 3.4%	0.7% - 6.0%	1.1% - 6.6%	0.3% - 3.9%	0.9% - 3.2%
	Observations	222	206	141	355	133	1,057

equipment and supplies, etc.?

Community Water Systems

Present to December

Supply			ved				
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Supply Chain IssueResponse ResponseMotorsMeanNoneSlightSlightModeSeverObserPipesMeanNoneSlightSlightSeverSlightSeverSlightSeverSlightSeverSlightSever	Mean score (0 to 3)	0.123	0.132	0.196	0.297	0.124	0.149
		0.059 - 0.187	0.071 - 0.194	0.104 - 0.287	0.193 - 0.401	0.045 - 0.203	0.108 - 0.190
	None (0)	92.4%	91.3%	86.5%	80.0%	92.1%	90.3%
		88.0% - 95.3%	86.8% - 94.3%	79.8% - 91.3%	73.4% - 85.4%	85.8% - 95.7%	87.8% - 92.4%
	Slight (1)	4.2%	5.3%	9.4%	12.9%	4.5%	5.8%
		2.2% - 7.8%	3.0% - 9.1%	5.5% - 15.5%	8.8% - 18.7%	2.2% - 9.1%	4.3% - 7.8%
	Moderate (2)	2.2%	2.3%	2.0%	4.3%	2.3%	2.4%
		0.9% - 5.4%	1.0% - 5.5%	0.7% - 6.0%	2.0% - 9.1%	0.9% - 5.7%	1.4% - 4.1%
	Severe (3)	1.2%	1.1%	2.0%	2.7%	1.1%	1.4%
		0.4% - 4.0%	0.3% - 3.4%	0.7% - 6.0%	1.1% - 6.6%	0.3% - 3.9%	0.7% - 2.7%
	Observations	222	206	141	355	133	1,057
Pipes	Mean score (0 to 3)	0.134	0.129	0.216	0.291	0.113	0.156
		0.070 - 0.199	0.072 - 0.185	0.127 - 0.306	0.194 - 0.387	0.042 - 0.184	0.115 - 0.197
	None (0)	91.3%	90.0%	83.8%	78.4%	91.5%	89.0%
		86.7% - 94.3%	85.3% - 93.4%	76.8% - 89.0%	71.7% - 84.0%	85.0% - 95.4%	86.3% - 91.2%
	Slight (1)	5.3%	7.9%	12.1%	16.6%	6.8%	7.7%
		3.0% - 9.1%	4.9% - 12.3%	7.6% - 18.6%	11.8% - 23.0%	3.6% - 12.5%	5.9% - 9.9%
	Moderate (2)	2.2%	1.3%	2.7%	2.3%	0.6%	2.1%
		0.9% - 5.4%	0.4% - 4.1%	1.0% - 6.9%	0.9% - 5.8%	0.1% - 3.1%	1.1% - 3.7%
	Severe (3)	1.2%	0.8%	1.4%	2.6%	1.1%	1.3%
		0.4% - 4.0%	0.2% - 3.3%	0.3% - 5.2%	1.0% - 6.6%	0.3% - 3.9%	0.6% - 2.6%
	Observations	222	206	141	355	133	1,057

equipment and supplies, etc.?

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Supply Res Chain Issue Res Valves Mea Non Slight Mod Seven Obs Fuel Fuel Mea Non Slight Mod Seven Obs Seven Slight Mod Seven Seven Slight Mod Seven Seven Slight Mod Seven Seven Supply Seven Seven Seven Seven	Mean score (0 to 3)	0.123	0.124	0.216	0.302	0.102	0.149			
		0.059 - 0.187	0.066 - 0.181	0.127 - 0.306	0.200 - 0.405	0.034 - 0.169	0.109 - 0.190			
	None (0)	92.4%	91.1%	83.8%	78.7%	92.7%	89.9%			
		88.0% - 95.3%	86.5% - 94.2%	76.8% - 89.0%	71.9% - 84.2%	86.7% - 96.1%	87.3% - 92.0%			
	Slight (1)	4.2%	6.3%	12.1%	15.1%	5.7%	6.5%			
		2.2% - 7.8%	3.8% - 10.4%	7.6% - 18.6%	10.6% - 21.1%	2.9% - 10.8%	4.9% - 8.6%			
	Moderate (2)	2.2%	1.8%	2.7%	3.6%	0.6%	2.3%			
		0.9% - 5.4%	0.7% - 4.8%	1.0% - 6.9%	1.5% - 8.3%	0.1% - 3.1%	1.3% - 4.0%			
	Severe (3)	1.2%	0.8%	1.4%	2.7%	1.1%	1.3%			
		0.4% - 4.0%	0.2% - 3.3%	0.3% - 5.2%	1.0% - 6.6%	0.3% - 3.9%	0.6% - 2.6%			
	Observations	222	206	141	355	133	1,057			
Fuel	Mean score (0 to 3)	0.058	0.067	0.141	0.169	0.045	0.079			
		0.009 - 0.107	0.021 - 0.112	0.057 - 0.226	0.085 - 0.252	0.003 - 0.087	0.047 - 0.111			
	None (0)	97.3%	96.0%	92.0%	89.3%	97.2%	95.7%			
		93.9% - 98.8%	92.6% - 97.9%	86.0% - 95.5%	83.5% - 93.2%	93.5% - 98.8%	93.9% - 97.0%			
	Slight (1)	0.2%	2.1%	3.3%	6.6%	1.7%	1.6%			
		0.0% - 1.4%	0.9% - 5.1%	1.2% - 8.6%	3.6% - 11.7%	0.6% - 4.8%	1.0% - 2.4%			
	Moderate (2)	2.0%	1.1%	3.4%	2.1%	0.6%	1.9%			
		0.8% - 5.3%	0.3% - 3.4%	1.4% - 7.8%	0.7% - 5.8%	0.1% - 3.1%	1.0% - 3.6%			
	Severe (3)	0.5%	0.8%	1.4%	2.0%	0.6%	0.8%			
		0.1% - 3.5%	0.2% - 3.3%	0.3% - 5.2%	0.7% - 5.7%	0.1% - 3.1%	0.3% - 1.9%			
	Observations	222	206	141	355	133	1,057			

equipment and supplies, etc.?

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Percentage Reporting by Population Served						
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Vehicles	Mean score (0 to 3)	0.012	0.050	0.114	0.191	0.028	0.048		
		-0.008 - 0.032	0.004 - 0.095	0.042 - 0.186	0.104 - 0.278	-0.002 - 0.059	0.029 - 0.067		
	None (0)	99.3%	97.4%	92.7%	86.9%	98.3%	97.0%		
		96.9% - 99.8%	94.2% - 98.8%	86.8% - 96.0%	80.5% - 91.4%	95.2% - 99.4%	95.8% - 97.9%		
	Slight (1)	0.2%	1.3%	3.9%	9.1%	0.6%	1.7%		
		0.0% - 1.4%	0.4% - 4.1%	1.6% - 9.3%	5.4% - 14.9%	0.1% - 3.1%	1.1% - 2.6%		
	Moderate (2)	0.5%	0.3%	2.7%	2.1%	1.1%	0.8%		
		0.1% - 3.5%	0.0% - 1.9%	1.0% - 6.9%	0.7% - 5.8%	0.3% - 3.9%	0.4% - 1.8%		
	Severe (3)	0.0%	1.0%	0.7%	1.9%	0.0%	0.5%		
		N/A - N/A	0.3% - 4.0%	0.1% - 4.5%	0.6% - 5.7%	N/A - N/A	0.2% - 1.1%		
	Observations	222	206	141	355	133	1,057		

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Filter media	Unavailable from	25.6%	13.5%	48.7%	2.0%	37.5%	24.9%			
	supplier(s)	5.7% - 66.3%	1.7% - 58.1%	16.3% - 82.2%	0.3% - 13.8%	11.9% - 72.8%	9.3% - 51.6%			
	Delayed / backordered	48.8%	86.5%	38.5%	71.5%	87.5%	55.3%			
	from supplier(s)	17.9% - 80.6%	41.9% - 98.3%	11.3% - 75.4%	35.4% - 92.0%	44.0% - 98.4%	32.1% - 76.4%			
	Transportation /	12.8%	0.0%	12.8%	22.5%	37.5%	12.6%			
	distribution difficulties	1.5% - 59.3%	N/A - N/A	1.5% - 58.3%	4.8% - 62.8%	11.9% - 72.8%	3.2% - 38.9%			
	Price	18.0%	0.0%	12.8%	18.6%	25.0%	15.1%			
		3.4% - 58.0%	N/A - N/A	1.5% - 58.3%	3.0% - 63.1%	5.9% - 63.9%	4.4% - 41.1%			
	Other	5.2%	0.0%	0.0%	0.0%	0.0%	3.2%			
		0.7% - 29.1%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.4% - 20.4%			
	Observations	9	5	7	21	8	50			
Granular/	Unavailable from	41.6%	28.1%	48.3%	50.5%	40.0%	41.2%			
Powdered	supplier(s)	2.1% - 96.0%	2.8% - 84.1%	12.3% - 86.1%	14.9% - 85.6%	8.4% - 82.9%	12.8% - 77.0%			
Activated	Delayed / backordered	58.4%	43.8%	0.0%	61.9%	100.0%	44.2%			
Carbon (GAC/	from supplier(s)	4.0% - 97.9%	7.6% - 88.0%	N/A - N/A	20.7% - 91.1%	N/A - N/A	14.6% - 78.6%			
PAC)	Transportation /	0.0%	0.0%	0.0%	38.1%	60.0%	7.1%			
	distribution difficulties	N/A - N/A	N/A - N/A	N/A - N/A	8.9% - 79.4%	17.1% - 91.6%	2.4% - 19.2%			
	Price	41.6%	0.0%	0.0%	53.4%	20.0%	24.6%			
		2.1% - 96.0%	N/A - N/A	N/A - N/A	16.4% - 87.0%	2.2% - 73.9%	5.0% - 67.0%			
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Observations	3	4	5	13	5	30			

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Membrane	Unavailable from	58.8%	0.0%	48.3%	9.6%	0.0%	48.4%			
modules	supplier(s)	9.9% - 94.9%	N/A - N/A	11.9% - 86.6%	1.8% - 38.5%	N/A - N/A	15.4% - 82.9%			
	Delayed / backordered	70.6%	100.0%	0.0%	50.0%	100.0%	53.4%			
	from supplier(s)	11.3% - 97.8%	N/A - N/A	N/A - N/A	7.0% - 93.0%	N/A - N/A	17.8% - 85.9%			
	Transportation /	0.0%	0.0%	0.0%	40.4%	50.0%	4.5%			
	distribution difficulties	N/A - N/A	N/A - N/A	N/A - N/A	4.5% - 90.7%	1.6% - 98.4%	0.7% - 24.8%			
	Price	29.4%	0.0%	0.0%	4.8%	0.0%	18.5%			
		2.2% - 88.7%	N/A - N/A	N/A - N/A	0.4% - 36.6%	N/A - N/A	1.9% - 72.8%			
	Other	0.0%	0.0%	0.0%	0.0%	50.0%	0.5%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	1.6% - 98.4%	0.1% - 3.7%			
	Observations	4	1	5	6	2	18			
Pumps	Unavailable from	33.3%	35.1%	24.0%	25.2%	33.3%	31.2%			
	supplier(s)	15.6% - 57.4%	18.6% - 56.3%	10.2% - 46.9%	13.3% - 42.4%	15.9% - 57.0%	20.7% - 44.0%			
	Delayed / backordered	61.1%	75.1%	85.6%	81.4%	94.4%	71.1%			
	from supplier(s)	37.7% - 80.3%	53.4% - 88.9%	63.1% - 95.4%	62.0% - 92.2%	69.6% - 99.2%	58.0% - 81.4%			
	Transportation /	5.6%	9.7%	19.2%	22.8%	33.3%	11.5%			
	distribution difficulties	0.7% - 32.1%	2.4% - 32.2%	7.3% - 42.0%	10.8% - 41.9%	15.9% - 57.0%	6.1% - 20.4%			
	Price	18.9%	12.4%	18.3%	16.0%	5.6%	16.7%			
		6.7% - 43.1%	3.8% - 33.7%	5.9% - 44.5%	6.3% - 35.0%	0.8% - 30.4%	9.1% - 28.7%			
	Other	2.2%	0.0%	0.0%	0.0%	0.0%	1.1%			
		0.3% - 14.2%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 7.3%			
	Observations	21	25	20	67	18	151			

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Motors	Unavailable from	26.6%	45.1%	20.2%	24.1%	35.7%	29.1%			
	supplier(s)	10.1% - 54.0%	24.7% - 67.2%	7.6% - 43.7%	12.8% - 40.8%	15.7% - 62.4%	18.7% - 42.4%			
	Delayed / backordered	66.7%	75.8%	94.9%	88.3%	92.9%	77.0%			
	from supplier(s)	40.2% - 85.6%	51.9% - 90.1%	70.9% - 99.3%	72.9% - 95.5%	63.0% - 99.0%	63.3% - 86.7%			
	Transportation /	6.7%	0.0%	20.2%	15.7%	35.7%	9.3%			
	distribution difficulties	0.9% - 37.1%	N/A - N/A	7.6% - 43.7%	6.9% - 31.6%	15.7% - 62.4%	4.3% - 18.7%			
	Price	22.7%	9.2%	19.2%	12.4%	7.1%	17.2%			
		8.0% - 49.7%	2.1% - 32.3%	6.2% - 46.1%	5.0% - 27.5%	1.0% - 37.0%	9.0% - 30.3%			
	Other	2.7%	0.0%	0.0%	0.0%	0.0%	1.2%			
		0.4% - 16.7%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 8.2%			
	Observations	18	21	19	68	14	140			
Pipes	Unavailable from	52.2%	23.4%	21.0%	31.2%	26.7%	37.6%			
	supplier(s)	31.1% - 72.6%	9.8% - 46.2%	8.9% - 42.1%	18.4% - 47.7%	10.4% - 53.1%	27.4% - 49.1%			
	Delayed / backordered	51.2%	66.3%	87.4%	80.4%	86.7%	65.4%			
	from supplier(s)	29.7% - 72.3%	43.9% - 83.2%	67.0% - 96.0%	62.6% - 91.0%	59.7% - 96.6%	53.2% - 75.9%			
	Transportation /	0.0%	10.3%	16.8%	25.9%	40.0%	9.9%			
	distribution difficulties	N/A - N/A	2.5% - 33.6%	6.3% - 37.6%	13.6% - 43.7%	19.3% - 65.0%	6.1% - 15.9%			
	Price	12.8%	0.0%	24.4%	9.5%	13.3%	11.2%			
		4.2% - 32.8%	N/A - N/A	10.4% - 47.3%	3.8% - 21.8%	3.4% - 40.3%	5.9% - 20.3%			
	Other	8.1%	0.0%	0.0%	0.0%	6.7%	3.7%			
		1.7% - 31.3%	N/A - N/A	N/A - N/A	N/A - N/A	0.9% - 34.9%	0.8% - 15.4%			
	Observations	22	23	23	75	15	158			

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Valves	Unavailable from	53.3%	26.1%	16.8%	27.9%	30.8%	36.7%			
	supplier(s)	29.8% - 75.4%	11.0% - 50.3%	6.3% - 37.6%	15.7% - 44.5%	12.0% - 59.1%	25.9% - 49.1%			
	Delayed / backordered	57.4%	79.6%	87.4%	81.0%	84.6%	71.6%			
	from supplier(s)	32.5% - 79.0%	55.4% - 92.5%	67.0% - 96.0%	62.7% - 91.5%	54.9% - 96.1%	58.4% - 81.9%			
	Transportation /	0.0%	0.0%	16.8%	21.1%	46.2%	7.4%			
	distribution difficulties	N/A - N/A	N/A - N/A	6.3% - 37.6%	10.7% - 37.3%	22.4% - 71.8%	4.5% - 12.0%			
	Price	12.0%	5.7%	20.2%	17.1%	7.7%	13.0%			
		3.3% - 35.4%	0.8% - 32.4%	7.6% - 43.6%	7.3% - 34.9%	1.1% - 39.1%	7.0% - 22.9%			
	Other	2.7%	0.0%	0.0%	0.0%	0.0%	1.1%			
		0.4% - 16.7%	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 7.8%			
	Observations	18	21	23	71	13	146			
Fuel	Unavailable from	74.0%	40.0%	25.4%	35.2%	40.0%	48.5%			
	supplier(s)	27.9% - 95.5%	14.0% - 73.2%	7.9% - 57.4%	16.6% - 59.7%	9.1% - 81.7%	32.4% - 64.8%			
	Delayed / backordered	44.5%	47.1%	66.1%	29.9%	60.0%	45.4%			
	from supplier(s)	11.1% - 83.6%	18.5% - 77.8%	35.3% - 87.5%	13.3% - 54.3%	18.3% - 90.9%	27.2% - 64.8%			
	Transportation /	18.5%	12.9%	33.9%	39.3%	80.0%	25.7%			
	distribution difficulties	1.9% - 72.4%	1.6% - 57.6%	12.5% - 64.7%	18.8% - 64.3%	28.1% - 97.6%	12.7% - 45.2%			
	Price	37.0%	52.9%	49.1%	33.7%	20.0%	41.5%			
		7.7% - 80.5%	22.2% - 81.5%	21.9% - 76.9%	15.5% - 58.5%	2.4% - 71.9%	24.0% - 61.5%			
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Observations	6	10	11	29	5	61			

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Percentage Reporting by Population Served							
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Vehicles	Unavailable from	71.3%	19.6%	18.5%	27.2%	0.0%	29.4%			
	supplier(s)	25.2% - 94.8%	2.3% - 71.5%	4.3% - 53.3%	11.3% - 52.4%	N/A - N/A	18.0% - 44.2%			
	Delayed / backordered	100.0%	30.4%	63.0%	87.2%	33.3%	71.8%			
	from supplier(s)	N/A - N/A	6.2% - 74.3%	31.2% - 86.4%	66.6% - 95.9%	3.5% - 87.4%	54.9% - 84.2%			
	Transportation /	0.0%	0.0%	27.8%	21.5%	66.7%	16.2%			
	distribution difficulties	N/A - N/A	N/A - N/A	8.6% - 61.2%	8.6% - 44.3%	12.6% - 96.5%	8.6% - 28.5%			
	Price	71.3%	50.0%	35.2%	17.7%	0.0%	35.1%			
		25.2% - 94.8%	14.4% - 85.6%	11.6% - 69.2%	6.6% - 39.6%	N/A - N/A	22.2% - 50.7%			
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A			
	Observations	2	6	10	31	3	52			

apply)

Community Water Systems

Present to December

Supply			Perc	entage Reporting	s by Population Se	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Filter media	Seek alternative supplier	23.1%	73.0%	25.6%	73.5%	100.0%	36.6%
		6.0% - 58.5%	34.9% - 93.1%	5.7% - 66.3%	36.2% - 93.1%	N/A - N/A	21.0% - 55.6%
	Increase purchasing / maintain	82.0%	13.5%	48.7%	16.6%	25.0%	60.7%
	a larger than typical inventory	42.0% - 96.6%	1.7% - 58.1%	16.3% - 82.2%	2.2% - 64.1%	5.9% - 63.9%	41.5% - 77.1%
	Switch chemicals, procedures,	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	or technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Make arrangements with neighbor-	0.0%	24.3%	0.0%	0.0%	0.0%	3.2%
	ing utilities or mutual aid network	N/A - N/A	2.8% - 78.5%	N/A - N/A	N/A - N/A	N/A - N/A	0.4% - 20.4%
	Other	5.2%	24.3%	0.0%	2.0%	0.0%	6.5%
		0.7% - 29.1%	2.8% - 78.5%	N/A - N/A	0.2% - 14.2%	N/A - N/A	1.8% - 20.5%
	Observations	9	5	7	21	8	50
Granular/	Seek alternative supplier	83.2%	84.4%	31.0%	67.6%	20.0%	68.8%
Powdered		39.7% - 97.4%	37.9% - 97.9%	4.9% - 79.6%	22.7% - 93.7%	2.2% - 73.9%	50.8% - 82.5%
Activated	Increase purchasing / maintain	58.4%	15.6%	17.2%	32.4%	80.0%	36.4%
Carbon (GAC/	a larger than typical inventory	4.0% - 97.9%	2.1% - 62.1%	1.9% - 69.6%	6.3% - 77.3%	26.1% - 97.8%	10.5% - 73.6%
PAC)	Switch chemicals, procedures,	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	or technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Make arrangements with neighbor-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	ing utilities or mutual aid network	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Observations	3	4	5	13	5	30

apply)

Community Water Systems

Present to December

Supply			Perc	entage Reporting	by Population Se	erved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Membrane	Seek alternative supplier	58.8%	0.0%	0.0%	95.2%	0.0%	45.7%
modules		9.9% - 94.9%	N/A - N/A	N/A - N/A	63.4% - 99.6%	N/A - N/A	15.0% - 80.0%
	Increase purchasing / maintain	41.2%	100.0%	48.3%	0.0%	50.0%	41.2%
	a larger than typical inventory	5.1% - 90.1%	N/A - N/A	11.9% - 86.6%	N/A - N/A	1.6% - 98.4%	12.4% - 77.6%
	Switch chemicals, procedures,	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	or technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Make arrangements with neighbor-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	ing utilities or mutual aid network	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Other	0.0%	0.0%	0.0%	0.0%	50.0%	0.5%
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	1.6% - 98.4%	0.1% - 3.7%
	Observations	4	1	5	6	2	18
Pumps	Seek alternative supplier	66.7%	47.6%	57.7%	48.8%	55.6%	58.2%
		42.6% - 84.4%	28.3% - 67.6%	35.3% - 77.3%	32.4% - 65.5%	33.2% - 75.9%	45.7% - 69.7%
	Increase purchasing / maintain	24.4%	28.1%	32.7%	49.8%	27.8%	30.7%
	a larger than typical inventory	9.9% - 48.8%	14.0% - 48.5%	15.3% - 56.6%	33.5% - 66.2%	12.1% - 51.7%	20.8% - 42.6%
	Switch chemicals, procedures,	0.0%	2.7%	0.0%	0.0%	0.0%	0.6%
	or technologies	N/A - N/A	0.4% - 16.9%	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 4.1%
	Make arrangements with neighbor-	5.6%	12.4%	14.4%	9.4%	0.0%	8.7%
	ing utilities or mutual aid network	0.7% - 32.1%	3.8% - 33.7%	4.6% - 36.9%	3.3% - 23.9%	N/A - N/A	4.0% - 17.8%
	Other	2.2%	12.4%	4.8%	14.3%	33.3%	7.2%
		0.3% - 14.2%	3.8% - 33.7%	0.7% - 27.9%	5.0% - 34.4%	15.9% - 57.0%	3.8% - 13.2%
	Observations	21	25	20	67	18	151

apply)

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Motors	Seek alternative supplier	66.7%	57.5%	60.6%	55.4%	57.1%	61.6%				
		40.2% - 85.6%	35.0% - 77.3%	37.1% - 80.1%	38.0% - 71.6%	31.6% - 79.3%	48.3% - 73.3%				
	Increase purchasing / maintain	22.7%	28.1%	34.3%	52.8%	28.6%	31.6%				
	a larger than typical inventory	8.0% - 49.7%	13.2% - 50.0%	16.2% - 58.6%	36.1% - 68.9%	11.2% - 56.0%	21.4% - 43.9%				
	Switch chemicals, procedures,	0.0%	3.3%	0.0%	0.0%	0.0%	0.7%				
	or technologies	N/A - N/A	0.5% - 20.0%	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 4.6%				
	Make arrangements with neighbor-	6.7%	9.2%	5.1%	8.8%	0.0%	7.3%				
	ing utilities or mutual aid network	0.9% - 37.1%	2.1% - 32.3%	0.7% - 29.1%	3.1% - 22.7%	N/A - N/A	2.8% - 17.8%				
	Other	2.7%	5.9%	5.1%	13.5%	21.4%	6.1%				
		0.4% - 16.7%	0.8% - 33.0%	0.7% - 29.1%	4.7% - 33.0%	7.1% - 49.4%	2.9% - 12.4%				
	Observations	18	21	19	68	14	140				
Pipes	Seek alternative supplier	41.9%	44.0%	37.8%	53.5%	26.7%	43.8%				
		21.9% - 64.8%	24.9% - 65.1%	20.6% - 58.8%	37.2% - 69.1%	10.4% - 53.1%	32.4% - 56.0%				
	Increase purchasing / maintain	60.5%	43.4%	58.0%	55.1%	60.0%	55.6%				
	a larger than typical inventory	37.1% - 79.9%	25.4% - 63.5%	37.3% - 76.2%	38.6% - 70.6%	35.0% - 80.7%	43.5% - 67.1%				
	Switch chemicals, procedures,	0.0%	2.9%	0.0%	0.0%	0.0%	0.6%				
	or technologies	N/A - N/A	0.4% - 17.8%	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 4.1%				
	Make arrangements with neighbor-	0.0%	13.1%	12.6%	10.2%	13.3%	6.6%				
	ing utilities or mutual aid network	N/A - N/A	4.0% - 35.2%	4.0% - 33.0%	3.1% - 28.4%	3.4% - 40.3%	3.4% - 12.3%				
	Other	2.3%	0.0%	0.0%	6.7%	20.0%	2.6%				
		0.3% - 14.9%	N/A - N/A	N/A - N/A	1.9% - 21.0%	6.6% - 46.8%	0.9% - 7.0%				
	Observations	22	23	23	74	15	157				

apply)

Community Water Systems

Present to December

Supply			Percentage Reporting by Population Served								
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Valves	Seek alternative supplier	61.3%	46.5%	46.2%	56.6%	30.8%	54.8%				
		35.9% - 81.8%	26.0% - 68.3%	27.2% - 66.4%	39.8% - 72.0%	12.0% - 59.1%	42.3% - 66.7%				
	Increase purchasing / maintain	41.4%	42.7%	49.6%	59.3%	46.2%	46.7%				
	a larger than typical inventory	20.3% - 66.2%	24.3% - 63.3%	29.9% - 69.4%	42.4% - 74.2%	22.4% - 71.8%	34.8% - 59.0%				
	Switch chemicals, procedures,	0.0%	3.2%	0.0%	0.0%	0.0%	0.6%				
	or technologies	N/A - N/A	0.4% - 19.5%	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 4.4%				
	Make arrangements with neighbor-	0.0%	14.6%	12.6%	5.6%	15.4%	6.2%				
	ing utilities or mutual aid network	N/A - N/A	4.5% - 38.5%	4.0% - 33.0%	1.8% - 16.1%	3.9% - 45.1%	3.1% - 11.9%				
	Other	2.7%	0.0%	0.0%	9.2%	30.8%	3.4%				
		0.4% - 16.7%	N/A - N/A	N/A - N/A	2.5% - 28.8%	12.0% - 59.1%	1.2% - 9.0%				
	Observations	18	21	23	71	13	146				
Fuel	Seek alternative supplier	81.5%	54.3%	50.9%	40.0%	60.0%	60.0%				
		27.6% - 98.1%	23.3% - 82.3%	23.1% - 78.1%	19.4% - 64.8%	18.3% - 90.9%	42.0% - 75.6%				
	Increase purchasing / maintain	37.0%	20.0%	49.1%	43.9%	40.0%	37.3%				
	a larger than typical inventory	7.7% - 80.5%	4.3% - 58.4%	21.9% - 76.9%	22.2% - 68.1%	9.1% - 81.7%	20.5% - 57.8%				
	Switch chemicals, procedures,	0.0%	7.1%	0.0%	0.0%	0.0%	1.5%				
	or technologies	N/A - N/A	1.0% - 37.8%	N/A - N/A	N/A - N/A	N/A - N/A	0.2% - 10.2%				
	Make arrangements with neighbor-	0.0%	7.1%	17.0%	14.2%	20.0%	8.2%				
	ing utilities or mutual aid network	N/A - N/A	1.0% - 37.8%	4.0% - 49.9%	4.2% - 38.7%	2.4% - 71.9%	3.8% - 16.8%				
	Other	0.0%	0.0%	0.0%	8.2%	0.0%	2.0%				
		N/A - N/A	N/A - N/A	N/A - N/A	1.8% - 30.7%	N/A - N/A	0.4% - 8.6%				
	Observations	6	10	11	29	5	61				

apply)

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Supply			Perc	entage Reporting	g by Population Se	rved	
Chain Issue	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Vehicles	Seek alternative supplier	28.7%	50.0%	37.0%	57.4%	33.3%	47.2%
		5.2% - 74.8%	14.4% - 85.6%	13.6% - 68.8%	34.1% - 77.9%	3.5% - 87.4%	32.0% - 63.0%
	Increase purchasing / maintain	71.3%	0.0%	44.4%	29.2%	33.3%	32.6%
	a larger than typical inventory	25.2% - 94.8%	N/A - N/A	17.5% - 75.1%	12.3% - 54.9%	3.5% - 87.4%	20.4% - 47.8%
	Switch chemicals, procedures,	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	or technologies	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A
	Make arrangements with neighbor-	0.0%	30.4%	0.0%	10.5%	33.3%	10.7%
	ing utilities or mutual aid network	N/A - N/A	6.2% - 74.3%	N/A - N/A	2.7% - 33.0%	3.5% - 87.4%	3.9% - 26.3%
	Other	0.0%	0.0%	0.0%	21.1%	33.3%	9.4%
		N/A - N/A	N/A - N/A	N/A - N/A	7.4% - 47.3%	3.5% - 87.4%	3.2% - 24.5%
	Observations	2	6	10	31	3	52

Table C.21. Question B3: Has your organization made any requests for personnel, supplies, or equipment to your tribal, local, or state emergency operations center (EOC), primacy agency, or similar organization?

		Per	centage Reporting	by Population Sei	rved	
Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Yes, entirely fulfilled	5.7%	11.9%	20.4%	19.2%	24.0%	10.1%
	3.4% - 9.5%	8.1% - 17.0%	14.5% - 27.8%	14.2% - 25.3%	14.6% - 37.0%	8.2% - 12.4%
Yes, partly fulfilled	2.2%	2.7%	4.1%	7.1%	8.4%	3.0%
	0.8% - 5.3%	1.2% - 5.9%	1.9% - 8.7%	4.2% - 11.8%	4.6% - 14.8%	2.0% - 4.7%
Yes, not fulfilled	0.2%	0.5%	0.0%	0.8%	0.6%	0.3%
	0.0% - 1.4%	0.1% - 3.5%	N/A - N/A	0.2% - 3.8%	0.1% - 3.1%	0.1% - 0.9%
No, support was not needed	84.9%	71.1%	62.9%	59.3%	56.4%	76.8%
	79.6% - 89.0%	64.4% - 77.0%	54.5% - 70.6%	51.9% - 66.3%	37.3% - 73.8%	73.5% - 79.8%
No, but we would have used it if it had	2.9%	5.5%	3.9%	5.3%	3.9%	3.8%
been available or if we had known of it	1.4% - 5.9%	3.1% - 9.6%	1.6% - 9.3%	2.6% - 10.5%	1.8% - 8.1%	2.6% - 5.6%
Do not know	4.2%	8.4%	8.7%	8.3%	6.7%	6.0%
	2.2% - 7.8%	5.2% - 13.1%	5.0% - 14.8%	5.0% - 13.3%	3.5% - 12.3%	4.4% - 8.1%
Observations	222	203	140	351	135	1,051

<u>Community Water Systems</u> Estimates and 95 Percent Confidence Intervals

Community Water Systems

January to the Present

Personnel			Pe	rcentage Reporting	s by Population Serv	ved	
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Licensed or	Mean Score (0-	0.08	0.17	0.21	0.44	0.23	0.15
certified	3)	0.03 - 0.13	0.11 - 0.24	0.13 - 0.30	0.32 - 0.56	0.11 - 0.36	0.12 - 0.19
operators	No Shortage	93.8%	87.0%	83.7%	69.4%	80.0%	88.6%
	(0)	89.5% - 96.5%	81.6% - 91.0%	76.5% - 89.0%	62.2% - 75.9%	67.5% - 88.5%	86.0% - 90.8%
	Slight Shortage	4.1%	8.5%	12.1%	19.6%	16.5%	7.7%
	(1)	2.1% - 8.0%	5.4% - 13.3%	7.5% - 18.9%	14.3% - 26.1%	9.5% - 27.3%	5.9% - 9.9%
	Moderate	2.1%	4.5%	3.5%	8.5%	3.5%	3.4%
	Shortage (2)	0.8% - 5.3%	2.4% - 8.2%	1.5% - 7.9%	5.1% - 13.7%	1.7% - 7.1%	2.3% - 5.1%
	Severe	0.0%	0.0%	0.7%	2.5%	0.0%	0.3%
	Shorage (3)	N/A - N/A	N/A - N/A	0.1% - 4.6%	0.8% - 7.5%	N/A - N/A	0.1% - 0.8%
Laboratory	Mean Score (0-	0.09	0.08	0.12	0.22	0.17	0.10
technicians/	3)	0.04 - 0.14	0.03 - 0.13	0.05 - 0.19	0.12 - 0.32	0.07 - 0.26	0.07 - 0.14
sample analysts	No Shortage	94.8%	95.0%	91.6%	83.9%	87.3%	93.3%
	(0)	90.8% - 97.1%	91.1% - 97.2%	86.0% - 95.1%	77.3% - 88.9%	78.4% - 92.8%	91.0% - 95.0%
	Slight Shortage	2.6%	2.1%	5.6%	11.8%	9.3%	3.8%
	(1)	1.1% - 6.0%	0.9% - 5.1%	2.9% - 10.6%	7.6% - 17.9%	5.1% - 16.3%	2.6% - 5.6%
	Moderate	1.7%	2.9%	2.1%	2.4%	3.1%	2.1%
	Shortage (2)	0.6% - 4.8%	1.3% - 6.3%	0.7% - 6.1%	1.0% - 5.9%	1.4% - 6.5%	1.2% - 3.7%
	Severe	0.9%	0.0%	0.7%	1.8%	0.4%	0.8%
	Shorage (3)	0.3% - 3.2%	N/A - N/A	0.1% - 4.6%	0.4% - 7.2%	0.1% - 2.2%	0.3% - 1.9%

Community Water Systems

January to the Present

Personnel			Pe	rcentage Reporting	by Population Serv	ved	
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Field Workers	Mean Score (0-	0.09	0.19	0.33	0.46	0.26	0.18
(meter reading,	3)	0.05 - 0.14	0.12 - 0.27	0.22 - 0.45	0.36 - 0.56	0.12 - 0.40	0.14 - 0.21
sampling,	No Shortage	92.6%	86.5%	76.6%	62.7%	81.9%	86.5%
maintenance,	(0)	88.3% - 95.4%	81.1% - 90.6%	68.6% - 83.0%	55.3% - 69.6%	70.4% - 89.6%	83.9% - 88.8%
etc.)	Slight Shortage	6.3%	8.5%	14.0%	30.0%	11.2%	10.0%
	(1)	3.7% - 10.5%	5.4% - 13.3%	9.0% - 21.2%	23.6% - 37.3%	6.2% - 19.1%	7.9% - 12.5%
	Moderate	0.4%	4.2%	8.7%	5.8%	6.2%	2.7%
	Shortage (2)	0.1% - 1.6%	2.2% - 7.9%	5.0% - 14.8%	3.1% - 10.4%	3.2% - 11.4%	1.9% - 3.7%
	Severe	0.7%	0.8%	0.7%	1.5%	0.8%	0.8%
	Shorage (3)	0.2% - 3.2%	0.2% - 3.3%	0.1% - 4.5%	0.5% - 4.8%	0.2% - 2.7%	0.3% - 1.9%
Engineering/	Mean Score (0-	0.07	0.04	0.06	0.27	0.11	0.08
design/	3)	0.02 - 0.11	0.01 - 0.07	0.01 - 0.10	0.17 - 0.37	0.04 - 0.18	0.05 - 0.11
construction	No Shortage	95.5%	96.4%	95.8%	80.8%	91.5%	94.2%
personnel	(0)	91.6% - 97.6%	92.6% - 98.3%	91.2% - 98.0%	74.1% - 86.1%	85.0% - 95.4%	92.0% - 95.7%
	Slight Shortage	3.0%	3.1%	2.9%	13.5%	5.8%	4.1%
	(1)	1.4% - 6.3%	1.4% - 6.7%	1.2% - 7.0%	9.2% - 19.5%	3.0% - 10.8%	2.8% - 5.9%
	Moderate	1.0%	0.5%	1.4%	3.9%	2.7%	1.3%
	Shortage (2)	0.3% - 4.0%	0.1% - 3.5%	0.3% - 5.2%	1.9% - 7.8%	1.2% - 5.9%	0.6% - 2.5%
	Severe	0.5%	0.0%	0.0%	1.8%	0.0%	0.5%
	Shorage (3)	0.1% - 3.5%	N/A - N/A	N/A - N/A	0.4% - 7.2%	N/A - N/A	0.1% - 1.7%

Community Water Systems

January to the Present

Personnel			Percentage Reporting by Population Served							
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Critial	Mean Score (0-	0.06	0.07	0.10	0.31	0.16	0.09			
equipment	3)	0.02 - 0.10	0.03 - 0.12	0.05 - 0.14	0.21 - 0.40	0.07 - 0.25	0.07 - 0.12			
repair	No Shortage	95.8%	95.0%	90.4%	77.3%	88.4%	93.1%			
	(0)	92.1% - 97.8%	91.1% - 97.3%	84.6% - 94.2%	70.4% - 83.0%	80.2% - 93.5%	91.1% - 94.7%			
	Slight Shortage	2.5%	2.6%	9.6%	16.4%	7.7%	4.7%			
	(1)	1.1% - 5.6%	1.1% - 6.0%	5.8% - 15.4%	11.5% - 23.0%	4.2% - 13.8%	3.4% - 6.4%			
	Moderate	1.7%	2.4%	0.0%	4.2%	3.5%	2.0%			
	Shortage (2)	0.6% - 4.7%	1.1% - 5.4%	N/A - N/A	2.2% - 8.0%	1.7% - 7.1%	1.1% - 3.5%			
	Severe	0.0%	0.0%	0.0%	2.0%	0.4%	0.2%			
	Shorage (3)	N/A - N/A	N/A - N/A	N/A - N/A	0.7% - 5.7%	0.1% - 2.2%	0.1% - 0.6%			
Administrative	Mean Score (0-	0.06	0.14	0.23	0.33	0.13	0.12			
	3)	0.02 - 0.11	0.07 - 0.20	0.13 - 0.33	0.24 - 0.41	0.05 - 0.20	0.09 - 0.15			
	No Shortage	96.1%	91.1%	84.6%	73.4%	90.0%	91.5%			
	(0)	92.6% - 98.0%	86.4% - 94.3%	77.3% - 89.9%	66.2% - 79.5%	82.6% - 94.4%	89.4% - 93.2%			
	Slight Shortage	1.6%	4.7%	9.3%	21.9%	7.3%	5.2%			
	(1)	0.6% - 4.2%	2.5% - 8.6%	5.3% - 15.8%	16.2% - 29.0%	3.9% - 13.2%	4.0% - 6.8%			
	Moderate	2.1%	3.7%	4.7%	3.3%	2.7%	2.8%			
	Shortage (2)	0.8% - 5.3%	1.8% - 7.2%	2.1% - 10.1%	1.7% - 6.4%	1.2% - 5.9%	1.7% - 4.5%			
	Severe	0.2%	0.5%	1.4%	1.4%	0.0%	0.5%			
	Shorage (3)	0.0% - 1.4%	0.1% - 3.5%	0.3% - 5.2%	0.4% - 4.8%	N/A - N/A	0.2% - 1.1%			

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

Personnel			Pe	rcentage Reporting	s by Population Serv	ved	
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Customer	Mean Score (0-	0.07	0.15	0.18	0.35	0.14	0.13
Service	3)	0.02 - 0.11	0.08 - 0.22	0.09 - 0.28	0.26 - 0.45	0.06 - 0.23	0.10 - 0.16
	No Shortage	95.3%	90.4%	88.4%	72.3%	89.1%	91.1%
	(0)	91.4% - 97.4%	85.5% - 93.7%	82.0% - 92.8%	65.1% - 78.5%	81.3% - 94.0%	88.8% - 93.0%
	Slight Shortage	2.5%	4.6%	6.1%	20.7%	7.4%	5.2%
	(1)	1.1% - 5.6%	2.4% - 8.6%	3.1% - 11.7%	15.2% - 27.6%	4.0% - 13.3%	3.9% - 7.0%
	Moderate	2.3%	4.5%	4.2%	6.3%	3.5%	3.4%
	Shortage (2)	0.9% - 5.5%	2.4% - 8.2%	1.9% - 8.8%	3.5% - 10.9%	1.7% - 7.2%	2.2% - 5.0%
	Severe	0.0%	0.5%	1.4%	0.7%	0.0%	0.3%
	Shorage (3)	N/A - N/A	0.1% - 3.5%	0.3% - 5.2%	0.1% - 4.0%	N/A - N/A	0.1% - 0.8%
Other	Mean Score (0-	0.00	0.75	1.50	1.34	1.09	0.45
	3)	0.00 - 0.00	-0.68 - 2.18	-0.97 - 3.97	-0.34 - 3.02	0.52 - 1.66	0.03 - 0.87
	No Shortage	100.0%	75.0%	50.0%	41.9%	27.3%	82.1%
	(0)	N/A - N/A	19.0% - 97.5%	3.6% - 96.4%	6.5% - 88.3%	8.4% - 60.6%	63.6% - 92.3%
	Slight Shortage	0.0%	0.0%	0.0%	16.2%	45.5%	3.5%
	(1)	N/A - N/A	N/A - N/A	N/A - N/A	4.7% - 42.9%	19.1% - 74.7%	2.1% - 5.8%
	Moderate	0.0%	0.0%	0.0%	8.1%	18.2%	1.6%
	Shortage (2)	N/A - N/A	N/A - N/A	N/A - N/A	1.7% - 31.4%	4.2% - 53.2%	0.6% - 4.0%
	Severe	0.0%	25.0%	50.0%	33.8%	9.1%	12.8%
	Shorage (3)	N/A - N/A	2.5% - 81.0%	3.6% - 96.4%	3.8% - 86.8%	1.1% - 47.1%	4.0% - 34.2%
Observations		221	205	141	356	143	1,065

Community Water Systems

Present to December

Personnel			Percentage Reporting by Population Served							
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Licensed or	Mean Score (0-	0.06	0.19	0.23	0.51	0.24	0.16			
certified	3)	0.02 - 0.11	0.11 - 0.27	0.13 - 0.33	0.39 - 0.63	0.11 - 0.38	0.12 - 0.19			
operators	No Shortage	95.0%	85.7%	83.5%	65.2%	82.8%	88.5%			
	(0)	90.9% - 97.3%	79.7% - 90.1%	76.5% - 88.8%	57.7% - 72.0%	71.2% - 90.4%	86.0% - 90.7%			
	Slight Shortage	3.7%	9.8%	12.1%	21.1%	10.8%	7.8%			
	(1)	1.8% - 7.6%	6.3% - 14.8%	7.7% - 18.5%	15.6% - 27.8%	5.9% - 19.0%	6.0% - 10.0%			
	Moderate	1.1%	4.6%	2.2%	11.6%	5.6%	3.1%			
	Shortage (2)	0.3% - 4.2%	2.2% - 9.4%	0.8% - 6.3%	7.4% - 17.6%	2.8% - 10.7%	2.1% - 4.7%			
	Severe	0.2%	0.0%	2.1%	2.1%	0.8%	0.6%			
	Shorage (3)	0.0% - 1.5%	N/A - N/A	0.7% - 6.3%	0.8% - 5.9%	0.2% - 2.9%	0.3% - 1.1%			
Laboratory	Mean Score (0-	0.07	0.05	0.11	0.26	0.17	0.09			
technicians/	3)	0.03 - 0.11	0.01 - 0.08	0.04 - 0.18	0.16 - 0.35	0.07 - 0.27	0.06 - 0.12			
sample analysts	No Shortage	94.4%	97.0%	91.9%	81.5%	88.0%	93.4%			
	(0)	90.3% - 96.8%	93.7% - 98.6%	86.2% - 95.4%	74.5% - 86.8%	79.3% - 93.4%	91.1% - 95.1%			
	Slight Shortage	4.6%	1.4%	5.9%	12.6%	7.6%	4.9%			
	(1)	2.5% - 8.6%	0.4% - 4.2%	3.1% - 11.1%	8.2% - 18.8%	4.0% - 13.9%	3.4% - 7.0%			
	Moderate	0.5%	1.6%	1.4%	4.6%	4.0%	1.3%			
	Shortage (2)	0.1% - 3.6%	0.6% - 4.4%	0.4% - 5.5%	2.2% - 9.5%	1.9% - 8.1%	0.7% - 2.4%			
	Severe	0.4%	0.0%	0.7%	1.3%	0.4%	0.4%			
	Shorage (3)	0.1% - 1.7%	N/A - N/A	0.1% - 4.8%	0.3% - 5.1%	0.1% - 2.3%	0.2% - 1.1%			

Community Water Systems

Present to December

Personnel			Pei	rcentage Reporting	by Population Serv	ved	
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Field Workers	Mean Score (0-	0.08	0.15	0.23	0.47	0.24	0.15
(meter reading,	3)	0.04 - 0.12	0.08 - 0.22	0.14 - 0.31	0.36 - 0.59	0.10 - 0.37	0.12 - 0.18
sampling,	No Shortage	93.9%	88.5%	82.4%	67.0%	83.7%	88.7%
maintenance,	(0)	89.7% - 96.5%	82.8% - 92.4%	75.1% - 87.9%	59.6% - 73.7%	72.7% - 90.9%	86.2% - 90.8%
etc.)	Slight Shortage	4.7%	7.8%	13.4%	20.9%	9.9%	7.9%
	(1)	2.5% - 8.8%	4.8% - 12.4%	8.6% - 20.2%	15.4% - 27.6%	5.4% - 17.5%	6.1% - 10.2%
	Moderate	0.9%	3.8%	3.5%	10.2%	5.2%	2.8%
	Shortage (2)	0.3% - 3.2%	1.6% - 8.6%	1.5% - 8.1%	6.4% - 15.8%	2.6% - 10.0%	1.9% - 4.2%
	Severe	0.4%	0.0%	0.7%	2.0%	1.2%	0.5%
	Shorage (3)	0.1% - 1.6%	N/A - N/A	0.1% - 4.7%	0.6% - 5.9%	0.4% - 3.5%	0.2% - 1.2%
Engineering/	Mean Score (0-	0.05	0.03	0.07	0.26	0.13	0.07
design/	3)	0.02 - 0.09	0.00 - 0.06	0.02 - 0.11	0.17 - 0.36	0.05 - 0.20	0.05 - 0.10
construction	No Shortage	95.7%	97.6%	94.2%	81.7%	90.2%	94.5%
personnel	(0)	91.9% - 97.7%	94.3% - 99.0%	89.0% - 97.0%	74.9% - 87.0%	82.7% - 94.6%	92.4% - 96.0%
	Slight Shortage	3.4%	1.6%	5.1%	12.4%	7.5%	4.1%
	(1)	1.6% - 7.0%	0.5% - 4.8%	2.5% - 10.1%	8.0% - 18.7%	4.0% - 13.6%	2.8% - 6.1%
	Moderate	0.7%	0.8%	0.7%	3.9%	2.0%	1.1%
	Shortage (2)	0.2% - 3.3%	0.2% - 3.4%	0.1% - 4.7%	1.9% - 8.0%	0.8% - 4.8%	0.6% - 2.2%
	Severe	0.2%	0.0%	0.0%	2.0%	0.4%	0.3%
	Shorage (3)	0.0% - 1.5%	N/A - N/A	N/A - N/A	0.7% - 5.9%	0.1% - 2.3%	0.1% - 0.9%

Community Water Systems

Present to December

Personnel			Percentage Reporting by Population Served							
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Critial	Mean Score (0-	0.07	0.11	0.14	0.35	0.16	0.11			
equipment	3)	0.02 - 0.11	0.03 - 0.18	0.07 - 0.21	0.24 - 0.47	0.07 - 0.26	0.08 - 0.15			
repair	No Shortage	96.4%	93.8%	88.5%	78.3%	87.6%	93.1%			
	(0)	92.8% - 98.3%	88.8% - 96.7%	82.2% - 92.8%	71.3% - 84.0%	78.7% - 93.2%	91.0% - 94.7%			
	Slight Shortage	1.6%	2.4%	8.7%	10.8%	9.2%	3.5%			
	(1)	0.5% - 4.8%	1.0% - 5.7%	5.1% - 14.5%	6.9% - 16.6%	4.9% - 16.4%	2.4% - 5.0%			
	Moderate	1.1%	3.3%	2.8%	8.1%	2.4%	2.5%			
	Shortage (2)	0.3% - 4.1%	1.3% - 8.1%	1.1% - 7.2%	4.8% - 13.6%	1.0% - 5.5%	1.5% - 4.0%			
	Severe	1.0%	0.5%	0.0%	2.7%	0.8%	0.9%			
	Shorage (3)	0.3% - 3.3%	0.1% - 3.6%	N/A - N/A	1.1% - 6.7%	0.2% - 2.9%	0.4% - 2.1%			
Administrative	Mean Score (0-	0.06	0.11	0.17	0.30	0.12	0.11			
	3)	0.02 - 0.10	0.04 - 0.18	0.10 - 0.25	0.21 - 0.39	0.05 - 0.20	0.08 - 0.14			
	No Shortage	95.7%	92.7%	86.5%	77.0%	90.9%	92.2%			
	(0)	91.9% - 97.7%	87.6% - 95.9%	79.9% - 91.1%	70.1% - 82.8%	83.7% - 95.1%	89.9% - 93.9%			
	Slight Shortage	3.1%	3.8%	10.0%	16.2%	6.7%	5.3%			
	(1)	1.4% - 6.5%	1.9% - 7.4%	6.1% - 16.0%	11.3% - 22.7%	3.5% - 12.5%	3.9% - 7.2%			
	Moderate	1.1%	3.0%	3.5%	6.1%	1.6%	2.2%			
	Shortage (2)	0.3% - 4.1%	1.1% - 8.0%	1.5% - 8.1%	3.4% - 10.7%	0.6% - 4.2%	1.3% - 3.7%			
	Severe	0.2%	0.5%	0.0%	0.7%	0.8%	0.3%			
	Shorage (3)	0.0% - 1.5%	0.1% - 3.6%	N/A - N/A	0.1% - 4.4%	0.2% - 2.9%	0.1% - 1.0%			

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

Personnel			Pe	rcentage Reporting	by Population Serv	ved	
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Customer	Mean Score (0-	0.06	0.11	0.17	0.29	0.14	0.11
Service	3)	0.02 - 0.10	0.04 - 0.19	0.09 - 0.25	0.20 - 0.38	0.05 - 0.23	0.08 - 0.14
	No Shortage	95.7%	92.6%	86.6%	77.6%	90.0%	92.2%
	(0)	91.9% - 97.7%	87.3% - 95.7%	79.8% - 91.4%	70.7% - 83.2%	82.4% - 94.6%	89.9% - 93.9%
	Slight Shortage	3.1%	4.0%	9.9%	16.4%	6.8%	5.3%
(1)		1.4% - 6.5%	2.0% - 7.8%	5.8% - 16.2%	11.5% - 22.9%	3.5% - 12.6%	3.9% - 7.2%
	Moderate	1.1%	2.9%	3.5%	5.3%	2.4%	2.2%
	Shortage (2)	0.3% - 4.1%	1.1% - 7.9%	1.5% - 8.1%	3.0% - 9.4%	1.0% - 5.5%	1.3% - 3.7%
	Severe	0.2%	0.5%	0.0%	0.7%	0.8%	0.3%
	Shorage (3)	0.0% - 1.5%	0.1% - 3.6%	N/A - N/A	0.1% - 4.4%	0.2% - 2.9%	0.1% - 1.0%
Other	Mean Score (0-	0.00	0.00	0.33	0.28	1.29	0.11
	3)	0.00 - 0.00	0.00 - 0.00	-0.29 - 0.96	-0.06 - 0.61	0.43 - 2.14	0.02 - 0.20
	No Shortage	100.0%	100.0%	66.7%	81.6%	28.6%	91.8%
	(0)	N/A - N/A	N/A - N/A	10.6% - 97.1%	51.2% - 94.9%	6.0% - 71.5%	78.7% - 97.1%
	Slight Shortage	0.0%	0.0%	33.3%	9.2%	28.6%	5.9%
	(1)	N/A - N/A	N/A - N/A	2.9% - 89.4%	1.5% - 39.5%	6.0% - 71.5%	1.3% - 22.1%
	Moderate	0.0%	0.0%	0.0%	9.2%	28.6%	1.9%
	Shortage (2)	N/A - N/A	N/A - N/A	N/A - N/A	1.8% - 35.6%	6.0% - 71.5%	0.8% - 4.6%
	Severe	0.0%	0.0%	0.0%	0.0%	14.3%	0.5%
	Shorage (3)	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	1.5% - 64.1%	0.1% - 3.6%
Observations		213	199	136	333	137	1,014

Estimates and 95 Percent Confidence Intervals											
			Pe	rcentage Reporting	by Population Serv	ved					
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Absenteeism	Mean Score	0.78	1.07	1.24	1.31	1.45	1.06				
(illness, care of	(0-2)	0.53 - 1.03	0.88 - 1.27	1.07 - 1.41	1.19 - 1.43	1.32 - 1.59	0.96 - 1.17				
family members,	Does Not	39.0%	23.1%	12.9%	7.3%	9.1%	23.0%				
daycare closure,	Contribute (0)	23.7% - 56.9%	13.5% - 36.6%	6.5% - 23.7%	3.7% - 13.9%	4.6% - 17.1%	16.9% - 30.6%				
virtual schooling,	Contributes	43.8%	46.5%	50.3%	54.4%	36.4%	47.7%				
etc.)	Somewhat (1)	27.7% - 61.2%	33.2% - 60.4%	37.6% - 63.0%	44.3% - 64.0%	27.1% - 46.8%	40.2% - 55.3%				
	Contributes	17.2%	30.4%	36.8%	38.4%	54.5%	29.2%				
	Significantly (2)	7.8% - 33.8%	19.6% - 43.9%	25.4% - 49.9%	29.2% - 48.5%	44.2% - 64.5%	23.5% - 35.7%				
Layoffs or	Mean Score	0.14	0.12	0.17	0.16	0.13	0.14				
furloughs	(0-2)	0.01 - 0.28	0.02 - 0.21	0.02 - 0.32	0.06 - 0.26	0.04 - 0.22	0.08 - 0.21				
	Does Not	87.3%	88.4%	90.5%	88.6%	88.7%	88.4%				
	Contribute (0)	69.2% - 95.5%	75.7% - 94.9%	79.0% - 96.0%	80.1% - 93.7%	78.8% - 94.3%	81.9% - 92.7%				
	Contributes	11.2%	11.6%	1.9%	6.6%	9.7%	8.8%				
	Somewhat (1)	3.6% - 29.9%	5.1% - 24.3%	0.3% - 12.4%	3.0% - 14.0%	4.6% - 19.2%	4.9% - 15.3%				
	Contributes	1.5%	0.0%	7.6%	4.8%	1.6%	2.9%				
	Significantly (2)	0.2% - 9.8%	N/A - N/A	2.9% - 18.7%	1.9% - 11.8%	0.3% - 9.7%	1.5% - 5.4%				
Reduced work	Mean Score	0.36	0.42	0.50	0.64	0.52	0.46				
hours of	(0-2)	0.18 - 0.54	0.23 - 0.61	0.30 - 0.71	0.48 - 0.80	0.37 - 0.66	0.37 - 0.56				
current staff	Does Not	66.4%	67.6%	64.6%	52.2%	56.3%	63.0%				
	Contribute (0)	48.1% - 80.9%	53.1% - 79.3%	50.4% - 76.6%	41.6% - 62.5%	44.6% - 67.2%	55.0% - 70.3%				
	Contributes	30.8%	22.7%	20.4%	31.6%	35.9%	27.6%				
	Somewhat (1)	16.9% - 49.4%	13.0% - 36.6%	11.3% - 34.2%	22.4% - 42.4%	25.7% - 47.6%	20.9% - 35.5%				
	Contributes	2.8%	9.7%	15.0%	16.3%	7.8%	9.4%				
	Significantly (2)	0.7% - 10.1%	4.0% - 21.8%	7.6% - 27.3%	9.7% - 26.0%	3.4% - 16.7%	6.6% - 13.3%				

 Community Water Systems

 Community Water Systems

	Estimates and 95 Percent Confidence Intervals										
			Pe	rcentage Reporting	by Population Serv	ved					
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Delayed or	Mean Score	0.39	0.27	0.41	0.61	0.83	0.42				
cancelled plans	(0-2)	0.14 - 0.64	0.10 - 0.43	0.23 - 0.59	0.44 - 0.78	0.65 - 1.01	0.31 - 0.53				
to hire staff	Does Not	74.0%	79.3%	68.2%	55.8%	41.5%	69.6%				
	Contribute (0)	56.2% - 86.3%	64.9% - 88.7%	54.4% - 79.4%	44.9% - 66.1%	30.8% - 53.1%	62.0% - 76.2%				
	Contributes	13.0%	14.9%	22.5%	27.7%	33.8%	18.6%				
	Somewhat (1)	5.1% - 29.6%	7.1% - 28.6%	13.1% - 35.7%	19.2% - 38.2%	24.0% - 45.4%	13.5% - 25.0%				
	Contributes	13.0%	5.8%	9.4%	16.5%	24.6%	11.8%				
	Significantly (2)	5.1% - 29.6%	1.8% - 17.2%	3.9% - 20.6%	9.6% - 26.9%	16.1% - 35.7%	7.5% - 18.1%				
Lack of backup	Mean Score	0.78	0.80	0.67	0.69	0.65	0.75				
certified	(0-2)	0.52 - 1.05	0.57 - 1.02	0.48 - 0.86	0.53 - 0.86	0.49 - 0.82	0.63 - 0.87				
personnel	Does Not	42.4%	47.5%	45.7%	49.2%	50.7%	45.8%				
	Contribute (0)	26.5% - 60.0%	34.2% - 61.2%	32.6% - 59.4%	38.7% - 59.8%	39.8% - 61.6%	38.0% - 53.7%				
	Contributes	37.1%	25.1%	41.7%	32.3%	33.3%	33.7%				
	Somewhat (1)	22.2% - 55.0%	14.4% - 40.0%	29.3% - 55.3%	23.2% - 42.8%	23.8% - 44.5%	26.6% - 41.6%				
	Contributes	20.5%	27.4%	12.6%	18.5%	15.9%	20.6%				
	Significantly (2)	10.0% - 37.7%	17.1% - 40.8%	6.1% - 24.3%	11.4% - 28.6%	9.4% - 25.8%	14.9% - 27.6%				
Operators unable	Mean Score	0.52	0.71	0.64	0.68	0.51	0.62				
to obtain or	(0-2)	0.28 - 0.76	0.51 - 0.92	0.42 - 0.87	0.52 - 0.84	0.37 - 0.64	0.51 - 0.73				
maintain needed	Does Not	59.5%	45.6%	57.0%	47.9%	53.8%	53.1%				
certification due to	Contribute (0)	41.5% - 75.3%	32.0% - 60.0%	42.9% - 70.1%	37.4% - 58.6%	42.4% - 64.9%	45.0% - 61.0%				
lack of in-person	Contributes	29.1%	37.3%	21.6%	36.1%	41.5%	31.8%				
training	Somewhat (1)	15.6% - 47.6%	24.3% - 52.3%	12.4% - 35.0%	26.3% - 47.2%	30.9% - 53.1%	24.7% - 39.8%				
	Contributes	11.4%	17.1%	21.4%	15.9%	4.6%	15.1%				
	Significantly (2)	4.3% - 26.8%	8.9% - 30.3%	12.2% - 34.8%	9.6% - 25.3%	1.6% - 12.6%	10.6% - 21.1%				

 Community Water Systems

 Community Water Systems

			Per	rcentage Reporting	by Population Serv	ved	
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Restrictions on	Mean Score	0.24	0.39	0.43	0.51	0.51	0.37
travel	(0-2)	0.07 - 0.40	0.21 - 0.58	0.26 - 0.60	0.36 - 0.67	0.34 - 0.67	0.29 - 0.46
	Does Not	80.9%	69.3%	64.6%	59.6%	63.1%	70.5%
	Contribute (0)	63.0% - 91.3%	54.6% - 80.9%	50.4% - 76.6%	48.3% - 69.9%	51.5% - 73.3%	63.3% - 76.8%
	Contributes	14.7%	22.0%	27.9%	29.5%	23.1%	22.0%
	Somewhat (1)	5.5% - 33.5%	12.4% - 36.1%	17.2% - 42.0%	20.4% - 40.7%	14.8% - 34.1%	16.2% - 29.0%
	Contributes	4.4%	8.7%	7.5%	10.9%	13.8%	7.6%
	Significantly (2)	1.5% - 12.5%	3.3% - 21.2%	2.8% - 18.4%	5.5% - 20.5%	7.6% - 23.8%	4.9% - 11.5%
Lack of I.T.	Mean Score	0.14	0.29	0.21	0.44	0.23	0.25
infrastructure	(0-2)	0.02 - 0.27	0.11 - 0.46	0.09 - 0.34	0.28 - 0.59	0.12 - 0.34	0.18 - 0.33
(e.g., equipment,	Does Not	88.5%	80.2%	80.7%	67.3%	78.7%	80.4%
network capacity)	Contribute (0)	72.9% - 95.6%	66.3% - 89.2%	67.7% - 89.3%	56.1% - 76.8%	67.4% - 86.8%	74.3% - 85.4%
	Contributes	8.6%	11.1%	17.4%	21.8%	19.7%	13.7%
	Somewhat (1)	2.6% - 25.4%	4.9% - 23.3%	9.3% - 30.1%	14.1% - 32.3%	11.9% - 30.8%	9.5% - 19.5%
	Contributes	2.9%	8.7%	1.9%	10.9%	1.6%	5.9%
	Significantly (2)	0.7% - 10.6%	3.3% - 21.2%	0.3% - 12.4%	5.4% - 20.9%	0.3% - 9.8%	3.5% - 9.7%
Other	Mean Score	0.71	0.39	0.34	0.18	0.33	0.53
	(0-2)	-0.10 - 1.51	-0.35 - 1.13	-0.33 - 1.02	-0.06 - 0.42	-0.04 - 0.71	0.07 - 0.99
	Does Not	50.0%	80.4%	82.8%	89.2%	75.0%	65.4%
	Contribute (0)	12.1% - 87.9%	28.1% - 97.7%	31.0% - 98.1%	66.0% - 97.2%	43.1% - 92.2%	35.6% - 86.6%
	Contributes	29.2%	0.0%	0.0%	3.6%	16.7%	16.1%
	Somewhat (1)	4.8% - 77.3%	N/A - N/A	N/A - N/A	0.4% - 25.4%	3.9% - 49.8%	3.3% - 51.9%
	Contributes	20.8%	19.6%	17.2%	7.2%	8.3%	18.5%
	Significantly (2)	2.0% - 76.8%	2.3% - 71.9%	1.9% - 69.0%	1.5% - 29.1%	1.0% - 44.0%	4.5% - 52.4%
Observations		36	54	60	193	77	420

Table C.24. Question C.3: What factors contribute to personnel shortages you identified in questions C.1 and C.2? (check all that apply) **Community Water Systems**

Estimates and 95 Percent Confidence Intervals

 Table C.25. Question C.4: What strategies or resources has your organization used to address potential shortages of certified operators, laboratory staff, or

 other trained personnel during the COVID-19 pandemic? (select all that apply)

	Estimat	es and 95 Percent	confidence interva	15		
		Ре	rcentage Reporting	by Population Service	ved	
Strategy or Resource	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Used technology to allow some operational	16.0%	29.4%	35.4%	45.8%	42.0%	25.5%
tasks to be performed remotely	10.8% - 23.1%	22.5% - 37.3%	27.2% - 44.5%	38.3% - 53.4%	24.6% - 61.7%	21.8% - 29.5%
Used telework for job functions that could	23.7%	20.4%	27.2%	51.3%	84.4%	28.0%
be performed remotely	17.4% - 31.4%	14.7% - 27.6%	20.0% - 35.8%	43.8% - 58.8%	74.2% - 91.0%	24.0% - 32.3%
Decreased staffing/changed shift work while	9.2%	27.2%	40.5%	53.3%	48.6%	23.1%
maintaining core operations	5.4% - 15.1%	20.2% - 35.5%	32.0% - 49.6%	45.7% - 60.7%	28.0% - 69.7%	19.9% - 26.6%
Delayed non-critical work	23.3%	38.3%	46.1%	56.3%	80.8%	34.5%
	17.1% - 31.1%	30.6% - 46.7%	37.3% - 55.1%	48.8% - 63.6%	69.0% - 88.8%	30.3% - 39.0%
Increased use of contractors	9.2%	12.5%	9.4%	9.5%	8.4%	10.0%
	5.4% - 15.1%	8.1% - 18.8%	5.2% - 16.3%	6.0% - 14.6%	4.5% - 15.2%	7.5% - 13.2%
Accessed operators from nearby utilities,	6.3%	10.6%	5.5%	3.5%	1.8%	6.7%
via WARN or other mutual aid networks	3.3% - 11.6%	6.2% - 17.5%	2.5% - 11.8%	1.4% - 8.7%	0.6% - 5.1%	4.6% - 9.7%
Utilized backup laboratory services	3.4%	4.9%	6.4%	6.3%	8.4%	4.5%
	1.4% - 8.1%	2.0% - 11.5%	3.2% - 12.2%	3.3% - 11.5%	4.5% - 15.2%	2.9% - 6.9%
Other	38.7%	23.0%	16.5%	13.1%	35.1%	29.3%
	30.9% - 47.1%	16.9% - 30.6%	10.7% - 24.5%	8.9% - 19.0%	13.2% - 65.9%	24.9% - 34.2%
Observations	149	150	121	339	130	889

<u>Community Water Systems</u> Estimates and 95 Percent Confidence Intervals

Estimates and 95 Percent Confidence Intervals											
Strategy or			Pei	rcentage Reporting	by Population Serv	/ed					
Resource	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Used technology (e.g.,	Strategy Did	4.8%	9.6%	2.3%	2.6%	0.0%	5.0%				
live video feeds) to allow	Not Help	0.7% - 27.2%	3.7% - 22.8%	0.3% - 14.1%	0.8% - 7.9%	N/A - N/A	2.2% - 10.7%				
some operational tasks	Strategy	69.6%	78.5%	88.7%	83.9%	94.3%	78.9%				
to be performed	Helped	47.9% - 85.0%	63.6% - 88.3%	75.7% - 95.2%	73.4% - 90.7%	87.2% - 97.6%	70.3% - 85.5%				
remotely	Not Sure	25.7%	12.0%	9.0%	13.6%	5.7%	16.2%				
		11.7% - 47.3%	5.1% - 25.6%	3.4% - 21.6%	7.3% - 24.0%	2.4% - 12.8%	10.3% - 24.4%				
Used telework for job	Strategy Did	0.0%	7.4%	6.4%	4.9%	1.5%	3.3%				
functions that could be	Not Help	N/A - N/A	1.9% - 25.3%	1.6% - 22.1%	1.9% - 12.1%	0.4% - 5.3%	1.6% - 6.5%				
performed remotely	Strategy	92.6%	73.9%	87.2%	78.3%	91.3%	85.2%				
	Helped	74.7% - 98.1%	54.7% - 86.9%	70.6% - 95.1%	68.1% - 85.9%	82.8% - 95.8%	78.5% - 90.1%				
	Not Sure	7.4%	18.6%	6.4%	16.8%	7.3%	11.5%				
		1.9% - 25.3%	8.0% - 37.5%	1.6% - 22.1%	10.1% - 26.5%	3.4% - 14.9%	7.1% - 18.0%				
Decreased staffing/	Strategy Did	0.0%	2.6%	7.9%	6.6%	0.8%	4.1%				
changed shift work	Not Help	N/A - N/A	0.4% - 16.2%	3.0% - 19.0%	2.8% - 14.8%	0.1% - 4.7%	2.2% - 7.6%				
while maintaining core	Strategy	92.3%	78.1%	78.4%	80.5%	93.6%	82.7%				
operations	Helped	61.1% - 98.9%	59.5% - 89.6%	65.1% - 87.6%	71.4% - 87.2%	85.9% - 97.3%	75.9% - 87.9%				
	Not Sure	7.7%	19.3%	13.8%	12.9%	5.6%	13.2%				
		1.1% - 38.9%	8.5% - 38.1%	6.7% - 26.1%	7.8% - 20.6%	2.3% - 12.7%	8.6% - 19.8%				
Delayed non-critical	Strategy Did	4.6%	3.7%	0.0%	4.9%	0.7%	3.6%				
work	Not Help	1.0% - 18.4%	0.9% - 13.5%	N/A - N/A	1.9% - 12.2%	0.1% - 4.4%	1.6% - 7.8%				
	Strategy	70.0%	76.2%	86.2%	79.8%	89.6%	76.8%				
	Helped	52.5% - 83.1%	63.2% - 85.6%	74.8% - 92.9%	70.2% - 86.9%	79.9% - 94.9%	69.5% - 82.8%				
	Not Sure	25.5%	20.2%	13.8%	15.3%	9.7%	19.6%				
		13.4% - 42.9%	11.5% - 32.9%	7.1% - 25.2%	9.2% - 24.3%	4.7% - 18.9%	14.1% - 26.7%				

Table C.26. Question C.4.1: Did the strategies you implemented help mitigate staffing shortages? <u>Community Water Systems</u>

Strategy or			Per	rcentage Reporting	by Population Serv	ved	
Resource	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Increased use of	Strategy Did	16.6%	0.0%	0.0%	7.2%	7.1%	9.0%
contractors	Not Help	4.2% - 47.4%	N/A - N/A	N/A - N/A	1.0% - 36.5%	1.3% - 31.3%	2.7% - 26.2%
	Strategy	83.4%	82.6%	83.0%	83.9%	92.9%	83.3%
	Helped	52.6% - 95.8%	58.0% - 94.2%	51.6% - 95.7%	57.8% - 95.2%	68.7% - 98.7%	68.4% - 92.0%
	Not Sure	0.0%	17.4%	17.0%	8.9%	0.0%	7.7%
		N/A - N/A	5.8% - 42.0%	4.3% - 48.4%	1.8% - 34.0%	N/A - N/A	3.4% - 16.5%
Accessed operators	Strategy Did	12.2%	6.7%	28.9%	2.3%	66.7%	11.3%
from nearby utilities,	Not Help	1.7% - 52.7%	0.9% - 35.4%	7.0% - 68.8%	0.3% - 14.4%	19.6% - 94.2%	3.7% - 30.1%
including via WARN or	Strategy	87.8%	80.0%	40.5%	76.0%	0.0%	79.5%
other mutual aid	Helped	47.3% - 98.3%	52.3% - 93.6%	10.9% - 79.0%	31.1% - 95.7%	N/A - N/A	62.1% - 90.2%
networks	Not Sure	0.0%	13.3%	30.6%	21.7%	33.3%	9.1%
		N/A - N/A	3.3% - 41.0%	7.9% - 69.6%	3.4% - 68.6%	5.8% - 80.4%	3.7% - 20.7%
Utilized backup	Strategy Did	0.0%	0.0%	12.5%	32.9%	0.0%	7.9%
laboratory services	Not Help	N/A - N/A	N/A - N/A	1.8% - 53.2%	9.9% - 68.7%	N/A - N/A	2.5% - 22.1%
	Strategy	100.0%	71.6%	62.5%	64.5%	85.7%	80.3%
	Helped	N/A - N/A	29.7% - 93.7%	28.8% - 87.3%	30.3% - 88.4%	61.8% - 95.7%	62.8% - 90.7%
	Not Sure	0.0%	28.4%	25.0%	2.6%	14.3%	11.9%
		N/A - N/A	6.3% - 70.3%	6.4% - 61.9%	0.7% - 9.4%	4.3% - 38.2%	4.5% - 27.8%
Other	Strategy Did	20.1%	25.5%	0.0%	17.9%	15.4%	19.5%
	Not Help	10.3% - 35.5%	12.6% - 45.0%	N/A - N/A	4.7% - 49.1%	4.6% - 40.5%	11.9% - 30.2%
	Strategy	53.6%	48.9%	84.0%	68.8%	46.2%	55.8%
	Helped	37.8% - 68.7%	30.9% - 67.2%	60.3% - 94.8%	40.9% - 87.5%	24.8% - 69.0%	44.1% - 66.8%
	Not Sure	26.2%	25.5%	16.0%	13.3%	38.4%	24.8%
		14.6% - 42.6%	12.6% - 45.0%	5.2% - 39.7%	3.4% - 39.7%	19.0% - 62.4%	16.0% - 36.3%
Observations		40	58	58	197	101	442

Table C.26. Question C.4.1: Did the strategies you implemented help mitigate staffing shortages?

<u>Community Water Systems</u> Estimates and 95 Percent Confidence Intervals

Table C.27. Question C.5: What is the greatest concern your organization has associated with maintaining staffing during the pandemic? (select one)

Concern		Pe	rcentage Reporting	by Population Serv	ved					
	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Availability of testing for illness	5.6%	9.3%	5.0%	11.7%	8.4%	7.1%				
	2.9% - 10.5%	5.7% - 14.7%	2.0% - 11.6%	7.6% - 17.5%	4.6% - 14.9%	5.1% - 9.8%				
Availability of PPE	12.5%	11.6%	10.5%	8.9%	11.2%	11.6%				
	8.2% - 18.4%	7.6% - 17.3%	6.2% - 17.3%	5.7% - 13.4%	6.4% - 19.0%	8.9% - 14.9%				
Ability to house personnel on site	1.3%	1.3%	3.8%	5.8%	0.6%	2.1%				
	0.3% - 5.1%	0.4% - 4.2%	1.6% - 8.7%	3.2% - 10.5%	0.1% - 3.1%	1.2% - 3.7%				
Cross-training personnel	7.3%	12.7%	9.9%	8.8%	4.5%	8.9%				
	4.2% - 12.3%	8.4% - 18.8%	5.9% - 16.2%	5.5% - 13.9%	2.2% - 9.1%	6.7% - 11.7%				
Protecting high-risk employees	20.7%	19.2%	35.2%	27.6%	28.3%	22.8%				
	15.1% - 27.7%	13.5% - 26.6%	27.3% - 43.9%	21.5% - 34.6%	16.3% - 44.5%	19.2% - 26.9%				
Adhering to changing local and state	28.6%	26.4%	26.9%	29.5%	38.0%	28.2%				
	22.1% - 36.1%	20.0% - 34.0%	19.8% - 35.3%	23.1% - 36.9%	16.7% - 65.1%	24.1% - 32.6%				
Other	24.1%	19.4%	8.8%	7.7%	9.0%	19.2%				
	18.1% - 31.4%	14.1% - 26.3%	4.8% - 15.7%	4.5% - 13.0%	5.0% - 15.7%	15.6% - 23.4%				
Observations	172	168	128	344	134	946				

Community Water Systems

Table C.28. Question D1.1.2: Please indicate the state of your organization's operating budget from January 2020 to the present

Community Water Systems

January to the Present

		Average Operating Budget by Population Served (Dollars)							
Parameter	< 501	< 501 501 - 3,300		10,001 - 100,000	> 100,000	All			
Budgeted	\$68,103	\$630,830	\$1,436,061	\$7,031,089	\$109,527,760	\$2,307,971			
Revenue	\$41,018 - \$95,188	\$190,451 - \$1,071,209	\$1,113,746 - \$1,758,375	\$5,435,882 - \$8,626,295	\$63,700,911 - \$155,354,609	\$1,730,675 - \$2,885,267			
Actual	\$61,200 \$608,754		\$1,347,854	\$7,003,474	\$108,107,296	\$2,272,407			
Revenue	\$35,626 - \$86,774	\$149,612 - \$1,067,896	\$1,054,250 - \$1,641,458	\$5,301,296 - \$8,705,652	\$62,856,038 - \$153,358,554	\$1,695,701 - \$2,849,112			
Budgeted	\$59,793	\$494,347	\$1,315,048	\$5,833,323	\$89,306,568	\$1,902,654			
Expenses	\$38,702 - \$80,884	\$239,201 - \$749,493	\$1,011,624 - \$1,618,472	\$4,616,406 - \$7,050,240	\$50,723,294 - \$127,889,842	\$1,425,926 - \$2,379,382			
Actual	\$55,934 \$445,083		\$1,168,325	\$5,136,262	\$83,014,320	\$1,728,499			
Expenses	\$35,064 - \$76,805	\$205,983 - \$684,183	\$911,733 - \$1,424,917	\$3,991,856 - \$6,280,667	\$46,853,178 - \$119,175,462	\$1,283,817 - \$2,173,182			
Observations	35	65	46	140	63	349			

Table C.29. Average Budgeted and Actual Net Revenue (Calculated)

Community Water Systems

January to the Present

			Average Net Revenu	e by Population Served (Do	llars)	
Parameter	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Budgeted Net	\$8,310	\$136,483	\$121,012	\$1,197,766	\$20,221,198	\$405,317
Revenue	-\$4,489 - \$21,108	-\$57,335 - \$330,301	\$46,533 - \$195,492	\$342,607 - \$2,052,924	\$9,338,082 - \$31,104,314	\$241,502 - \$569,132
Actual Net	\$5,266	\$163,671	\$179,529	\$1,867,212	\$25,092,972	\$543,907
Revenue	-\$4,313 - \$14,844	-\$61,080 - \$388,422	\$71,574 - \$287,484	\$878,607 - \$2,855,818	\$13,692,405 - \$36,493,539	\$360,616 - \$727,199
Observations	35	65	46	140	63	349

Table C.30. Percentage of Utilities with a Deficit/Loss, and Total Deficit/Loss at Those Utilities (Calculated)

Community Water Systems

January to the Present

		Utility Deficits by Population Served (Dollars in Millions)							
Parameter	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Percentage of Utilities	28%	25%	15%	16%	11%	25%			
with Deficit/Loss	15% - 46%	15% - 37%	7% - 29%	9% - 27%	6% - 21%	17% - 35%			
Total Deficit/Loss	\$156.2	\$216.3	\$134.2	\$603.2	\$392.0	\$1,502.0			
(Utilities with Deficit/Loss)	\$58.1 - \$254.3	\$61.2 - \$371.4	\$5.6 - \$262.8	\$245.3 - \$961.1	\$29.0 - \$755.1	\$981.4 - \$2,022.5			
Observations	35	65	46	140	63	349			

Table C.31. Average Difference between Actual and Budgeted Net Revenue, Percentage of Utilities with a Shortfall, and Total Shortfall at Those Utilities (Calculated)

			January to the Present								
		Estimates a	nd 95 Percent Confidence	e Intervals							
		Difference between Actual and Budgeted Net Revenue by Population Served									
Parameter	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All					
Average Difference in Net Revenue (Actual Minus Budgeted Net Revenue)	-\$3,044 -\$12,001 - \$5,913	\$27,188 -\$16,888 - \$71,264	\$58,516 -\$21,720 - \$138,752	\$669,447 \$372,583 - \$966,310	\$4,871,775 \$683,671 - \$9,059,879	\$138,590 \$77,386 - \$199,795					
Percentage of Utilities with Shortfall	27% 14% - 46%	36% 24% - 49%	35% 22% - 50%	28% 19% - 40%	27% 18% - 39%	30% 22% - 40%					
Total Shortfall in Utilities with Shortfall (Millions of Dollars)	\$200.3 \$16.7 - \$383.9	\$400.6 \$200.9 - \$600.4	\$190.1 \$75.3 - \$304.9	\$793.3 \$398.7 - \$1,187.9	\$864.9 \$98.4 - \$1,631.4	\$2,449.3 \$1,564.7 - \$3,333.8					
Observations	35	65	46	140	63	349					

Community Water Systems iony to the Br lan ont
Table C.32. Question D.1.2: Your answers indicate that actual operating revenue was lower than budgeted during the January to presentperiod. What COVID-19-related factors contributed to this?

Community Water Systems

January to the Present

			Per	centage Reporting	by Population Ser	ved	
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Nonpayment	Mean Score	0.82	0.60	0.54	0.82	0.91	0.72
of bills	(0 to 2)	0.38 - 1.27	0.32 - 0.88	0.28 - 0.79	0.61 - 1.03	0.67 - 1.16	0.52 - 0.92
	Not a Contributor	49.4%	52.8%	52.4%	30.1%	32.3%	47.2%
	(0)	26.3% - 72.7%	34.8% - 70.1%	33.1% - 71.1%	17.5% - 46.6%	19.1% - 49.2%	35.9% - 58.7%
	Contributor (1)	19.0%	27.4%	35.9%	49.9%	44.1%	29.7%
		6.0% - 46.2%	14.4% - 45.8%	19.2% - 56.9%	34.0% - 65.9%	28.9% - 60.6%	20.9% - 40.2%
	Significant	31.6%	14.8%	7.9%	13.4%	23.5%	20.0%
	Contributor (2)	13.5% - 57.9%	6.1% - 31.8%	2.1% - 25.7%	6.0% - 27.4%	12.4% - 40.2%	11.9% - 31.7%
	Do Not Know	0.0%	5.0%	3.7%	6.6%	0.0%	3.1%
		N/A - N/A	1.1% - 19.2%	0.5% - 22.7%	1.8% - 21.7%	N/A - N/A	1.3% - 7.4%
Decreased use	Mean Score	0.20	0.55	0.40	0.67	0.84	0.43
	(0 to 2)	-0.09 - 0.49	0.28 - 0.82	0.15 - 0.65	0.41 - 0.92	0.60 - 1.09	0.28 - 0.57
	Not a Contributor	81.0%	58.0%	65.9%	45.7%	32.3%	65.0%
	(0)	53.8% - 94.0%	39.7% - 74.4%	45.8% - 81.5%	30.2% - 62.2%	19.1% - 49.2%	54.7% - 74.1%
	Contributor (1)	6.3%	24.2%	22.5%	29.5%	44.1%	18.6%
		0.8% - 35.5%	12.2% - 42.4%	10.3% - 42.3%	17.3% - 45.6%	28.8% - 60.6%	12.4% - 27.0%
	Significant	6.3%	14.6%	7.9%	15.4%	17.7%	10.8%
	Contributor (2)	0.8% - 35.5%	5.9% - 31.6%	2.1% - 25.7%	7.0% - 30.7%	8.3% - 33.8%	5.9% - 19.0%
	Do Not Know	6.3%	3.2%	3.7%	9.3%	5.9%	5.5%
		0.8% - 35.5%	0.4% - 20.2%	0.5% - 22.7%	3.0% - 25.3%	1.5% - 20.3%	2.1% - 14.1%

Table C.32. Question D.1.2: Your answers indicate that actual operating revenue was lower than budgeted during the January to presentperiod. What COVID-19-related factors contributed to this?

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

			Perc	entage Reporting	by Population Ser	ved	
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Reduction in	Mean Score	0.13	0.00	0.26	0.29	0.12	0.13
rates/fees	(0 to 2)	-0.12 - 0.38	0.00 - 0.01	-0.02 - 0.53	0.09 - 0.50	-0.01 - 0.25	0.02 - 0.24
	Not a Contributor	93.7%	99.8%	78.6%	71.4%	91.2%	89.5%
	(0)	64.5% - 99.2%	98.6% - 100.0%	55.8% - 91.4%	54.7% - 83.8%	76.4% - 97.1%	81.7% - 94.2%
	Contributor (1)	0.0%	0.0%	10.5%	11.2%	5.9%	3.5%
		N/A - N/A	N/A - N/A	2.5% - 34.5%	4.3% - 26.0%	1.5% - 20.3%	1.6% - 7.6%
	Significant	6.3%	0.2%	7.2%	7.7%	3.0%	4.8%
	Contributor (2)	0.8% - 35.5%	0.0% - 1.4%	1.2% - 33.6%	2.5% - 21.7%	0.4% - 17.2%	1.6% - 13.6%
	Do Not Know	0.0%	0.0%	3.7%	9.7%	0.0%	2.2%
		N/A - N/A	N/A - N/A	0.5% - 22.7%	3.3% - 25.4%	N/A - N/A	0.9% - 5.4%
Observations		17	32	26	71	34	180

Table C.33. Question D.1.3: Your answers indicate that actual operating expenses were higher than budgeted during the January to presentperiod. What COVID-19-related factors contributed?

Community Water Systems January to the Present

		Percentage Reporting by Population Served							
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Personnel Costs	Mean Score	0.36	0.33	0.58	0.34	0.36	0.37		
	(0 to 2)	-0.04 - 0.77	0.05 - 0.60	0.21 - 0.95	0.11 - 0.58	0.07 - 0.65	0.17 - 0.58		
	Not a Contributor	72.7%	75.7%	46.6%	68.4%	58.3%	69.8%		
	(0)	39.5% - 91.6%	51.8% - 90.1%	22.4% - 72.6%	42.9% - 86.2%	30.2% - 81.9%	53.8% - 82.2%		
	Contributor (1)	18.2%	16.0%	38.1%	28.9%	33.4%	21.4%		
		4.2% - 53.0%	5.0% - 40.5%	16.4% - 65.9%	11.8% - 55.2%	12.9% - 62.9%	11.3% - 36.6%		
	Significant	9.1%	8.3%	7.6%	2.7%	0.0%	7.8%		
	Contributor (2)	1.1% - 46.9%	1.9% - 30.2%	1.0% - 40.1%	0.8% - 8.4%	N/A - N/A	2.4% - 22.7%		
	Do Not Know	0.0%	0.0%	7.6%	0.0%	8.3%	1.0%		
		N/A - N/A	N/A - N/A	1.0% - 40.1%	N/A - N/A	1.1% - 42.6%	0.2% - 5.8%		
Consumables	Mean Score	0.45	0.54	0.93	0.58	0.58	0.56		
	(0 to 2)	0.04 - 0.87	0.22 - 0.87	0.47 - 1.39	0.25 - 0.91	0.30 - 0.87	0.34 - 0.77		
	Not a Contributor	63.6%	59.2%	38.1%	50.6%	41.6%	57.4%		
	(0)	32.2% - 86.6%	36.6% - 78.4%	16.4% - 65.9%	27.1% - 73.9%	18.1% - 69.8%	41.6% - 71.9%		
	Contributor (1)	27.3%	27.2%	30.5%	40.9%	58.4%	29.7%		
		8.4% - 60.5%	12.0% - 50.7%	11.6% - 59.4%	20.1% - 65.7%	30.2% - 81.9%	17.4% - 45.7%		
	Significant	9.1%	13.6%	31.4%	8.4%	0.0%	12.9%		
	Contributor (2)	1.1% - 46.9%	4.1% - 36.8%	12.3% - 60.0%	1.4% - 37.8%	N/A - N/A	5.8% - 26.4%		
	Do Not Know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
		N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A	N/A - N/A		

Table C.33. Question D.1.3: Your answers indicate that actual operating expenses were higher than budgeted during the January to presentperiod. What COVID-19-related factors contributed?

Community Water Systems

January to the Present

Estimates and 95 Percent Confidence Intervals

			Per	centage Reporting	by Population Sei	rved		
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All	
Utilities Costs	Mean Score	0.55	0.29	0.38	0.20	0.25	0.41	
	(0 to 2)	0.13 - 0.96	0.02 - 0.57	0.09 - 0.67	0.00 - 0.40	-0.08 - 0.58	0.20 - 0.62	
	Not a Contributor	54.5%	75.1%	53.4%	80.4%	83.3%	64.2%	
	(0)	25.4% - 80.9%	52.6% - 89.2%	27.4% - 77.6%	54.0% - 93.5%	52.1% - 95.8%	47.7% - 77.9%	
	Contributor (1)	36.4%	11.2%	30.5%	18.7%	8.3%	25.5%	
		13.4% - 67.8%	3.4% - 31.5%	11.6% - 59.4%	5.9% - 45.6%	1.1% - 42.6%	13.8% - 42.3%	
	Significant	9.1%	8.3%	0.9%	0.9%	8.4%	6.9%	
	Contributor (2)	1.1% - 46.9%	1.9% - 30.2%	0.1% - 6.3%	0.1% - 6.3%	1.2% - 40.2%	1.8% - 22.6%	
	Do Not Know	0.0%	5.3%	15.2%	0.0%	0.0%	3.4%	
		N/A - N/A	0.7% - 31.4%	3.7% - 45.7%	N/A - N/A	N/A - N/A	1.0% - 10.8%	
PPE	Mean Score	0.18	0.25	0.43	0.43	0.67	0.27	
	(0 to 2)	-0.06 - 0.42	0.04 - 0.45	0.15 - 0.72	0.18 - 0.68	0.39 - 0.94	0.13 - 0.40	
	Not a Contributor	81.8%	78.1%	53.4%	56.9%	33.3%	73.7%	
	(0)	47.0% - 95.8%	55.0% - 91.2%	27.4% - 77.6%	32.0% - 78.8%	12.7% - 63.1%	59.1% - 84.5%	
	Contributor (1)	18.2%	18.9%	38.1%	43.1%	66.7%	24.4%	
		4.2% - 53.0%	6.8% - 42.7%	16.4% - 65.9%	21.2% - 68.0%	36.9% - 87.3%	13.9% - 39.3%	
	Significant	0.0%	3.0%	0.9%	0.0%	0.0%	1.0%	
	Contributor (2)	N/A - N/A	0.4% - 18.2%	0.1% - 6.3%	N/A - N/A	N/A - N/A	0.2% - 5.8%	
	Do Not Know	0.0%	0.0%	7.6%	0.0%	0.0%	0.9%	
		N/A - N/A	N/A - N/A	1.0% - 40.1%	N/A - N/A	N/A - N/A	0.1% - 6.3%	
Observations		11	21	14	30	12	88	

Table C.34. Question D.2.1: Do you expect your financial situation for the remainder of the year to improve, to worsen, or to stay about thesame, compared with the January to present timeframe?

Community Water Systems

Present to December

Value			0	perating Budget b	y Population Serve	ed	
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Operating	Mean Score (0 to 2)	1.01	1.03	1.02	0.98	0.97	1.01
Revenue		0.96 - 1.07	0.96 - 1.09	0.94 - 1.10	0.90 - 1.07	0.91 - 1.04	0.98 - 1.05
	Improve (0)	4.5%	6.3%	8.7%	13.7%	10.0%	6.3%
		2.3% - 8.7%	3.6% - 10.8%	5.0% - 14.6%	9.4% - 19.7%	5.5% - 17.6%	4.6% - 8.6%
	Stay About the Same	67.3%	74.3%	71.8%	65.5%	73.5%	69.2%
	(1)	60.3% - 73.6%	67.5% - 80.1%	63.6% - 78.8%	57.9% - 72.3%	58.9% - 84.3%	64.9% - 73.2%
	Worsen (2)	5.6%	8.5%	10.9%	12.3%	7.6%	7.5%
		3.2% - 9.7%	5.3% - 13.5%	6.8% - 17.3%	7.8% - 18.8%	4.0% - 14.1%	5.6% - 9.9%
	Do Not Know	22.6%	10.9%	8.5%	8.5%	8.8%	17.0%
		17.2% - 29.1%	7.2% - 16.2%	4.8% - 14.9%	5.4% - 13.2%	4.8% - 15.8%	13.7% - 20.9%
Operating	Mean Score (0 to 2)	1.00	1.02	1.02	1.05	0.98	1.01
Expenses		0.96 - 1.04	0.96 - 1.07	0.95 - 1.09	0.99 - 1.11	0.93 - 1.03	0.98 - 1.04
	Improve (0)	2.8%	4.8%	5.6%	4.4%	6.5%	3.7%
		1.2% - 6.5%	2.5% - 9.1%	2.7% - 11.5%	2.2% - 8.6%	3.3% - 12.3%	2.4% - 5.7%
	Stay About the Same	71.1%	77.5%	79.2%	78.8%	81.2%	74.2%
	(1)	64.3% - 77.1%	70.8% - 82.9%	71.3% - 85.4%	72.0% - 84.3%	69.6% - 89.0%	70.1% - 78.0%
	Worsen (2)	2.9%	6.2%	7.3%	9.0%	4.7%	4.7%
		1.4% - 6.0%	3.5% - 10.8%	4.0% - 12.9%	5.3% - 15.0%	2.2% - 9.6%	3.4% - 6.6%
	Do Not Know	23.2%	11.5%	7.8%	7.7%	7.6%	17.3%
		17.7% - 29.7%	7.7% - 16.8%	4.2% - 14.0%	4.8% - 12.2%	4.0% - 14.1%	14.0% - 21.2%
Observations		202	186	132	328	126	974

Table C.35. Question D.2.2: To what COVID-19-related factors do you attribute the worsening outlook for operating revenue in the remainder of 2020?

Community Water Systems

Present to December

			Percentage Reporting by Population Served							
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All			
Nonpayment	Mean Score (0 to 2)	1.53	1.29	1.33	1.32	1.54	1.40			
of bills		1.18 - 1.88	0.92 - 1.66	1.02 - 1.64	0.99 - 1.64	1.18 - 1.89	1.22 - 1.59			
	Not a Contributor (0)	4.0%	13.2%	6.6%	12.1%	7.7%	8.1%			
		0.6% - 23.6%	3.2% - 41.3%	0.9% - 36.1%	3.2% - 36.7%	1.0% - 40.5%	3.7% - 17.1%			
	Contributor (1)	34.0%	39.7%	53.7%	44.3%	30.8%	39.9%			
		12.0% - 66.1%	18.7% - 65.3%	29.2% - 76.5%	22.6% - 68.4%	11.7% - 59.9%	26.0% - 55.6%			
	Significant Contributor	52.0%	40.4%	39.7%	43.6%	61.5%	46.0%			
	(2)	23.7% - 79.1%	19.5% - 65.5%	18.7% - 65.3%	22.1% - 67.9%	33.6% - 83.5%	31.3% - 61.6%			
	Do Not Know	10.0%	6.6%	0.0%	0.0%	0.0%	5.9%			
		1.2% - 50.1%	0.9% - 36.4%	N/A - N/A	N/A - N/A	N/A - N/A	1.2% - 23.9%			
Decreased use	Mean Score (0 to 2)	0.37	0.42	0.60	0.65	0.69	0.48			
		0.03 - 0.71	0.01 - 0.84	0.24 - 0.97	0.24 - 1.05	0.35 - 1.03	0.28 - 0.67			
	Not a Contributor (0)	58.0%	63.2%	52.9%	61.0%	38.5%	58.8%			
		28.4% - 82.7%	37.4% - 83.2%	28.6% - 75.9%	37.2% - 80.5%	16.5% - 66.4%	43.2% - 72.8%			
	Contributor (1)	24.0%	10.3%	33.9%	13.5%	53.8%	20.6%			
		6.8% - 57.9%	2.3% - 35.6%	14.8% - 60.2%	4.0% - 37.0%	27.5% - 78.2%	10.7% - 36.0%			
	Significant Contributor	4.0%	13.2%	13.2%	25.6%	7.7%	11.3%			
	(2)	0.6% - 23.6%	3.2% - 41.3%	3.2% - 41.1%	10.6% - 50.0%	1.0% - 40.5%	6.0% - 20.2%			
	Do Not Know	14.0%	13.2%	0.0%	0.0%	0.0%	9.3%			
		2.8% - 48.3%	3.2% - 41.3%	N/A - N/A	N/A - N/A	N/A - N/A	3.0% - 25.0%			

Table C.35. Question D.2.2: To what COVID-19-related factors do you attribute the worsening outlook for operating revenue in the remainder of 2020?

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

			Per	centage Reporting	g by Population Ser	erved		
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All	
Reduction in	Mean Score (0 to 2)	0.40	0.14	0.07	0.87	0.31	0.37	
rates/fees		0.06 - 0.73	-0.05 - 0.33	-0.07 - 0.21	0.39 - 1.36	-0.03 - 0.65	0.19 - 0.56	
	Not a Contributor (0)	52.0%	72.8%	86.8%	52.0%	76.9%	62.7%	
		23.7% - 79.1%	47.0% - 89.0%	58.9% - 96.8%	28.6% - 74.6%	46.9% - 92.6%	46.7% - 76.3%	
	Contributor (1)	34.0%	3.7%	6.6%	7.8%	15.4%	17.7%	
		12.0% - 66.1%	0.5% - 22.0%	0.9% - 36.1%	1.7% - 29.3%	3.7% - 46.2%	8.1% - 34.4%	
	Significant Contributor	0.0%	3.7%	0.0%	39.5%	7.7%	7.6%	
	(2)	N/A - N/A	0.5% - 22.0%	N/A - N/A	18.8% - 64.8%	1.0% - 40.5%	3.7% - 14.9%	
	Do Not Know	14.0%	19.9%	6.6%	0.7%	0.0%	12.0%	
		2.8% - 48.3%	6.3% - 47.6%	0.9% - 36.1%	0.1% - 4.9%	N/A - N/A	4.8% - 27.0%	
Observations		13	16	16	30	13	88	

Table C.36. Question D.2.3: To what COVID-19-related factors do you attribute the worsening outlook for operating expenses in the remainder of

2020?

Community Water Systems

Present to December

			Per	centage Reporting	g by Population Sei	ved	
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Personnel	Mean Score (0 to 2)	0.58	0.90	1.00	1.22	1.13	0.89
Costs		0.23 - 0.93	0.36 - 1.44	0.51 - 1.49	0.80 - 1.63	0.68 - 1.57	0.66 - 1.11
	Not a Contributor	56.7%	36.4%	29.6%	16.5%	12.5%	37.0%
	(0)	34.1% - 76.7%	13.7% - 67.3%	9.5% - 62.9%	4.2% - 46.8%	1.5% - 57.2%	25.4% - 50.3%
	Contributor (1)	28.5%	27.3%	40.7%	45.3%	62.5%	34.1%
		10.8% - 56.9%	8.6% - 59.9%	15.9% - 71.4%	21.1% - 72.0%	26.6% - 88.5%	21.9% - 48.8%
	Significant	14.8%	27.3%	29.6%	38.2%	25.0%	26.1%
	Contributor (2)	3.5% - 45.2%	8.6% - 59.9%	9.5% - 62.9%	15.5% - 67.6%	5.7% - 64.7%	15.2% - 41.0%
	Do Not Know	0.0%	9.1%	0.0%	0.0%	0.0%	2.9%
		N/A - N/A	1.2% - 46.0%	N/A - N/A	N/A - N/A	N/A - N/A	0.4% - 18.5%
Consumables	Mean Score (0 to 2)	1.01	1.40	1.30	1.26	1.50	1.23
		0.40 - 1.62	0.88 - 1.92	1.01 - 1.59	0.83 - 1.69	1.13 - 1.87	0.97 - 1.49
	Not a Contributor	33.1%	18.2%	0.0%	16.5%	0.0%	19.1%
	(0)	4.9% - 82.7%	4.3% - 52.3%	N/A - N/A	4.2% - 46.8%	N/A - N/A	7.1% - 42.2%
	Contributor (1)	33.1%	18.2%	70.4%	35.1%	50.0%	35.1%
		4.9% - 82.7%	4.3% - 52.3%	37.1% - 90.5%	13.9% - 64.4%	18.6% - 81.4%	19.0% - 55.4%
	Significant	33.8%	54.5%	29.6%	40.7%	50.0%	41.3%
	Contributor (2)	14.7% - 60.2%	25.8% - 80.5%	9.5% - 62.9%	17.9% - 68.4%	18.6% - 81.4%	28.2% - 55.8%
	Do Not Know	0.0%	9.1%	0.0%	7.8%	0.0%	4.5%
		N/A - N/A	1.2% - 46.0%	N/A - N/A	1.0% - 41.1%	N/A - N/A	1.0% - 17.7%

Table C.36. Question D.2.3: To what COVID-19-related factors do you attribute the worsening outlook for operating expenses in the remainder of

2020?

Community Water Systems

Present to December

Estimates and 95 Percent Confidence Intervals

			Per	centage Reporting	g by Population Ser	ved	
Factor	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Utilities	Mean Score (0 to 2)	1.15	1.00	1.11	0.57	0.75	0.97
Costs		0.15 - 2.14	0.44 - 1.56	0.62 - 1.60	0.11 - 1.02	0.14 - 1.36	0.58 - 1.37
	Not a Contributor	33.1%	27.3%	19.8%	56.5%	50.0%	34.2%
	(0)	4.9% - 82.7%	8.6% - 59.9%	4.7% - 55.0%	29.4% - 80.2%	18.6% - 81.4%	18.1% - 55.0%
	Contributor (1)	19.0%	27.3%	40.7%	19.2%	25.0%	25.3%
		5.1% - 50.6%	8.6% - 59.9%	15.9% - 71.4%	5.9% - 47.7%	5.7% - 64.7%	14.6% - 40.1%
	Significant	47.9%	27.3%	29.6%	16.5%	25.0%	31.6%
	Contributor (2)	10.4% - 88.0%	8.6% - 59.9%	9.5% - 62.9%	4.2% - 46.8%	5.7% - 64.7%	16.0% - 52.8%
	Do Not Know	0.0%	18.2%	9.9%	7.8%	0.0%	8.9%
		N/A - N/A	4.3% - 52.3%	1.3% - 48.2%	1.0% - 41.1%	N/A - N/A	3.2% - 22.7%
PPE	Mean Score (0 to 2)	0.82	0.40	1.10	0.75	1.38	0.73
		0.19 - 1.44	0.08 - 0.72	0.65 - 1.54	0.35 - 1.15	0.86 - 1.89	0.48 - 0.99
	Not a Contributor	42.6%	54.5%	19.8%	42.6%	12.5%	42.2%
	(0)	8.3% - 86.0%	25.8% - 80.5%	4.7% - 55.0%	19.2% - 69.8%	1.5% - 57.2%	24.4% - 62.3%
	Contributor (1)	33.1%	36.4%	50.6%	40.1%	37.5%	38.5%
		4.9% - 82.7%	13.7% - 67.3%	22.3% - 78.5%	16.9% - 68.7%	11.5% - 73.4%	21.4% - 58.9%
	Significant	24.3%	0.0%	29.6%	17.4%	50.0%	16.5%
	Contributor (2)	8.2% - 53.4%	N/A - N/A	9.5% - 62.9%	4.8% - 47.0%	18.6% - 81.4%	8.5% - 29.4%
	Do Not Know	0.0%	9.1%	0.0%	0.0%	0.0%	2.9%
		N/A - N/A	1.2% - 46.0%	N/A - N/A	N/A - N/A	N/A - N/A	0.4% - 18.5%
Observations		8	11	11	20	8	58

Table C.37. Question D.3.1: If your organization has experienced or anticipates a decrease in cash flow due to COVID-19, what mitigating actions are you taking or planning? (select all that apply)

Response	Percentage Reporting by Population Served									
	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All				
Drawing down days cash	5.6%	5.1%	8.3%	9.1%	8.1%	6.2%				
on hand	3.0% - 10.4%	2.7% - 9.6%	4.5% - 14.5%	5.5% - 14.7%	4.2% - 15.1%	4.3% - 8.8%				
Drawing on reserve funds	17.8%	24.0%	32.7%	40.4%	48.2%	23.5%				
	12.7% - 24.4%	17.9% - 31.3%	24.8% - 41.6%	32.9% - 48.3%	25.6% - 71.5%	19.9% - 27.5%				
Delaying maintenance	11.4%	15.2%	31.8%	25.7%	40.1%	16.2%				
	7.4% - 17.1%	10.5% - 21.4%	24.0% - 40.7%	19.3% - 33.3%	17.2% - 68.3%	13.3% - 19.6%				
Reducing staff hours	4.0%	5.7%	4.1%	5.4%	5.6%	4.6%				
	1.9% - 8.1%	3.1% - 10.4%	1.7% - 9.4%	2.8% - 10.2%	2.7% - 11.3%	3.0% - 6.8%				
Reducing staff pay and/or	1.9%	0.0%	1.6%	4.9%	1.9%	1.8%				
benefits	0.6% - 5.8%	N/A - N/A	0.4% - 6.2%	2.2% - 10.4%	0.6% - 5.4%	0.9% - 3.6%				
Laying off staff	1.3%	2.2%	3.3%	3.7%	1.9%	2.0%				
	0.3% - 5.0%	0.8% - 5.9%	1.2% - 8.3%	1.7% - 7.9%	0.6% - 5.4%	1.1% - 3.6%				
Incurring additional debt	5.1%	7.9%	4.9%	3.9%	3.1%	5.6%				
	2.7% - 9.7%	4.3% - 13.9%	2.2% - 10.4%	1.8% - 8.0%	1.3% - 7.4%	3.8% - 8.2%				
Refinancing debt and/or	1.3%	0.6%	4.1%	3.0%	6.2%	1.7%				
deferring debt payments	0.3% - 5.0%	0.1% - 4.3%	1.7% - 9.4%	1.3% - 6.8%	3.0% - 12.3%	0.9% - 3.2%				
Delaying/canceling capital	13.8%	18.9%	37.5%	36.5%	27.3%	19.9%				
improvement projects	9.4% - 19.9%	13.6% - 25.6%	29.2% - 46.6%	29.3% - 44.5%	15.7% - 43.2%	16.7% - 23.5%				
Adjusting rates higher than	3.7%	8.5%	7.4%	5.4%	3.1%	5.3%				
originally planned	1.7% - 7.9%	5.1% - 13.8%	4.0% - 13.5%	2.8% - 10.2%	1.3% - 7.4%	3.7% - 7.6%				
Not applicable (no	62.1%	52.0%	40.6%	32.4%	26.4%	54.0%				
decrease in cash flow)	54.4% - 69.1%	44.2% - 59.7%	31.9% - 50.0%	25.6% - 40.2%	14.1% - 43.8%	49.3% - 58.6%				
Observations	176	169	118	302	117	882				

<u>Community Water Systems</u> Estimates and 95 Percent Confidence Intervals

organization's cash flow?

Community Water Systems

Action	Response Percentage Reporting by Population Served						
		< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Drawing down	Mean Score (1 to	1.50	1.07	1.00	1.20	1.15	1.28
days cash	2)	1.10 - 1.90	0.94 - 1.20	N/A - N/A	0.92 - 1.49	0.95 - 1.36	1.09 - 1.48
on hand	Small Impact (1)	38.6%	93.2%	90.1%	68.4%	84.6%	61.2%
		13.3% - 72.2%	64.3% - 99.0%	51.8% - 98.7%	39.2% - 87.9%	54.3% - 96.2%	42.4% - 77.2%
	Large Impact (2)	38.6%	6.8%	0.0%	17.6%	15.4%	23.8%
		13.3% - 72.2%	1.0% - 35.7%	N/A - N/A	3.7% - 54.3%	3.8% - 45.7%	10.5% - 45.5%
	Do Not Know	22.7%	0.0%	9.9%	14.0%	0.0%	14.9%
		5.2% - 61.2%	N/A - N/A	1.3% - 48.2%	4.0% - 38.9%	N/A - N/A	5.0% - 36.8%
	Observations	10	10	11	37	13	81
Drawing on	Mean Score (1 to	1.35	1.30	1.20	1.19	1.65	1.30
reserve funds	2)	1.15 - 1.56	1.12 - 1.49	1.07 - 1.33	1.07 - 1.31	1.28 - 2.01	1.20 - 1.40
	Small Impact (1)	47.5%	53.9%	69.7%	59.6%	33.5%	53.7%
		30.2% - 65.4%	37.6% - 69.3%	53.9% - 82.0%	46.6% - 71.3%	10.4% - 68.7%	44.5% - 62.7%
	Large Impact (2)	25.9%	23.5%	17.5%	14.0%	61.3%	23.1%
		13.3% - 44.4%	11.7% - 41.8%	8.5% - 32.5%	7.1% - 25.7%	24.6% - 88.5%	16.0% - 32.3%
	Do Not Know	26.6%	22.6%	12.8%	26.4%	5.2%	23.1%
		13.5% - 45.6%	12.1% - 38.1%	5.5% - 27.0%	16.8% - 39.0%	1.3% - 17.9%	16.1% - 32.0%
	Observations	32	40	41	116	41	270
Delaying	Mean Score (1 to	1.44	1.41	1.26	1.25	1.07	1.34
maintenance	2)	1.17 - 1.71	1.19 - 1.64	1.10 - 1.42	1.11 - 1.39	0.97 - 1.17	1.23 - 1.46
	Small Impact (1)	35.9%	43.8%	58.9%	67.3%	87.6%	49.2%
		17.6% - 59.5%	26.2% - 63.2%	42.8% - 73.3%	51.3% - 80.1%	61.8% - 96.9%	38.6% - 59.9%
	Large Impact (2)	28.1%	31.0%	20.6%	22.3%	6.2%	25.5%
		13.3% - 50.1%	16.1% - 51.4%	10.5% - 36.2%	12.0% - 37.5%	1.4% - 23.8%	17.5% - 35.5%
	Do Not Know	35.9%	25.1%	20.6%	10.4%	6.2%	25.3%
		17.6% - 59.5%	12.0% - 45.1%	10.5% - 36.2%	4.0% - 24.4%	1.4% - 23.9%	16.7% - 36.4%
	Observations	22	27	39	76	28	192

organization's cash flow?

Community Water Systems

Action	Response	rved	ed				
		< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Reducing staff	Mean Score (1 to	1.29	1.53	1.60	1.30	1.25	1.38
hours	2)	0.94 - 1.64	1.16 - 1.90	1.14 - 2.06	0.96 - 1.64	0.93 - 1.57	1.17 - 1.59
	Small Impact (1)	70.9%	39.0%	40.0%	67.7%	66.7%	58.6%
		31.2% - 92.9%	14.0% - 71.6%	9.2% - 81.5%	31.7% - 90.5%	32.0% - 89.5%	38.6% - 76.2%
	Large Impact (2)	29.1%	43.9%	60.0%	29.0%	22.2%	35.9%
		7.1% - 68.8%	16.9% - 75.1%	18.5% - 90.8%	7.6% - 66.9%	5.3% - 59.5%	19.1% - 57.0%
	Do Not Know	0.0%	17.1%	0.0%	3.3%	11.1%	5.5%
		N/A - N/A	3.7% - 52.6%	N/A - N/A	0.8% - 12.0%	1.4% - 52.2%	1.4% - 18.7%
	Observations	8	10	5	17	9	49
Reducing staff	Mean Score (1 to	1.00		2.00	1.57	1.33	1.31
pay and/or	2)	N/A - N/A		N/A - N/A	1.36 - 1.77	0.68 - 1.99	1.29 - 1.33
benefits	Small Impact (1)	66.7%		0.0%	36.8%	66.7%	51.9%
		8.5% - 97.7%		N/A - N/A	23.6% - 52.2%	10.0% - 97.3%	17.2% - 84.8%
	Large Impact (2)	0.0%		100.0%	47.9%	33.3%	23.5%
		N/A - N/A		N/A - N/A	20.5% - 76.6%	2.7% - 90.0%	15.5% - 34.0%
	Do Not Know	33.3%		0.0%	15.3%	0.0%	24.5%
		2.3% - 91.5%		N/A - N/A	1.8% - 64.7%	N/A - N/A	3.2% - 75.9%
	Observations	3		2	11	3	19
Laying off staff	Mean Score (1 to	1.50	2.00	2.00	1.65	1.50	1.67
	2)	0.45 - 2.55	N/A - N/A	N/A - N/A	1.14 - 2.15	0.64 - 2.36	1.12 - 2.21
	Small Impact (1)	50.0%	0.0%	0.0%	27.4%	33.3%	24.1%
		1.7% - 98.3%	N/A - N/A	N/A - N/A	5.1% - 72.4%	3.0% - 89.0%	3.8% - 71.7%
	Large Impact (2)	50.0%	28.1%	75.0%	50.0%	33.3%	48.1%
		1.7% - 98.3%	2.2% - 87.4%	19.8% - 97.3%	14.5% - 85.5%	3.0% - 89.0%	14.7% - 83.3%
	Do Not Know	0.0%	71.9%	25.0%	22.6%	33.3%	27.8%
		N/A - N/A	12.6% - 97.8%	2.7% - 80.2%	3.2% - 72.2%	3.0% - 89.0%	12.7% - 50.4%
	Observations	2	4	4	12	3	25

organization's cash flow?

Community Water Systems

Action	Response	Percentage Reporting by Population Served							
		< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Incurring	Mean Score (1 to	1.61	1.55	1.25	1.27	1.25	1.54		
additional debt	2)	1.23 - 1.98	1.23 - 1.87	0.79 - 1.71	0.90 - 1.65	0.79 - 1.71	1.30 - 1.77		
	Small Impact (1)	37.4%	36.2%	50.0%	69.3%	60.0%	40.6%		
		11.7% - 72.9%	13.7% - 66.9%	15.5% - 84.5%	29.6% - 92.3%	18.0% - 91.1%	22.2% - 62.1%		
	Large Impact (2)	57.6%	44.1%	16.7%	26.1%	20.0%	47.1%		
		24.0% - 85.4%	18.3% - 73.5%	2.0% - 66.0%	5.4% - 68.8%	2.3% - 72.4%	27.2% - 68.0%		
	Do Not Know	5.0%	19.7%	33.3%	4.6%	20.0%	12.3%		
		0.7% - 28.6%	3.2% - 64.9%	7.7% - 75.1%	1.1% - 17.7%	2.3% - 72.4%	3.6% - 34.3%		
	Observations	10	12	6	14	5	47		
Refinancing debt	Mean Score (1 to	2.00	1.00	1.25	1.66	1.78	1.58		
and/or	2)	N/A - N/A	N/A - N/A	0.78 - 1.72	1.20 - 2.12	1.49 - 2.07	1.39 - 1.77		
deferring debt	Small Impact (1)	0.0%	100.0%	60.0%	33.3%	20.0%	30.5%		
payments		N/A - N/A	N/A - N/A	17.4% - 91.4%	6.5% - 78.3%	4.6% - 56.3%	18.0% - 46.7%		
	Large Impact (2)	50.0%	0.0%	20.0%	63.7%	70.0%	42.4%		
		1.8% - 98.2%	N/A - N/A	2.2% - 73.4%	20.7% - 92.2%	35.8% - 90.7%	10.4% - 82.3%		
	Do Not Know	50.0%	0.0%	20.0%	2.9%	10.0%	27.2%		
		1.8% - 98.2%	N/A - N/A	2.2% - 73.4%	0.3% - 21.3%	1.2% - 49.7%	3.9% - 77.3%		
	Observations	2	1	5	12	10	30		
Delaying/	Mean Score (1 to	1.69	1.36	1.29	1.34	1.32	1.45		
canceling capital	2)	1.45 - 1.94	1.17 - 1.56	1.15 - 1.44	1.21 - 1.48	1.18 - 1.47	1.35 - 1.56		
improvement	Small Impact (1)	20.3%	50.0%	58.4%	58.8%	56.8%	42.0%		
projects		8.2% - 42.1%	32.9% - 67.1%	43.6% - 71.8%	45.3% - 71.1%	42.4% - 70.1%	33.8% - 50.7%		
	Large Impact (2)	46.3%	28.3%	24.2%	30.9%	27.3%	35.0%		
		27.2% - 66.6%	15.2% - 46.5%	13.9% - 38.6%	20.0% - 44.3%	16.4% - 41.7%	26.3% - 44.8%		
	Do Not Know	33.3%	21.7%	17.4%	10.3%	15.9%	23.0%		
		17.2% - 54.6%	10.5% - 39.6%	8.9% - 31.3%	4.8% - 21.0%	8.0% - 29.3%	15.6% - 32.7%		
	Observations	26	32	46	118	44	266		

organization's cash flow?

Community Water Systems

Estimates and 95 Percent Confidence Intervals

Action	Response		Percentage Reporting by Population Served						
		< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Adjusting rates	Mean Score (1 to	1.34	1.76	1.51	1.52	2.00	1.52		
higher than	2)	0.92 - 1.77	1.50 - 2.02	1.15 - 1.87	1.15 - 1.89	N/A - N/A	1.30 - 1.74		
originally	Small Impact (1)	65.6%	18.9%	43.9%	40.4%	0.0%	42.4%		
planned		22.6% - 92.6%	5.6% - 47.5%	16.7% - 75.3%	14.8% - 72.7%	N/A - N/A	24.8% - 62.2%		
	Large Impact (2)	34.4%	59.0%	45.2%	44.3%	60.0%	46.1%		
		7.4% - 77.4%	32.0% - 81.5%	17.5% - 76.1%	16.3% - 76.5%	17.6% - 91.3%	27.5% - 65.9%		
	Do Not Know	0.0%	22.1%	11.0%	15.3%	40.0%	11.5%		
		N/A - N/A	6.9% - 52.0%	1.4% - 51.9%	2.4% - 56.8%	8.7% - 82.4%	4.9% - 24.7%		
	Observations	7	14	10	17	5	53		

Table C.39. Question D.4: Which of the following is your organization considering regarding capital infrastructure projects due to COVID-19?

(select all that apply)

Community Water Systems

Estimates and 95 Percent Confidence Intervals

Changes	Percentage Reporting by Population Served							
	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Not applicable (no projects planned)	41.2%	29.4%	18.8%	5.0%	1.8%	32.1%		
	34.3% - 48.5%	23.0% - 36.7%	12.6% - 27.0%	2.4% - 10.1%	0.6% - 5.1%	27.8% - 36.6%		
No changes to current or planned projects	32.8%	37.7%	41.9%	49.9%	68.4%	37.0%		
	26.3% - 39.9%	30.7% - 45.2%	33.4% - 50.8%	42.3% - 57.6%	51.8% - 81.4%	32.8% - 41.5%		
Pausing/slowing a project for which	2.0%	7.0%	10.4%	9.8%	4.2%	4.8%		
construction has begun	0.7% - 5.4%	4.1% - 11.8%	6.3% - 16.8%	5.9% - 15.9%	1.9% - 8.8%	3.4% - 6.6%		
Delaying starting a project	7.7%	9.1%	21.6%	26.9%	19.6%	11.5%		
	4.6% - 12.5%	5.7% - 14.2%	15.5% - 29.4%	20.6% - 34.3%	11.4% - 31.7%	9.2% - 14.3%		
Accelerating starting a project	1.7%	3.7%	2.2%	2.4%	1.8%	2.3%		
	0.6% - 5.3%	1.5% - 9.3%	0.7% - 6.6%	0.9% - 6.3%	0.6% - 5.1%	1.3% - 4.2%		
Reducing the scope or funding for a	1.2%	0.6%	2.2%	1.1%	2.4%	1.1%		
project for which construction has begun	0.3% - 4.5%	0.1% - 3.9%	0.7% - 6.6%	0.3% - 3.9%	0.9% - 6.1%	0.5% - 2.7%		
Increasing the scope or funding for a	0.5%	1.2%	0.7%	1.5%	0.6%	0.8%		
project (current or planned)	0.1% - 1.8%	0.3% - 4.5%	0.1% - 5.0%	0.3% - 7.4%	0.1% - 3.4%	0.4% - 1.6%		
Delaying applying for a subsidized loan/	1.0%	2.4%	0.0%	1.8%	1.2%	1.3%		
grant by at least six months	0.3% - 3.6%	1.0% - 5.7%	0.0% - 0.0%	0.6% - 5.2%	0.3% - 4.2%	0.7% - 2.6%		
Accelerating interest in applying for a	0.00/	. = 0/	. = 0 (6 40/	0 40/	1.001		
subsidized loan/grant for a shovel-ready	0.0%	1.5%	1.5%	6.4%	2.4%	1.2%		
project	N/A - N/A	0.5% - 4.6%	0.4% - 5.7%	3.3% - 11.8%	0.9% - 6.1%	0.7% - 2.0%		
Other	2.7%	1.9%	3.0%	2.8%	4.2%	2.6%		
	1.2% - 5.9%	0.8% - 4.5%	1.1% - 7.6%	1.6% - 4.9%	1.9% - 8.8%	1.5% - 4.2%		
Do not know	9.2%	10.1%	4.5%	6.3%	1.8%	8.5%		
	5.8% - 14.2%	6.5% - 15.5%	2.0% - 9.5%	3.5% - 11.3%	0.6% - 5.1%	6.3% - 11.5%		
Observations	195	182	128	323	124	952		

Table C.40. Question D.5: In response to COVID-19, what actions has your organization taken to help alleviate economic impacts on customers? (select all that apply)

Community Water Systems
Estimates and 95 Percent Confidence Intervals

Actions		Per	centage Reporting	by Population Sei	ved	
	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All
Suspended service	41.8%	61.8%	75.8%	74.2%	87.6%	53.7%
shutoffs	34.9% - 49.0%	54.2% - 68.9%	67.4% - 82.6%	66.9% - 80.3%	79.0% - 93.1%	49.2% - 58.0%
Waived late payment fees	26.6%	37.3%	60.0%	53.9%	72.9%	35.8%
	20.8% - 33.3%	30.5% - 44.6%	51.2% - 68.3%	46.2% - 61.3%	58.1% - 84.0%	31.8% - 39.9%
Provided extensions on	35.7%	53.6%	55.5%	63.0%	73.5%	45.1%
bill payment	29.2% - 42.9%	46.2% - 61.0%	46.8% - 64.0%	55.5% - 70.0%	58.9% - 84.3%	40.8% - 49.5%
Expanded customer	3.9%	8.6%	10.9%	25.6%	49.7%	8.5%
assistance programs	1.9% - 7.8%	5.3% - 13.6%	6.7% - 17.3%	19.6% - 32.7%	28.4% - 71.2%	6.7% - 10.9%
Expanded water	1.6%	1.2%	2.9%	5.7%	4.1%	2.1%
conservation programs	0.6% - 4.6%	0.4% - 3.8%	1.1% - 7.4%	3.0% - 10.4%	1.9% - 8.7%	1.2% - 3.5%
Delayed or eliminated	4.1%	7.2%	9.5%	8.0%	36.8%	6.2%
planned rate adjustment	2.1% - 8.0%	4.3% - 11.9%	5.6% - 15.6%	5.1% - 12.4%	14.9% - 65.9%	4.5% - 8.5%
Lowered rates	0.0%	0.0%	0.7%	0.2%	3.5%	0.1%
	N/A - N/A	N/A - N/A	0.1% - 4.9%	0.1% - 0.6%	1.6% - 7.8%	0.0% - 0.4%
Other	2.5%	1.7%	3.5%	1.7%	4.1%	2.4%
	1.0% - 6.1%	0.6% - 5.1%	1.3% - 9.2%	0.5% - 5.2%	1.9% - 8.7%	1.3% - 4.2%
None (no actions taken)	40.1%	22.4%	12.1%	8.4%	5.3%	29.6%
	33.2% - 47.3%	16.4% - 29.9%	7.4% - 19.2%	5.0% - 13.6%	2.6% - 10.5%	25.5% - 34.0%
Do not know	5.4%	2.8%	1.5%	6.2%	1.8%	4.5%
	2.9% - 9.8%	1.2% - 6.6%	0.4% - 5.6%	3.4% - 11.2%	0.6% - 5.1%	2.8% - 6.9%
Observations	198	185	131	327	126	967

 Table C.41. Question E1: What COVID-19-related conditions have interfered with your organization's ability to complete the required sampling

 needed to operate your system and to determine compliance with regulations?

	Percentage Reporting by Population Served							
Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Lack of available personnel	3.2%	1.5%	0.0%	4.4%	4.8%	2.6%		
for sample collection	1.4% - 7.1%	0.5% - 4.6%	N/A - N/A	1.9% - 9.8%	2.3% - 9.8%	1.5% - 4.7%		
Lack of available supplies	0.6%	2.4%	0.0%	0.9%	1.2%	1.0%		
for sampling and/or shipping	0.1% - 4.1%	1.0% - 5.8%	N/A - N/A	0.2% - 4.2%	0.3% - 4.2%	0.4% - 2.3%		
Lack of available personal	0.2%	1.7%	0.0%	4.8%	26.5%	1.4%		
protective equipment	0.0% - 1.6%	0.6% - 5.2%	N/A - N/A	2.2% - 10.0%	6.4% - 65.5%	0.7% - 2.7%		
Lack of access to approved	5.6%	6.3%	6.1%	12.2%	37.2%	6.9%		
monitoring locations	3.1% - 9.8%	3.6% - 10.7%	3.1% - 11.6%	8.4% - 17.4%	15.2% - 66.3%	5.1% - 9.4%		
Other	1.4%	2.3%	1.5%	2.7%	3.6%	1.8%		
	0.4% - 4.6%	0.9% - 6.0%	0.4% - 5.8%	1.3% - 5.6%	1.6% - 7.9%	1.0% - 3.3%		
None	88.1%	87.0%	90.8%	80.0%	53.8%	86.8%		
	82.7% - 92.0%	81.3% - 91.2%	84.7% - 94.7%	73.3% - 85.4%	30.3% - 75.8%	83.6% - 89.5%		
Do not know	3.2%	0.6%	1.5%	0.0%	0.0%	2.1%		
	1.4% - 7.1%	0.1% - 4.0%	0.4% - 5.8%	N/A - N/A	N/A - N/A	1.0% - 4.2%		
Observations	191	181	126	323	124	945		

<u>Community Water Systems</u> Estimates and 95 Percent Confidence Intervals

 Table C.42. Question E2: What COVID-19-related conditions have interfered with your organization's ability to complete required laboratory analyses

 needed to operate your system and to determine compliance with regulations?

		Ре	ercentage Reporting by Population Served				
Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All	
Lack of available laboratory	0.6%	1.2%	1.5%	2.2%	5.4%	1.0%	
personnel	0.1% - 4.1%	0.3% - 4.5%	0.4% - 5.7%	0.8% - 6.3%	2.6% - 10.8%	0.5% - 2.3%	
Lack of available supplies for	0.8%	0.9%	0.0%	1.6%	1.8%	0.9%	
sampling and/or shipping	0.2% - 3.7%	0.2% - 3.7%	N/A - N/A	0.5% - 5.3%	0.6% - 5.2%	0.3% - 2.1%	
Lack of available personal	0.2%	1.5%	0.1%	3.1%	3.6%	0.9%	
protective equipment	0.0% - 1.6%	0.5% - 4.6%	0.0% - 0.5%	1.1% - 8.3%	1.6% - 8.0%	0.4% - 1.7%	
Internal laboratory capacity	1.8%	0.0%	0.0%	1.6%	0.6%	1.2%	
shortages that delay timely analysis	0.6% - 5.4%	N/A - N/A	N/A - N/A	0.5% - 5.3%	0.1% - 3.4%	0.4% - 3.0%	
Decreased access to external	4.1%	1.7%	4.5%	3.4%	1.8%	3.5%	
laboratory services	2.0% - 8.4%	0.6% - 5.2%	2.1% - 9.6%	1.5% - 7.5%	0.6% - 5.2%	2.1% - 5.8%	
Delays in external laboratory	5.9%	2.4%	2.3%	7.9%	5.4%	4.9%	
services	3.2% - 10.6%	1.0% - 5.7%	0.7% - 6.7%	4.3% - 14.0%	2.6% - 10.8%	3.2% - 7.5%	
Sample transport delays	2.8%	4.7%	0.1%	2.2%	2.4%	2.9%	
	1.2% - 6.5%	2.4% - 8.9%	0.0% - 0.5%	0.8% - 6.3%	0.9% - 6.1%	1.7% - 4.9%	
Travel restrictions	1.2%	0.0%	0.0%	1.1%	1.8%	0.8%	
	0.3% - 4.6%	N/A - N/A	N/A - N/A	0.3% - 3.9%	0.6% - 5.2%	0.2% - 2.5%	
Revenue interruption	1.2%	0.0%	0.0%	0.0%	0.6%	0.7%	
	0.3% - 4.6%	N/A - N/A	N/A - N/A	N/A - N/A	0.1% - 3.4%	0.2% - 2.6%	
Other	2.0%	0.0%	0.8%	1.9%	4.2%	1.5%	
	0.7% - 5.5%	N/A - N/A	0.1% - 5.0%	0.7% - 5.3%	1.9% - 8.9%	0.7% - 3.2%	
None	81.8%	88.3%	91.6%	86.1%	83.2%	84.7%	
	75.4% - 86.8%	82.7% - 92.2%	85.7% - 95.3%	79.5% - 90.9%	72.3% - 90.4%	81.0% - 87.8%	
Do not know	4.3%	2.3%	1.5%	1.4%	0.0%	3.2%	
	2.1% - 8.3%	0.9% - 6.0%	0.4% - 5.7%	0.4% - 5.4%	N/A - N/A	1.9% - 5.4%	
Observations	191	181	127	322	123	944	

<u>Community Water Systems</u> Estimates and 95 Percent Confidence Intervals

Table C.43. Question F1: Has your organization experienced any issues or concerns related to cybersecurity during the pandemic? (Yes/No)

	Percentage Reporting by Population Served						
Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All	
Percentage of Systems	0.6%	0.6%	0.7%	3.8%	12.9%	1.1%	
with Cybersecurity Concerns	0.1% - 4.0%	0.1% - 3.9%	0.1% - 4.8%	1.9% - 7.7%	7.3% - 21.9%	0.6% - 2.2%	
Observations	195	184	133	322	126	960	

<u>Community Water Systems</u> Estimates and 95 Percent Confidence Intervals

	Estimates and 95 Percent Confidence Intervals								
Personnel			Per	centage Reporting	by Population Ser	ved			
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Supply Chain	Mean Score	0.48	0.62	0.80	0.86	0.91	0.59		
		0.39 - 0.58	0.52 - 0.71	0.69 - 0.90	0.76 - 0.96	0.79 - 1.03	0.54 - 0.65		
	No Concern	52.4%	45.3%	26.2%	25.5%	18.2%	44.8%		
		44.9% - 59.7%	37.9% - 52.8%	19.0% - 35.0%	19.3% - 32.8%	9.0% - 33.4%	40.3% - 49.4%		
	Mild Concern	34.6%	43.0%	61.5%	60.9%	69.8%	42.5%		
		27.8% - 42.0%	35.8% - 50.6%	52.5% - 69.8%	53.1% - 68.2%	52.1% - 83.1%	38.1% - 47.0%		
	Serious	4.9%	8.3%	6.9%	11.7%	9.6%	6.7%		
	Concern	2.5% - 9.2%	5.0% - 13.4%	3.7% - 12.7%	7.4% - 18.0%	5.2% - 17.1%	4.8% - 9.1%		
	Do Not Know	8.2%	3.4%	5.4%	2.0%	2.4%	6.1%		
		5.0% - 13.1%	1.7% - 6.8%	2.6% - 10.8%	1.4% - 2.8%	0.9% - 6.1%	4.1% - 8.8%		
	Observations	186	180	125	314	123	928		
Workforce	Mean Score	0.47	0.59	0.97	1.05	1.29	0.63		
		0.38 - 0.57	0.49 - 0.70	0.84 - 1.10	0.94 - 1.16	0.94 - 1.64	0.57 - 0.69		
	No Concern	55.8%	48.7%	27.3%	21.6%	12.6%	47.0%		
		48.3% - 63.1%	41.2% - 56.2%	20.1% - 35.9%	16.0% - 28.7%	5.2% - 27.3%	42.4% - 51.6%		
	Mild Concern	31.7%	37.8%	45.3%	49.4%	43.5%	36.6%		
		25.1% - 39.1%	30.8% - 45.4%	36.8% - 54.2%	41.8% - 57.1%	25.4% - 63.6%	32.3% - 41.1%		
	Serious	6.3%	9.5%	24.4%	27.0%	40.9%	11.6%		
	Concern	3.5% - 11.1%	5.8% - 15.4%	17.6% - 32.8%	20.6% - 34.4%	18.9% - 67.3%	9.3% - 14.5%		
	Do Not Know	6.1%	4.0%	3.0%	1.9%	2.9%	4.8%		
		3.5% - 10.5%	2.0% - 7.6%	1.1% - 7.6%	1.4% - 2.8%	1.2% - 6.9%	3.2% - 7.2%		
	Observations	183	178	128	319	126	934		

 Community Water Systems

	Estimates and 95 Percent Confidence Intervals								
Personnel			Per	centage Reporting	by Population Ser	ved			
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Financial	Mean Score	0.56	0.62	0.74	0.87	0.87	0.63		
		0.45 - 0.67	0.51 - 0.72	0.62 - 0.85	0.76 - 0.98	0.74 - 1.01	0.56 - 0.70		
	No Concern	51.9%	48.5%	34.0%	28.4%	27.6%	46.5%		
		44.4% - 59.2%	41.1% - 56.0%	26.1% - 42.9%	22.0% - 35.9%	15.3% - 44.6%	42.0% - 51.1%		
	Mild Concern	27.0%	35.1%	51.6%	52.2%	52.7%	34.3%		
		20.9% - 34.1%	28.2% - 42.7%	42.8% - 60.4%	44.5% - 59.8%	31.6% - 72.9%	30.2% - 38.7%		
	Serious	11.8%	11.8%	9.1%	15.8%	15.5%	12.0%		
	Concern	7.8% - 17.6%	7.9% - 17.4%	5.2% - 15.2%	10.9% - 22.5%	8.8% - 25.7%	9.4% - 15.3%		
	Do Not Know	9.3%	4.6%	5.3%	3.6%	4.2%	7.1%		
		5.9% - 14.5%	2.4% - 8.4%	2.6% - 10.6%	2.0% - 6.4%	1.9% - 8.9%	5.0% - 10.0%		
	Observations	187	180	127	315	124	933		
Analytical Support	Mean Score	0.25	0.26	0.36	0.48	0.28	0.29		
		0.17 - 0.32	0.18 - 0.33	0.27 - 0.45	0.39 - 0.57	0.13 - 0.43	0.24 - 0.33		
	No Concern	69.5%	69.9%	60.3%	52.7%	71.2%	66.9%		
		62.2% - 75.9%	62.7% - 76.2%	51.3% - 68.6%	44.9% - 60.3%	55.5% - 83.1%	62.5% - 71.1%		
	Mild Concern	20.8%	21.8%	32.2%	41.3%	22.2%	24.4%		
		15.3% - 27.6%	16.3% - 28.6%	24.5% - 41.0%	33.8% - 49.2%	12.9% - 35.4%	20.7% - 28.4%		
	Serious	0.8%	0.9%	0.8%	2.4%	2.4%	1.0%		
	Concern	0.1% - 3.8%	0.2% - 3.8%	0.1% - 5.2%	0.9% - 6.4%	0.9% - 6.1%	0.4% - 2.2%		
	Do Not Know	8.9%	7.3%	6.8%	3.6%	4.2%	7.7%		
		5.5% - 14.1%	4.4% - 12.0%	3.4% - 13.2%	2.0% - 6.4%	1.9% - 8.9%	5.6% - 10.6%		
	Observations	183	177	124	309	123	916		

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	Estimates and 95 Percent Confidence Intervals								
Personnel		Percentage Reporting by Population Served							
Туре	Response	< 501	501 - 3,300	3,301 - 10,000	10,001 - 100,000	> 100,000	All		
Cybersecurity	Mean Score	0.16	0.27	0.43	0.54	0.70	0.26		
		0.10 - 0.21	0.19 - 0.35	0.33 - 0.52	0.44 - 0.64	0.52 - 0.87	0.22 - 0.30		
	No Concern	76.4%	71.9%	54.1%	51.1%	39.1%	69.9%		
		69.5% - 82.2%	64.8% - 78.1%	45.1% - 62.8%	43.4% - 58.8%	22.2% - 59.0%	65.7% - 73.8%		
	Mild Concern	13.8%	19.2%	36.0%	39.9%	47.6%	20.6%		
		9.4% - 20.0%	14.0% - 25.8%	28.0% - 44.9%	32.6% - 47.6%	25.5% - 70.7%	17.3% - 24.2%		
	Serious	0.1%	3.0%	1.5%	6.5%	9.7%	1.8%		
	Concern	0.0% - 1.0%	1.3% - 6.7%	0.4% - 5.9%	3.6% - 11.5%	5.2% - 17.4%	1.2% - 2.7%		
	Do Not Know	9.6%	5.8%	8.3%	2.6%	3.6%	7.8%		
		6.0% - 14.9%	3.3% - 10.1%	4.5% - 14.9%	1.9% - 3.5%	1.6% - 8.1%	5.6% - 10.7%		
	Observations	182	178	124	312	121	917		

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