Appendices C-G present tables with detailed findings from the EPA 2020 COVID-19 Water Sector Survey. This appendix, Appendix E, presents findings specifically for American Indian utilities. 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 E.1. Question B1.1: What kinds of shortages or supply chain disruptions did your organization experience from January 2020 through present day?**

**American Indian Utilities**

**January to the Present**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treatment Chemicals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12.9%</td>
<td>15.2%</td>
<td>13.6%</td>
<td>0.0%</td>
<td>19.7%</td>
<td>13.3%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 51.6%</td>
<td>2.4% - 57.0%</td>
<td>5.4% - 30.3%</td>
<td>N/A - N/A</td>
<td>4.9% - 53.6%</td>
<td>6.9% - 24.0%</td>
</tr>
<tr>
<td>PPE</td>
<td>35.3%</td>
<td>36.7%</td>
<td>68.1%</td>
<td>39.9%</td>
<td>68.7%</td>
<td>56.2%</td>
</tr>
<tr>
<td></td>
<td>13.8% - 65.0%</td>
<td>12.2% - 70.7%</td>
<td>50.1% - 82.0%</td>
<td>13.2% - 74.4%</td>
<td>34.9% - 90.0%</td>
<td>44.7% - 67.0%</td>
</tr>
<tr>
<td>Durable Goods and Other</td>
<td>12.9%</td>
<td>15.2%</td>
<td>23.7%</td>
<td>8.7%</td>
<td>20.4%</td>
<td>19.0%</td>
</tr>
<tr>
<td>Equipment and Supplies</td>
<td>2.0% - 51.6%</td>
<td>2.4% - 57.0%</td>
<td>12.1% - 41.3%</td>
<td>1.7% - 34.9%</td>
<td>5.3% - 54.0%</td>
<td>11.4% - 30.0%</td>
</tr>
<tr>
<td>None</td>
<td>38.8%</td>
<td>48.1%</td>
<td>31.9%</td>
<td>51.4%</td>
<td>31.3%</td>
<td>36.8%</td>
</tr>
<tr>
<td></td>
<td>14.6% - 70.3%</td>
<td>18.9% - 78.6%</td>
<td>18.0% - 49.9%</td>
<td>20.6% - 81.1%</td>
<td>10.0% - 65.1%</td>
<td>26.3% - 48.7%</td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>9</td>
<td>60</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.2. Question B1.1.1: How severe were the treatment chemical shortages or supply chain disruptions that you experienced?

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Carbon dioxide</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
</tr>
<tr>
<td>No impact (0)</td>
<td>N/A - N/A</td>
<td>100.0%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Ferric chloride</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
</tr>
<tr>
<td>No impact (0)</td>
<td>N/A - N/A</td>
<td>100.0%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
</tr>
</tbody>
</table>
Table E.2. Question B1.1.1: How severe were the treatment chemical shortages or supply chain disruptions that you experienced?

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Fluoride</td>
<td>Mean score (0 to 3)</td>
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<td>0.000</td>
</tr>
<tr>
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<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
</tr>
<tr>
<td></td>
<td>No impact (0)</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Slight (1)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Moderate (2)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Severe (3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Gaseous chlorine</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
<td>0.000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
</tr>
<tr>
<td></td>
<td>No impact (0)</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Slight (1)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Moderate (2)</td>
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<td>0.0%</td>
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<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Severe (3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>8</td>
<td>7</td>
</tr>
</tbody>
</table>
Table E.2. Question B1.1.1: How severe were the treatment chemical shortages or supply chain disruptions that you experienced?

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquid oxygen</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
<td>0.000</td>
<td>0.081</td>
<td>0.000</td>
<td>0.000</td>
<td>0.040</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
<td>-0.062 - 0.225</td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
<td>-0.032 - 0.111</td>
</tr>
<tr>
<td>No impact (0)</td>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>95.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>98.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>78.9% - 99.3%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>88.7% - 99.7%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.7% - 21.1%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.3% - 11.3%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>8</td>
<td>59</td>
</tr>
<tr>
<td>Lime</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
<td>0.000</td>
<td>0.081</td>
<td>0.000</td>
<td>0.000</td>
<td>0.040</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
<td>-0.062 - 0.225</td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
<td>-0.032 - 0.111</td>
</tr>
<tr>
<td>No impact (0)</td>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
<td>95.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>98.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>78.9% - 99.3%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>88.7% - 99.7%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.7% - 21.1%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.3% - 11.3%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<tr>
<td>Observations</td>
<td></td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>8</td>
<td>59</td>
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</tbody>
</table>
Table E.2. Question B1.1.1: How severe were the treatment chemical shortages or supply chain disruptions that you experienced?

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Orthophosphate</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
<td>0.000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
</tr>
<tr>
<td>No impact (0)</td>
<td></td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Slight (1)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>8</td>
<td>7</td>
</tr>
</tbody>
</table>

<p>| Polymers           | Mean score (0 to 3) | 0.000 | 0.000 | 0.120 | 0.000 | 0.000 | 0.059 |
|                    |          | 0.000 - 0.000 | 0.000 - 0.000 | -0.039 - 0.278 | 0.000 - 0.000 | 0.000 - 0.000 | -0.021 - 0.138 |
| No impact (0)      |          | 100.0% | 100.0% | 92.1% | 100.0% | 100.0% | 96.1% |
|                    |          | N/A - N/A | N/A - N/A | 74.8% - 97.9% | N/A - N/A | N/A - N/A | 86.7% - 99.0% |
| Slight (1)         |          | 0.0% | 0.0% | 3.8% | 0.0% | 0.0% | 1.9% |
|                    |          | N/A - N/A | N/A - N/A | 0.6% - 21.1% | N/A - N/A | N/A - N/A | 0.3% - 11.1% |
| Moderate (2)       |          | 0.0% | 0.0% | 4.1% | 0.0% | 0.0% | 2.0% |
|                    |          | N/A - N/A | N/A - N/A | 0.7% - 21.1% | N/A - N/A | N/A - N/A | 0.3% - 11.3% |
| 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       |          | 8 | 7 | 29 | 7 | 8 | 59 |</p>
<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
<td>0.000</td>
<td>0.081</td>
<td>0.000</td>
<td>0.000</td>
<td>0.040</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
<td>-0.062 - 0.225</td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
<td>-0.032 - 0.111</td>
</tr>
<tr>
<td>Potassium permanganate</td>
<td>No impact (0)</td>
<td>100.0%</td>
<td>100.0%</td>
<td>95.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>98.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>78.9% - 99.3%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>88.7% - 99.7%</td>
</tr>
<tr>
<td></td>
<td>Slight (1)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Moderate (2)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.1%</td>
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<td>0.3% - 11.3%</td>
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<tr>
<td></td>
<td>Severe (3)</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<tr>
<td>Sodium hydroxide</td>
<td>Observations</td>
<td>8</td>
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<td>29</td>
<td>7</td>
<td>8</td>
<td>59</td>
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<td></td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
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<td></td>
<td>No impact (0)</td>
<td>100.0%</td>
<td>100.0%</td>
<td>95.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>98.0%</td>
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<tr>
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<td>Slight (1)</td>
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<td>0.0%</td>
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<td>0.0%</td>
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</tr>
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<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Moderate (2)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
</tr>
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<td>N/A - N/A</td>
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<td>N/A - N/A</td>
<td>0.3% - 11.3%</td>
</tr>
<tr>
<td></td>
<td>Severe (3)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
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<td>7</td>
<td>29</td>
<td>7</td>
<td>8</td>
<td>59</td>
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</tbody>
</table>
Table E.2. Question B1.1.1: How severe were the treatment chemical shortages or supply chain disruptions that you experienced?

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sodium hypochlorite</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>0.129</td>
<td>0.152</td>
<td>0.162</td>
<td>0.000</td>
<td>0.000</td>
<td>0.121</td>
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<tr>
<td></td>
<td></td>
<td>(-0.093 - 0.352)</td>
<td></td>
<td>(-0.106 - 0.410)</td>
<td>(-0.029 - 0.353)</td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
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</tr>
<tr>
<td>No impact (0)</td>
<td></td>
<td></td>
<td>87.1%</td>
<td>84.8%</td>
<td>91.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>91.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(48.4% - 98.0%)</td>
<td></td>
<td>(43.0% - 97.6%)</td>
<td>(75.8% - 97.6%)</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Slight (1)</td>
<td></td>
<td></td>
<td>12.9%</td>
<td>15.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(2.0% - 51.6%)</td>
<td></td>
<td>(2.4% - 57.0%)</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td></td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(N/A - N/A)</td>
<td></td>
<td>(N/A - N/A)</td>
<td>(2.4% - 24.2%)</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Severe (3)</td>
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<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(N/A - N/A)</td>
<td></td>
<td>(N/A - N/A)</td>
<td>(N/A - N/A)</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td></td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>8</td>
<td>59</td>
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</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.3. Question B1.1.2: What contributed to each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

**January to the Present**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carbon dioxide</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

| Ferric chloride             | Unavailable from supplier(s)                  | 0.0%                                     | 0.0%   |
|                             |                                               | N/A - N/A                                | N/A - N/A |
|                             | Delayed / backordered from supplier(s)        | 0.0%                                     | 0.0%   |
|                             |                                               | N/A - N/A                                | N/A - N/A |
|                             | Transportation / distribution difficulties     | 100.0%                                   | 100.0% |
|                             |                                               | N/A - N/A                                | N/A - N/A |
|                             | Price                                         | 0.0%                                     | 0.0%   |
|                             |                                               | N/A - N/A                                | N/A - N/A |
|                             | Other                                         | 0.0%                                     | 0.0%   |
|                             |                                               | N/A - N/A                                | N/A - N/A |
|                             | Observations                                  | 2                                        | 2      |
Table E.3. Question B1.1.2: What contributed to each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fluoride</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>1</td>
<td>1</td>
<td></td>
<td>3</td>
<td>E-11</td>
<td></td>
</tr>
<tr>
<td>Gaseous chlorine</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>82.5%</td>
<td>82.5%</td>
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<td></td>
<td>Price</td>
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<td>0.0%</td>
<td>N/A - N/A</td>
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<tr>
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<td>3</td>
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Table E.3. Question B1.1.2: What contributed to each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Liquid oxygen</td>
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<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
<td>Lime</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Price</td>
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<td></td>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
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<td>Supply Chain Issue</td>
<td>Response</td>
<td>Percentage Reporting by Population Served</td>
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<tr>
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<td>----------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
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<td>&lt; 101</td>
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<td>Orthophosphate</td>
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<td>0.0%</td>
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<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
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</tr>
<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
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<tr>
<td>Observations</td>
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<tr>
<td>Polymers</td>
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<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
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<tr>
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<td>Transportation / distribution difficulties</td>
<td>100.0%</td>
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<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
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<tr>
<td></td>
<td>Other</td>
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<td>Observations</td>
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<td>-----------------------------------------------</td>
<td>------------------------------------------</td>
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<tr>
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<td>501 - 3,300</td>
<td>3,301 - 10,000</td>
</tr>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Potassium permanganate</td>
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<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
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<tr>
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<td>Transportation / distribution difficulties</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Price</td>
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<td>Observations</td>
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</tr>
<tr>
<td>Sodium hydroxide</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
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<tr>
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<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
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</tbody>
</table>
Table E.3. Question B1.1.2: What contributed to each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Sodium hypochlorite</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Transportation / distribution difficulties</td>
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<td>0.0%</td>
</tr>
<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Price</td>
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<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
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<td>0.0%</td>
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<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
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<td>1</td>
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</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.4. Question B1.1.3: How did you address each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carbon dioxide</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>technologies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>or mutual aid network (e.g., WARN)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>emergency management agency</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ferric chloride</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td></td>
<td></td>
<td>48.7%</td>
<td>48.7% - 48.7%</td>
<td>48.7%</td>
<td>48.7% - 48.7%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td></td>
<td>Sought help from other utilities</td>
<td></td>
<td></td>
<td>51.3%</td>
<td>51.3% - 51.3%</td>
<td>51.3%</td>
<td>51.3% - 51.3%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>or mutual aid network (e.g., WARN)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>emergency management agency</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
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<td></td>
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<tr>
<td></td>
<td>Observations</td>
<td>1</td>
<td>2</td>
<td>3</td>
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</tr>
</tbody>
</table>
Table E.4. Question B1.1.3: How did you address each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Fluoride</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Gaseous chlorine</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>48.7%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>51.3%</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
<td>Observations</td>
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<td>3</td>
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</table>
Table E.4. Question B1.1.3: How did you address each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

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<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquid oxygen</td>
<td>Found alternative supplier</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
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<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Lime</td>
<td>Found alternative supplier</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

E-18
Table E.4. Question B1.1.3: How did you address each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Orthophosphate</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>100.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Polymers</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>48.7%</td>
<td>11.8% - 87.1%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>51.3%</td>
<td>12.9% - 88.2%</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>
Table E.4. Question B1.1.3: How did you address each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

January to the Present

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<table>
<thead>
<tr>
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<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Potassium permanganate</td>
<td>Found alternative supplier</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td></td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td>2</td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

| Sodium hydroxide                           | Found alternative supplier                         |                                          | 0.0%  | N/A - N/A  | N/A - N/A   | N/A - N/A       | 0.0%     | N/A - N/A |
|                                            | Drew down existing inventory                       |                                          | 0.0%  | N/A - N/A  | N/A - N/A   | N/A - N/A       | 0.0%     | N/A - N/A |
|                                            | Switched chemicals, procedures, or technologies    |                                          | 0.0%  | N/A - N/A  | N/A - N/A   | N/A - N/A       | 0.0%     | N/A - N/A |
|                                            | Sought help from other utilities or mutual aid network (e.g., WARN) |                                              | 100.0% | N/A - N/A | N/A - N/A   | N/A - N/A       | 100.0%   | N/A - N/A |
|                                            | Coordinated with local or state emergency management agency |                                      | 0.0%  | N/A - N/A  | N/A - N/A   | N/A - N/A       | 0.0%     | N/A - N/A |
|                                            | Other                                              |                                          | 0.0%  | N/A - N/A  | N/A - N/A   | N/A - N/A       | 0.0%     | N/A - N/A |
|                                            | Observations                                       |                                          |       | 1          | 1           | 2               |          | 2         |
Table E.4. Question B1.1.3: How did you address each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
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<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sodium hypochlorite</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>100.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>51.0%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>49.0%</td>
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<tr>
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<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
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<td>4</td>
<td>2</td>
<td>N/A - N/A</td>
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</table>

N/A: confidence interval could not be calculated.
Table E.5. Question B1.2.1: How severe were the personal protective equipment shortages or supply chain disruptions that you experienced?

**American Indian Utilities**  
January to the Present  
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>N95 masks and/or elastomeric respirators</td>
<td>Mean score (0 to 3)</td>
<td>0.586</td>
<td>0.215</td>
<td>1.233</td>
<td>0.399</td>
<td>1.237</td>
<td>0.914</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.085 - 1.087</td>
<td>-0.057 - 0.487</td>
<td>0.800 - 1.665</td>
<td>0.045 - 0.753</td>
<td>0.389 - 2.085</td>
<td>0.658 - 1.170</td>
</tr>
<tr>
<td></td>
<td>No impact (0)</td>
<td>64.7%</td>
<td>78.5%</td>
<td>40.3%</td>
<td>60.1%</td>
<td>46.5%</td>
<td>52.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>34.9% - 86.2%</td>
<td>42.2% - 94.8%</td>
<td>24.5% - 58.4%</td>
<td>25.6% - 86.8%</td>
<td>18.7% - 76.7%</td>
<td>40.6% - 63.1%</td>
</tr>
<tr>
<td></td>
<td>Slight (1)</td>
<td>12.0%</td>
<td>21.5%</td>
<td>19.8%</td>
<td>39.9%</td>
<td>6.9%</td>
<td>19.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.0% - 48.0%</td>
<td>5.2% - 57.8%</td>
<td>9.3% - 37.4%</td>
<td>13.2% - 74.4%</td>
<td>1.3% - 29.0%</td>
<td>11.3% - 30.5%</td>
</tr>
<tr>
<td></td>
<td>Moderate (2)</td>
<td>23.3%</td>
<td>0.0%</td>
<td>16.2%</td>
<td>0.0%</td>
<td>22.8%</td>
<td>14.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.6% - 56.5%</td>
<td>N/A - N/A</td>
<td>7.0% - 33.0%</td>
<td>N/A - N/A</td>
<td>5.8% - 58.5%</td>
<td>7.7% - 25.6%</td>
</tr>
<tr>
<td></td>
<td>Severe (3)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>23.7%</td>
<td>0.0%</td>
<td>23.7%</td>
<td>14.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>12.0% - 41.4%</td>
<td>N/A - N/A</td>
<td>6.2% - 59.4%</td>
<td>7.9% - 24.9%</td>
</tr>
</tbody>
</table>

**Observations**: 8 7 29 7 8 59

<table>
<thead>
<tr>
<th>Alternative mask options (surgical, cloth, etc.)</th>
<th>Mean score (0 to 3)</th>
<th>-0.065 - 0.758</th>
<th>-0.106 - 0.410</th>
<th>0.404 - 0.958</th>
<th>0.000 - 0.000</th>
<th>0.178 - 1.226</th>
<th>0.318 - 0.672</th>
</tr>
</thead>
<tbody>
<tr>
<td>No impact (0)</td>
<td>76.7%</td>
<td>43.5% - 93.4%</td>
<td>43.0% - 97.6%</td>
<td>34.1% - 68.7%</td>
<td>N/A - N/A</td>
<td>18.7% - 76.7%</td>
<td>51.6% - 74.9%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>12.0%</td>
<td>2.0% - 48.0%</td>
<td>2.4% - 57.0%</td>
<td>15.2% - 47.6%</td>
<td>N/A - N/A</td>
<td>13.9% - 67.6%</td>
<td>13.6% - 34.6%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td>11.3%</td>
<td>1.8% - 46.9%</td>
<td>N/A - N/A</td>
<td>9.2% - 37.3%</td>
<td>N/A - N/A</td>
<td>2.8% - 58.1%</td>
<td>7.0% - 24.4%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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</table>

**Observations**: 8 7 29 7 8 59

Table E.5 Page 1 of 3
Table E.5. Question B1.2.1: How severe were the personal protective equipment shortages or supply chain disruptions that you experienced?

American Indian Utilities
January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face shield and/or protective eye wear</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>0.466</td>
<td>0.152</td>
<td>1.100</td>
<td>0.599</td>
<td>0.543</td>
<td>0.758</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.054 - 0.878</td>
<td>-0.106 - 0.410</td>
<td>0.689 - 1.512</td>
<td>0.003 - 1.195</td>
<td>0.004 - 1.082</td>
<td>0.517 - 0.999</td>
</tr>
<tr>
<td>No impact (0)</td>
<td></td>
<td></td>
<td>64.7%</td>
<td>84.8%</td>
<td>44.5%</td>
<td>60.1%</td>
<td>62.4%</td>
<td>56.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>34.9% - 86.2%</td>
<td>43.0% - 97.6%</td>
<td>28.3% - 62.0%</td>
<td>25.6% - 86.8%</td>
<td>31.5% - 85.7%</td>
<td>45.3% - 67.5%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td></td>
<td></td>
<td>23.9%</td>
<td>15.2%</td>
<td>17.3%</td>
<td>20.0%</td>
<td>20.8%</td>
<td>18.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>7.3% - 55.6%</td>
<td>2.4% - 57.0%</td>
<td>7.8% - 34.1%</td>
<td>3.2% - 65.4%</td>
<td>7.7% - 45.2%</td>
<td>11.4% - 29.5%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td></td>
<td></td>
<td>11.3%</td>
<td>0.0%</td>
<td>21.9%</td>
<td>20.0%</td>
<td>16.8%</td>
<td>16.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.8% - 46.9%</td>
<td>N/A - N/A</td>
<td>10.4% - 40.3%</td>
<td>3.2% - 65.4%</td>
<td>2.8% - 58.1%</td>
<td>9.2% - 27.7%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>16.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>6.7% - 34.7%</td>
<td>N/A - N/A</td>
<td>3.2% - 18.6%</td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td></td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>8</td>
<td>59</td>
</tr>
</tbody>
</table>

| Nitrile and/or latex gloves                | Mean score (0 to 3) |                                           | 0.460 | 0.341 | 1.065 | 0.399 | 1.098 | 0.811   |
|                                            |                |                                           | -0.129 - 1.050 | -0.042 - 0.724 | 0.676 - 1.455 | 0.045 - 0.753 | 0.273 - 1.923 | 0.558 - 1.064 |
| No impact (0)                              |                |                                           | 76.7% | 78.5% | 39.8% | 60.1% | 46.5% | 53.7%   |
|                                            |                |                                           | 43.5% - 93.4% | 42.2% - 94.8% | 24.2% - 57.7% | 25.6% - 86.8% | 18.7% - 76.7% | 41.7% - 65.2% |
| Slight (1)                                 |                |                                           | 12.0% | 15.2% | 29.9% | 39.9% | 13.9% | 24.1%   |
|                                            |                |                                           | 2.0% - 48.0% | 2.4% - 57.0% | 16.4% - 48.1% | 13.2% - 74.4% | 4.2% - 37.0% | 15.1% - 36.1% |
| Moderate (2)                               |                |                                           | 0.0% | 0.0% | 14.3% | 0.0% | 22.8% | 9.7%    |
|                                            |                |                                           | N/A - N/A | N/A - N/A | 5.6% - 31.8% | N/A - N/A | 5.8% - 58.5% | 4.5% - 19.7% |
| Severe (3)                                 |                |                                           | 11.3% | 6.3% | 16.0% | 0.0% | 16.8% | 12.5%   |
|                                            |                |                                           | 1.8% - 46.9% | 1.2% - 26.3% | 6.8% - 33.1% | N/A - N/A | 2.8% - 58.1% | 6.5% - 22.8% |
| Observations                               |                |                                           | 8 | 7 | 29 | 7 | 8 | 59     |
Table E.5. Question B1.2.1: How severe were the personal protective equipment shortages or supply chain disruptions that you experienced?

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyvek suite and/or disposable coveralls</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>0.347</td>
<td>0.000</td>
<td>1.143</td>
<td>0.399</td>
<td>0.613</td>
<td>0.728</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>-0.065 - 0.758</td>
<td>0.756 - 1.530</td>
<td>-0.248 - 1.047</td>
<td>0.052 - 1.174</td>
<td>0.482 - 0.974</td>
<td></td>
</tr>
<tr>
<td>No impact (0)</td>
<td></td>
<td></td>
<td>76.7%</td>
<td>100.0%</td>
<td>41.8%</td>
<td>80.0%</td>
<td>62.4%</td>
<td>61.2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>43.5% - 93.4%</td>
<td>26.0% - 59.4%</td>
<td>34.6% - 96.8%</td>
<td>31.5% - 85.7%</td>
<td>48.9% - 72.3%</td>
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<tr>
<td>Slight (1)</td>
<td></td>
<td></td>
<td>12.0%</td>
<td>0.0%</td>
<td>18.1%</td>
<td>0.0%</td>
<td>13.9%</td>
<td>12.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2.0% - 48.0%</td>
<td>N/A - N/A</td>
<td>8.0% - 36.1%</td>
<td>N/A - N/A</td>
<td>4.2% - 37.0%</td>
<td>6.4% - 23.2%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td></td>
<td></td>
<td>11.3%</td>
<td>0.0%</td>
<td>24.1%</td>
<td>20.0%</td>
<td>23.7%</td>
<td>18.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.8% - 46.9%</td>
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<td>12.1% - 42.3%</td>
<td>N/A - N/A</td>
<td>6.2% - 59.4%</td>
<td>10.6% - 30.0%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>16.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>6.8% - 33.1%</td>
<td>N/A - N/A</td>
<td>3.3% - 17.6%</td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td></td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>8</td>
<td>59</td>
</tr>
<tr>
<td>Sanitizing wipes, sprays for cleaning work offices, or gels for hand sanitizing</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>0.586</td>
<td>0.582</td>
<td>1.324</td>
<td>0.399</td>
<td>1.098</td>
<td>0.990</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.085 - 1.087</td>
<td>-0.207 - 1.371</td>
<td>0.903 - 1.744</td>
<td>0.045 - 0.753</td>
<td>0.273 - 1.923</td>
<td>0.721 - 1.260</td>
</tr>
<tr>
<td>No impact (0)</td>
<td></td>
<td></td>
<td>64.7%</td>
<td>78.5%</td>
<td>35.9%</td>
<td>60.1%</td>
<td>46.5%</td>
<td>49.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>34.9% - 86.2%</td>
<td>42.2% - 94.8%</td>
<td>21.0% - 54.1%</td>
<td>25.6% - 86.8%</td>
<td>18.7% - 76.7%</td>
<td>38.3% - 61.3%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td></td>
<td></td>
<td>12.0%</td>
<td>0.0%</td>
<td>16.0%</td>
<td>39.9%</td>
<td>13.9%</td>
<td>15.2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2.0% - 48.0%</td>
<td>N/A - N/A</td>
<td>6.8% - 33.0%</td>
<td>13.2% - 74.4%</td>
<td>4.2% - 37.0%</td>
<td>8.4% - 26.0%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td></td>
<td></td>
<td>23.3%</td>
<td>6.3%</td>
<td>27.9%</td>
<td>0.0%</td>
<td>22.8%</td>
<td>21.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>6.6% - 56.5%</td>
<td>1.2% - 26.3%</td>
<td>14.7% - 46.5%</td>
<td>N/A - N/A</td>
<td>5.8% - 58.5%</td>
<td>12.8% - 32.8%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td></td>
<td>0.0%</td>
<td>15.2%</td>
<td>20.2%</td>
<td>0.0%</td>
<td>16.8%</td>
<td>13.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>2.4% - 57.0%</td>
<td>9.1% - 38.9%</td>
<td>N/A - N/A</td>
<td>2.8% - 58.1%</td>
<td>7.2% - 25.0%</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td></td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>8</td>
<td>59</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.6. Question B1.2.2: What contributed to each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>N95 masks and/or elastomeric respirators</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>15.9% - 96.9%</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Alternative mask options (surgical, cloth, etc.)</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
</tr>
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<td>N/A - N/A</td>
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<td></td>
<td>Price</td>
<td>0.0%</td>
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<tr>
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<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>
Table E.6. Question B1.2.2: What contributed to each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Face shield and/or protective eye wear</td>
<td>Unavailable from supplier(s)</td>
<td>33.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.5% - 84.7%</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>66.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15.3% - 95.5%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Price</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Nitrile and/or latex gloves</td>
<td>Unavailable from supplier(s)</td>
<td>48.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.2% - 93.1%</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>51.3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.9% - 93.8%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Price</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
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</table>
Table E.6. Question B1.2.2: What contributed to each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyvek suite and/or disposable coveralls</td>
<td>Unavailable from supplier(s)</td>
<td></td>
<td>0.0%</td>
<td>28.1%</td>
<td>0.0%</td>
<td>44.6%</td>
<td>25.8%</td>
<td>11.1% - 49.3%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td>10.4% - 56.8%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td></td>
<td>100.0%</td>
<td>50.3%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>63.4%</td>
<td>42.0% - 80.5%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td>26.6% - 73.8%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td></td>
<td>0.0%</td>
<td>6.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.9%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td>0.9% - 34.4%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Price</td>
<td></td>
<td>0.0%</td>
<td>14.5%</td>
<td>0.0%</td>
<td>44.6%</td>
<td>15.8%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td>3.4% - 44.9%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td></td>
<td>2</td>
<td>16</td>
<td>1</td>
<td>4</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Sanitizing wipes, sprays for cleaning work offices, or gels for hand sanitizing</td>
<td>Unavailable from supplier(s)</td>
<td></td>
<td>33.9%</td>
<td>70.7%</td>
<td>26.0%</td>
<td>0.0%</td>
<td>74.1%</td>
<td>33.6%</td>
</tr>
<tr>
<td></td>
<td>4.4% - 85.0%</td>
<td></td>
<td></td>
<td>15.9% - 96.9%</td>
<td>10.0% - 52.8%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td></td>
<td>66.1%</td>
<td>29.3%</td>
<td>74.8%</td>
<td>100.0%</td>
<td>57.3%</td>
<td>70.9%</td>
</tr>
<tr>
<td></td>
<td>15.0% - 95.6%</td>
<td></td>
<td></td>
<td>3.1% - 84.1%</td>
<td>48.4% - 90.4%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.8%</td>
</tr>
<tr>
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<td>N/A - N/A</td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Price</td>
<td></td>
<td>0.0%</td>
<td>70.7%</td>
<td>6.3%</td>
<td>0.0%</td>
<td>31.3%</td>
<td>11.9%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td>15.9% - 96.9%</td>
<td>1.0% - 32.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Observations</td>
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<td>3</td>
<td>2</td>
<td>18</td>
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<td>5</td>
<td>30</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
### Table E.7. Question B1.2.3: How did you address each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>N95 masks and/or elastomeric respirators</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
<td>29.3%</td>
<td>51.3%</td>
<td>0.0%</td>
<td>13.0%</td>
<td>34.7%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>3.1% - 84.1%</td>
<td>28.2% - 73.9%</td>
<td>N/A - N/A</td>
<td>1.9% - 53.8%</td>
<td>20.0% - 53.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>33.9%</td>
<td>0.0%</td>
<td>28.1%</td>
<td>0.0%</td>
<td>31.3%</td>
<td>25.4%</td>
</tr>
<tr>
<td></td>
<td>4.4% - 85.0%</td>
<td>N/A - N/A</td>
<td>13.1% - 50.4%</td>
<td>N/A - N/A</td>
<td>5.3% - 78.8%</td>
<td>13.0% - 43.6%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.8%</td>
<td>0.0%</td>
<td>31.3%</td>
<td>8.3%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>33.9%</td>
<td>70.7%</td>
<td>20.9%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>21.0%</td>
</tr>
<tr>
<td></td>
<td>4.4% - 85.0%</td>
<td>15.9% - 96.9%</td>
<td>7.0% - 48.2%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>10.0% - 39.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>32.2%</td>
<td>0.0%</td>
<td>39.7%</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>36.0%</td>
</tr>
<tr>
<td></td>
<td>4.8% - 81.6%</td>
<td>N/A - N/A</td>
<td>22.1% - 60.4%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>22.0% - 52.7%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>55.7%</td>
<td>7.3%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>3</td>
<td>2</td>
<td>17</td>
<td>2</td>
<td>5</td>
<td>29</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alternative mask options (surgical, cloth, etc.)</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Found alternative supplier</td>
<td>51.3%</td>
<td>46.2%</td>
<td>0.0%</td>
<td>87.0%</td>
<td>42.8% - 98.4%</td>
<td>29.5% - 72.8%</td>
<td></td>
</tr>
<tr>
<td>6.7% - 93.9%</td>
<td>N/A - N/A</td>
<td>20.8% - 73.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drew down existing inventory</td>
<td>0.0%</td>
<td>36.8%</td>
<td>0.0%</td>
<td>31.3%</td>
<td>5.3% - 79.0%</td>
<td>12.9% - 54.9%</td>
<td></td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>14.6% - 66.4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>9.1%</td>
<td>0.0%</td>
<td>31.3%</td>
<td>5.3% - 79.0%</td>
<td>2.7% - 37.5%</td>
<td></td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.2% - 45.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>0.0%</td>
<td>17.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>11.2%</td>
<td></td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>3.9% - 51.0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinated with local or state emergency management agency</td>
<td>48.7%</td>
<td>44.0%</td>
<td>0.0%</td>
<td>13.0%</td>
<td>1.6% - 57.2%</td>
<td>20.3% - 56.7%</td>
<td></td>
</tr>
<tr>
<td>6.1% - 93.3%</td>
<td>N/A - N/A</td>
<td>24.3% - 65.9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td>2</td>
<td>1</td>
<td>13</td>
<td>5</td>
<td>21</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table E.7. Question B1.2.3: How did you address each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face shield and/or protective eye wear</td>
<td>Found alternative supplier</td>
<td>33.9%</td>
<td>0.0%</td>
<td>47.7%</td>
<td>50.0%</td>
<td>81.5%</td>
<td>47.3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.5% - 84.7%</td>
<td>N/A - N/A</td>
<td>24.2% - 72.2%</td>
<td>5.2% - 94.8%</td>
<td>32.6% - 97.6%</td>
<td>28.5% - 66.9%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>32.2%</td>
<td>0.0%</td>
<td>16.0%</td>
<td>0.0%</td>
<td>63.1%</td>
<td>20.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.7% - 82.0%</td>
<td>N/A - N/A</td>
<td>6.1% - 35.9%</td>
<td>N/A - N/A</td>
<td>20.4% - 91.9%</td>
<td>9.9% - 38.8%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>44.6%</td>
<td>4.6%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>15.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.6%</td>
</tr>
<tr>
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<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>3.6% - 46.3%</td>
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<td>N/A - N/A</td>
<td>2.3% - 31.9%</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
<td>0.0%</td>
<td>36.4%</td>
<td>50.0%</td>
<td>0.0%</td>
<td>27.2%</td>
</tr>
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<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>15.4% - 64.2%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>12.6% - 49.2%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>3</td>
<td>1</td>
<td>16</td>
<td>2</td>
<td>4</td>
<td>26</td>
</tr>
<tr>
<td>Nitrile and/or latex gloves</td>
<td>Found alternative supplier</td>
<td>51.3%</td>
<td>70.7%</td>
<td>48.4%</td>
<td>50.0%</td>
<td>70.3%</td>
<td>53.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.9% - 93.8%</td>
<td>15.8% - 96.9%</td>
<td>25.9% - 71.6%</td>
<td>5.5% - 94.5%</td>
<td>22.2% - 95.1%</td>
<td>36.0% - 69.6%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>0.0%</td>
<td>29.3%</td>
<td>38.5%</td>
<td>0.0%</td>
<td>61.1%</td>
<td>34.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>3.1% - 84.2%</td>
<td>19.1% - 62.3%</td>
<td>N/A - N/A</td>
<td>24.5% - 88.4%</td>
<td>19.2% - 54.2%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>31.3%</td>
<td>4.3%</td>
</tr>
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<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>7.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.0% - 38.7%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.6% - 26.6%</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>48.7%</td>
<td>0.0%</td>
<td>26.2%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>28.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.2% - 93.1%</td>
<td>N/A - N/A</td>
<td>11.3% - 49.8%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>16.2% - 46.2%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>0.0%</td>
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<tr>
<td></td>
<td></td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>2</td>
<td>2</td>
<td>17</td>
<td>2</td>
<td>5</td>
<td>28</td>
</tr>
</tbody>
</table>
Table E.7. Question B1.2.3: How did you address each shortage or supply chain disruption? (select all that apply)

American Indian Utilities

January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyvek suite and/or disposable coveralls</td>
<td>Found alternative supplier</td>
<td></td>
<td>51.3%</td>
<td>6.7% - 93.9%</td>
<td>38.5%</td>
<td>17.1% - 65.5%</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td></td>
<td>48.7%</td>
<td>6.1% - 93.3%</td>
<td>19.0%</td>
<td>7.6% - 39.9%</td>
<td>0.0%</td>
<td>44.6%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>44.6%</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>7.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td></td>
<td>N/A - N/A</td>
<td>34.7%</td>
<td>14.6% - 62.2%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td></td>
<td>2</td>
<td>16</td>
<td>1</td>
<td>4</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Sanitizing wipes, sprays for cleaning work offices, or gels for hand sanitizing</td>
<td>Found alternative supplier</td>
<td></td>
<td>67.8%</td>
<td>18.4% - 95.2%</td>
<td>42.1%</td>
<td>22.8% - 64.3%</td>
<td>50.0%</td>
<td>70.3%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td></td>
<td>32.2%</td>
<td>4.8% - 81.6%</td>
<td>0.0%</td>
<td>13.1% - 44.6%</td>
<td>0.0%</td>
<td>31.3%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>3.1%</td>
<td>12.8%</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>70.7%</td>
<td>N/A - N/A</td>
<td>3.1%</td>
<td>6.8%</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td></td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>0.0%</td>
<td>28.1%</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>11.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td></td>
<td>3</td>
<td>2</td>
<td>18</td>
<td>2</td>
<td>5</td>
<td>30</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.8: Question B1.3.1: How severe were the shortages or supply chain disruptions involving durable goods and other critical equipment that you experienced?

**American Indian Utilities**

January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Filter media</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
</tr>
<tr>
<td></td>
<td>0.000 - 0.000</td>
<td>-0.106</td>
</tr>
<tr>
<td>No impact (0)</td>
<td>100.0%</td>
<td>84.8%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>43.0% - 97.6%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>0.0%</td>
<td>15.2%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>2.4% - 57.0%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Severe (3)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Granular/ Powdered Activated Carbon (GAC/PAC)</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
</tr>
<tr>
<td></td>
<td>0.000 - 0.000</td>
<td>-0.106 - 0.410</td>
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<tr>
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<td>100.0%</td>
<td>84.8%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>43.0% - 97.6%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>0.0%</td>
<td>15.2%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>2.4% - 57.0%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Severe (3)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
</tr>
</tbody>
</table>
Table E.8. Question B1.3.1: How severe were the shortages or supply chain disruptions involving durable goods and other critical equipment that you experienced?

American Indian Utilities

January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membrane modules</td>
<td>Mean score (0 to 3)</td>
<td>0.129</td>
<td>0.152</td>
<td>0.234</td>
<td>0.000</td>
<td>0.000</td>
<td>0.153</td>
</tr>
<tr>
<td></td>
<td></td>
<td>-0.093 - 0.352</td>
<td>-0.106 - 0.410</td>
<td>0.027 - 0.441</td>
<td>0.000 - 0.000</td>
<td>0.000 - 0.000</td>
<td>0.040 - 0.266</td>
</tr>
<tr>
<td>No impact (0)</td>
<td>87.1%</td>
<td>84.8%</td>
<td>86.4%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>89.4%</td>
</tr>
<tr>
<td></td>
<td>48.4% - 98.0%</td>
<td>43.0% - 97.6%</td>
<td>69.7% - 94.6%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>79.0% - 95.0%</td>
<td></td>
</tr>
<tr>
<td>Slight (1)</td>
<td>12.9%</td>
<td>15.2%</td>
<td>3.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.9%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 51.6%</td>
<td>2.4% - 57.0%</td>
<td>0.6% - 20.9%</td>
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<td>N/A - N/A</td>
<td>2.0% - 16.0%</td>
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</tr>
<tr>
<td>Moderate (2)</td>
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<td>0.0%</td>
<td>9.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.7%</td>
</tr>
<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.6% - 12.9%</td>
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</tr>
<tr>
<td>Severe (3)</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
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</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>9</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>Pumps</td>
<td>Mean score (0 to 3)</td>
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<td>0.304</td>
<td>0.492</td>
<td>0.000</td>
<td>0.494</td>
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<td></td>
<td></td>
<td>-0.093 - 0.352</td>
<td>-0.211 - 0.820</td>
<td>0.192 - 0.792</td>
<td>0.000 - 0.000</td>
<td>-0.213 - 1.201</td>
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<tr>
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<td>87.1%</td>
<td>84.8%</td>
<td>76.3%</td>
<td>100.0%</td>
<td>79.6%</td>
<td>79.6%</td>
<td>81.8%</td>
</tr>
<tr>
<td></td>
<td>48.4% - 98.0%</td>
<td>43.0% - 97.6%</td>
<td>58.7% - 87.9%</td>
<td>N/A - N/A</td>
<td>46.0% - 94.7%</td>
<td>70.7% - 89.3%</td>
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</tr>
<tr>
<td>Slight (1)</td>
<td>12.9%</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>2.9%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 51.6%</td>
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<td>0.0% - 39.9%</td>
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<td>N/A - N/A</td>
<td>0.7% - 10.9%</td>
<td></td>
</tr>
<tr>
<td>Moderate (2)</td>
<td>0.0%</td>
<td>15.2%</td>
<td>22.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.6%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>2.4% - 57.0%</td>
<td>10.8% - 39.9%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>6.5% - 23.1%</td>
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</tr>
<tr>
<td>Severe (3)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.7%</td>
<td>0.0%</td>
<td>14.5%</td>
<td>0.0%</td>
<td>2.8%</td>
</tr>
<tr>
<td></td>
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<td>N/A - N/A</td>
<td>0.4% - 7.6%</td>
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<td>2.4% - 53.3%</td>
<td>0.7% - 10.2%</td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>9</td>
<td>60</td>
<td></td>
</tr>
</tbody>
</table>
Table E.8. Question B1.3.1: How severe were the shortages or supply chain disruptions involving durable goods and other critical equipment that you experienced?

American Indian Utilities
January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Motors</td>
<td>Mean score (0 to 3)</td>
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</tr>
<tr>
<td></td>
<td>0.000 - 0.000</td>
<td>-0.211</td>
</tr>
<tr>
<td></td>
<td>No impact (0)</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>43.0%</td>
</tr>
<tr>
<td></td>
<td>Slight (1)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
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<td>Moderate (2)</td>
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</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>2.4%</td>
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<tr>
<td></td>
<td>Severe (3)</td>
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</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Pipes</td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
</tr>
<tr>
<td></td>
<td>0.000 - 0.000</td>
<td>-0.106</td>
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<tr>
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<td>No impact (0)</td>
<td>100.0%</td>
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<tr>
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<td>N/A - N/A</td>
<td>43.0%</td>
</tr>
<tr>
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<td>Slight (1)</td>
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<td>N/A - N/A</td>
<td>2.4%</td>
</tr>
<tr>
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<td>Moderate (2)</td>
<td>0.0%</td>
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<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Severe (3)</td>
<td>0.0%</td>
</tr>
<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
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</table>
Table E.8. Question B1.3.1: How severe were the shortages or supply chain disruptions involving durable goods and other critical equipment that you experienced?

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<tbody>
<tr>
<td><strong>Valves</strong></td>
<td>Mean score (0 to 3)</td>
<td>0.000</td>
<td>0.152</td>
<td>0.393</td>
<td>0.000</td>
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<td>0.255</td>
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<tr>
<td></td>
<td>0.000 - 0.000</td>
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<td>-0.410</td>
<td>0.147</td>
<td>-0.639</td>
<td>0.000</td>
<td>-0.125</td>
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<td>84.8%</td>
<td>76.3%</td>
<td>100.0%</td>
<td>79.6%</td>
<td>83.9%</td>
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</tr>
<tr>
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<td>43.0%</td>
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<td>-97.6%</td>
<td>46.0%</td>
<td>94.7%</td>
<td>73.5%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>0.0%</td>
<td>15.2%</td>
<td>9.9%</td>
<td>0.0%</td>
<td>6.0%</td>
<td>7.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>2.4%</td>
<td>3.2%</td>
<td>-57.0%</td>
<td>1.2%</td>
<td>-25.4%</td>
<td>3.1%</td>
</tr>
<tr>
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<td>0.0%</td>
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<td>0.0%</td>
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<td>N/A - N/A</td>
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<td>-27.9%</td>
<td>N/A - N/A</td>
<td>2.4%</td>
<td>-53.3%</td>
</tr>
<tr>
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<td>0.0%</td>
<td>1.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.8%</td>
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<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.4%</td>
<td>-7.6%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.2%</td>
</tr>
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<td>7</td>
<td>9</td>
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<td>-0.372</td>
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<td>100.0%</td>
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<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>75.1%</td>
<td>-96.6%</td>
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<td>N/A - N/A</td>
<td>87.1%</td>
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<td>0.0%</td>
<td>0.8%</td>
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<tr>
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<td>N/A - N/A</td>
<td>0.4%</td>
<td>-7.6%</td>
<td>N/A - N/A</td>
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<tr>
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<td>0.0%</td>
<td>3.9%</td>
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<td>N/A - N/A</td>
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<td>29</td>
<td>7</td>
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<td>60</td>
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</table>
Table E.8. Question B1.3.1: How severe were the shortages or supply chain disruptions involving durable goods and other critical equipment that you experienced?

American Indian Utilities
January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
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<tbody>
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<td>Vehicles Mean score (0 to 3)</td>
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<td>0.000 - 0.000</td>
<td>-0.002 - 0.393</td>
<td>0.000 - 0.000</td>
<td>-0.004 - 0.193</td>
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<td></td>
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<tr>
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<td>100.0%</td>
<td>90.2%</td>
<td>100.0%</td>
<td>95.3%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>75.1% - 96.6%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>87.1% - 98.4%</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Slight (1)</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Moderate (2)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.8%</td>
<td>0.0%</td>
<td>4.7%</td>
<td></td>
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<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.6% - 12.9%</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Severe (3)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
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<td></td>
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</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
<td>29</td>
<td>7</td>
<td>9</td>
<td>60</td>
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</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.9. Question B1.3.2: What contributed to each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Filter media</td>
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<td></td>
</tr>
<tr>
<td>Unavailable from supplier(s)</td>
<td>100.0%</td>
<td>29.3%</td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>2.7% - 86.0%</td>
<td></td>
</tr>
<tr>
<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
<td>41.4%</td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>6.6% - 87.7%</td>
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</tr>
<tr>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
<td>29.3%</td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>2.7% - 86.0%</td>
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</tr>
<tr>
<td>Price</td>
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<td>0.0%</td>
</tr>
<tr>
<td>N/A - N/A</td>
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<tr>
<td>Other</td>
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<td>58.6%</td>
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<tr>
<td>N/A - N/A</td>
<td>12.3% - 93.4%</td>
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<td>Granular/Powdered Activated Carbon (GAC/PAC)</td>
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<tr>
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<td>Delayed / backordered from supplier(s)</td>
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<td>17.1%</td>
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<tr>
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<td>3.1% - 94.1%</td>
<td></td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>41.4%</td>
</tr>
<tr>
<td>N/A - N/A</td>
<td>3.1% - 94.1%</td>
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<tr>
<td>Other</td>
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Table E.9. Question B1.3.2: What contributed to each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
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<td>N/A - N/A</td>
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<td></td>
</tr>
<tr>
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<td>100.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<tr>
<td>Transportation / distribution difficulties</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td></td>
</tr>
<tr>
<td>Transportation / distribution difficulties</td>
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<td>0.0%</td>
<td>58.8%</td>
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<td>59.1%</td>
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<td>7.1%</td>
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<tr>
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<td>10.7%</td>
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<td>11</td>
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Table E.9. Question B1.3.2: What contributed to each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motors</td>
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<td>0.0%</td>
<td>50.3%</td>
<td>70.7%</td>
<td>47.4%</td>
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<td>25.6% - 74.9%</td>
<td>13.9% - 97.3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>25.6% - 74.9%</td>
<td>13.9% - 97.3%</td>
<td>22.2% - 74.0%</td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0%</td>
<td>30.8%</td>
<td>100.0%</td>
<td>53.8%</td>
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<td>23.9% - 81.2%</td>
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</tr>
<tr>
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<td>70.7%</td>
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<td>Other</td>
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<td>13.8%</td>
<td>N/A - N/A</td>
<td>2.9% - 69.3%</td>
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<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>14.0% - 97.3%</td>
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<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>14.0% - 97.3%</td>
<td>1.5% - 54.9%</td>
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<td>Delayed / backordered from supplier(s)</td>
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<td>100.0%</td>
<td>65.8%</td>
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<td>23.2% - 79.1%</td>
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<td>N/A - N/A</td>
<td>23.2% - 79.1%</td>
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<td>33.7% - 87.9%</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
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<td>42.3%</td>
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<tr>
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<td>16.5% - 73.5%</td>
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<td>Other</td>
<td>0.0%</td>
<td>17.1%</td>
<td>0.0%</td>
<td>12.1%</td>
<td>N/A - N/A</td>
<td>2.3% - 64.3%</td>
<td>N/A - N/A</td>
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<td></td>
<td>N/A - N/A</td>
<td>2.3% - 64.3%</td>
<td>N/A - N/A</td>
<td>1.5% - 54.9%</td>
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</tbody>
</table>
Table E.9. Question B1.3.2: What contributed to each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Valves</td>
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<tr>
<td>Unavailable from</td>
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<td>7.1%</td>
</tr>
<tr>
<td>supplier(s)</td>
<td>N/A - N/A</td>
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</tr>
<tr>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0%</td>
<td>51.7%</td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Delayed / backordered from supplier(s)</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
<td>42.6%</td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>17.1%</td>
</tr>
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<td>Observations</td>
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<td>7</td>
</tr>
<tr>
<td>Fuel</td>
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</tr>
<tr>
<td>Unavailable from</td>
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<td>N/A - N/A</td>
</tr>
<tr>
<td>supplier(s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Price</td>
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<td>N/A - N/A</td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Price</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
<td>41.4%</td>
<td>2.0% - 96.0%</td>
</tr>
<tr>
<td>Observations</td>
<td>3</td>
<td>3</td>
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</table>
Table E.9. Question B1.3.2: What contributed to each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**  
January to the Present  
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
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<tr>
<td>Vehicles</td>
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</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>58.6%</td>
</tr>
<tr>
<td>Price</td>
<td></td>
<td>0.0%</td>
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<tr>
<td>Other</td>
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<td>41.4%</td>
</tr>
<tr>
<td>Observations</td>
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</table>

N/A: confidence interval could not be calculated.
Table E.10. Question B1.3.3: How did you address each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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</thead>
<tbody>
<tr>
<td>Filter media</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>100.0%</td>
<td>12.1%</td>
<td>N/A - N/A</td>
<td>6.6% - 21.3%</td>
<td>32.0%</td>
<td>5.4% - 79.4%</td>
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</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>0.0%</td>
<td>29.3%</td>
<td>N/A - N/A</td>
<td>2.7% - 86.0%</td>
<td>22.7%</td>
<td>2.1% - 80.0%</td>
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</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
<td>58.6%</td>
<td>N/A - N/A</td>
<td>12.3% - 93.4%</td>
<td>45.3%</td>
<td>8.9% - 87.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Observations</td>
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<td>4</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Granular/ Powdered Activated Carbon (GAC/PAC)</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
<td>41.4%</td>
<td>N/A - N/A</td>
<td>3.1% - 94.1%</td>
<td>29.3%</td>
<td>2.1% - 88.9%</td>
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<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>100.0%</td>
<td>17.1%</td>
<td>N/A - N/A</td>
<td>6.8% - 37.1%</td>
<td>41.4%</td>
<td>5.3% - 89.9%</td>
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<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<tr>
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<td>0.0%</td>
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<td>3.1% - 94.1%</td>
<td>29.3%</td>
<td>2.1% - 88.9%</td>
<td></td>
</tr>
<tr>
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<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
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<tr>
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<td>Other</td>
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<td>0.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
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<td>3</td>
<td>4</td>
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</table>
Table E.10: How did you address each shortage or supply chain disruption? (select all that apply)

**American Indian Utilities**

January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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</thead>
<tbody>
<tr>
<td><strong>Membrane modules</strong></td>
<td>Found alternative supplier</td>
<td>100.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>58.0% 12.6% - 92.9%</td>
<td>55.7% 20.5% - 85.9%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>0.0% N/A - N/A</td>
<td>100.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>14.0% - 48.6%</td>
<td>35.8% 9.3% - 75.3%</td>
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<tr>
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<td>Switched chemicals, procedures, or technologies</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>2.8% - 86.1%</td>
<td>18.4% 1.6% - 75.2%</td>
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<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
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<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
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<td>Other</td>
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<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>12.3%</td>
<td>7.6% 7.6% - 7.6%</td>
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<tr>
<td>Observations</td>
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<td><strong>Pumps</strong></td>
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<td>0.0% N/A - N/A</td>
<td>51.7% 20.2% - 81.9%</td>
<td>0.0% N/A - N/A</td>
<td>42.7%</td>
<td>32.4% 10.6% - 65.9%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>100.0% N/A - N/A</td>
<td>100.0% N/A - N/A</td>
<td>25.5% 6.2% - 63.9%</td>
<td>29.3% 2.7% - 85.9%</td>
<td>23.1% - 64.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>17.1% 2.2% - 65.2%</td>
<td>0.0% N/A - N/A</td>
<td>10.7% 1.4% - 50.6%</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0% N/A - N/A</td>
<td>0.0% N/A - N/A</td>
<td>24.1%</td>
<td>70.7%</td>
<td>25.8% 14.1% - 97.3%</td>
<td>8.0% - 58.1%</td>
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<td>7</td>
<td>2</td>
<td>11</td>
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</table>
Table E.10. Question B1.3.3: How did you address each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Motors</td>
<td>Found alternative supplier</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Drew down existing inventory</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Switched chemicals, procedures, or technologies</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>0.0%</td>
</tr>
<tr>
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<td>Pipes</td>
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<td>Switched chemicals, procedures, or technologies</td>
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<tr>
<td></td>
<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
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<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
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Table E.10. Question B1.3.3: How did you address each shortage or supply chain disruption? (select all that apply)

<table>
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<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>Valves</td>
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<td>Drew down existing inventory</td>
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<td></td>
<td>Switched chemicals, procedures, or technologies</td>
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<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
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<td>0.0%</td>
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<td>17.1%</td>
<td>17.1%</td>
<td>17.1%</td>
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<td></td>
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<td>41.4%</td>
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<td>N/A - N/A</td>
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<td>Other</td>
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<td>41.4%</td>
<td>2.0% - 96.0%</td>
<td>2.0% - 96.0%</td>
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</table>
Table E.10. Question B1.3.3: How did you address each shortage or supply chain disruption? (select all that apply)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
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<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
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</thead>
<tbody>
<tr>
<td></td>
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<td>&lt; 101</td>
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<td>Vehicles</td>
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<td>Switched chemicals, procedures, or technologies</td>
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<tr>
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<td>Sought help from other utilities or mutual aid network (e.g., WARN)</td>
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</tr>
<tr>
<td></td>
<td>Coordinated with local or state emergency management agency</td>
<td>0.0%</td>
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<tr>
<td></td>
<td>Other</td>
<td>41.4%</td>
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<tr>
<td></td>
<td>Observations</td>
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</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.11 Question B2.1: What kinds of shortages or supply chain disruptions are you most concerned about from present day through December 2020?

American Indian Utilities
Present to December

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<tr>
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<td>25.9%</td>
<td>15.2%</td>
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<td>43.7%</td>
<td>18.1%</td>
<td>24.6%</td>
</tr>
<tr>
<td></td>
<td>7.3% - 60.8%</td>
<td>2.4% - 57.0%</td>
<td>12.6% - 43.1%</td>
<td>14.2% - 78.4%</td>
<td>3.0% - 61.1%</td>
<td>15.3% - 37.0%</td>
</tr>
<tr>
<td>PPE</td>
<td>23.3%</td>
<td>6.3%</td>
<td>43.6%</td>
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<td>53.5%</td>
<td>36.4%</td>
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<tr>
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<td>6.6% - 56.5%</td>
<td>1.2% - 27.6%</td>
<td>27.0% - 61.8%</td>
<td>14.2% - 78.4%</td>
<td>23.3% - 81.3%</td>
<td>25.6% - 48.9%</td>
</tr>
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<td>Durable Goods and Other Equipment and Supplies</td>
<td>12.9%</td>
<td>45.6%</td>
<td>22.1%</td>
<td>53.3%</td>
<td>57.7%</td>
<td>30.7%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 51.6%</td>
<td>17.5% - 76.8%</td>
<td>10.8% - 39.9%</td>
<td>20.2% - 83.7%</td>
<td>26.0% - 84.1%</td>
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</tr>
<tr>
<td>None</td>
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<td>44.6%</td>
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<tr>
<td></td>
<td>13.6% - 70.3%</td>
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<td>27.9% - 62.5%</td>
<td>16.3% - 79.8%</td>
<td>7.9% - 64.7%</td>
<td>30.4% - 54.8%</td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
<td>7</td>
<td>28</td>
<td>6</td>
<td>8</td>
<td>57</td>
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</table>
Table E.12. Question B2.1.1: How severe are your concerns about treatment chemical shortages or supply chain disruptions?

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<tbody>
<tr>
<td>Carbon dioxide</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>0.259</td>
<td>0.000</td>
<td>0.082</td>
<td>0.000</td>
<td>0.000</td>
<td>0.084</td>
</tr>
<tr>
<td></td>
<td>-0.185 - 0.703</td>
<td></td>
<td>-0.185 - 0.000</td>
<td>-0.063 - 0.228</td>
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<td>0.000 - 0.000</td>
<td>-0.023 - 0.191</td>
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<tr>
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<td>100.0%</td>
<td>95.9%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>95.8%</td>
<td>85.8% - 98.8%</td>
</tr>
<tr>
<td></td>
<td>48.4% - 98.0%</td>
<td></td>
<td>N/A - N/A</td>
<td>78.6% - 99.3%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>85.8% - 98.8%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td></td>
<td>N/A - N/A</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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</tr>
<tr>
<td>Moderate (2)</td>
<td>12.9%</td>
<td>0.0%</td>
<td>4.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.2%</td>
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<tr>
<td></td>
<td>2.0% - 51.6%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<tr>
<td>Severe (3)</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
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<tr>
<td>Observations</td>
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<td>7</td>
<td>28</td>
<td>6</td>
<td>8</td>
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<td>100.0%</td>
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<td>48.4% - 98.0%</td>
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<td>N/A - N/A</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>85.6% - 98.3%</td>
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<td>Slight (1)</td>
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<td>1.7%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
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<tr>
<td>Moderate (2)</td>
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<td>4.1%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.2% - 14.2%</td>
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<td>8</td>
<td>57</td>
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</table>
Table E.12. Question B2.1.1: How severe are your concerns about treatment chemical shortages or supply chain disruptions?

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Mean score (0 to 3)</th>
<th>Observations</th>
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<td>100.0%</td>
<td>95.9%</td>
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<td>N/A - N/A</td>
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Table E.12. Question B2.1.1: How severe are your concerns about treatment chemical shortages or supply chain disruptions?

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
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<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<tr>
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<td>0.000</td>
<td>0.000 0.082</td>
<td>0.000 0.000</td>
<td>0.000 0.000</td>
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<td>0.0% 0.0%</td>
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<td>0.0% 0.0%</td>
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<tr>
<td></td>
<td>Moderate (2)</td>
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<td>0.0% 4.1%</td>
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<td>0.0% 0.0%</td>
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<td>0.0% 0.0%</td>
<td>0.0% 0.0%</td>
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</tr>
<tr>
<td></td>
<td>Observations</td>
<td></td>
<td>8</td>
<td>7 28</td>
<td>6 8</td>
<td>57</td>
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<tr>
<td>Lime</td>
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<td>0.129</td>
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<tr>
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<td>8</td>
<td>7 28</td>
<td>6 8</td>
<td>57</td>
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Table E.12. Question B2.1.1: How severe are your concerns about treatment chemical shortages or supply chain disruptions?

**American Indian Utilities**

**Present to December**

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<th>All</th>
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<tr>
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<td>100.0%</td>
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<td>100.0%</td>
<td>100.0%</td>
<td>98.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
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<td>0.0%</td>
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<tr>
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<td>0.0%</td>
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<td>0.0%</td>
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<tr>
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<td>8</td>
<td>7</td>
<td>28</td>
<td>6</td>
<td>8</td>
<td>57</td>
<td></td>
<td></td>
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<tr>
<td>Polymers</td>
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<td></td>
<td></td>
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<tr>
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<td>N/A - N/A</td>
<td>0.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>Severe (3)</td>
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<td>N/A - N/A</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
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<td>7</td>
<td>28</td>
<td>6</td>
<td>8</td>
<td>57</td>
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</tbody>
</table>

---

**Observations**

8 7 28 6 8 57
Table E.12. Question B2.1.1: How severe are your concerns about treatment chemical shortages or supply chain disruptions?

**American Indian Utilities**

**Present to December**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
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<tr>
<td>Potassium permanganate</td>
<td>Mean score (0 to 3)</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>0.000 - 0.000</td>
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<tr>
<td>None (0)</td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Slight (1)</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Moderate (2)</td>
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<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>8</td>
</tr>
</tbody>
</table>

| Sodium hydroxide    | Mean score (0 to 3) | 0.000 | 0.000 | 0.082 | 0.219 | 0.000 | 0.060 |
|                     |          | 0.000 - 0.000 | 0.000 - 0.000 | -0.063 - 0.228 | -0.134 - 0.571 | 0.000 - 0.000 | -0.021 - 0.140 |
| None (0)            |          | 100.0% | 100.0% | 95.9% | 78.1% | 100.0% | 96.1% |
| Slight (1)          |          | N/A - N/A | N/A - N/A | 78.6% - 99.3% | 31.3% - 96.6% | N/A - N/A | 86.5% - 98.9% |
| Moderate (2)        |          | 0.0% | 0.0% | 0.0% | 21.9% | 0.0% | 1.9% |
|                      |          | N/A - N/A | N/A - N/A | N/A - N/A | N/A - N/A | N/A - N/A | 0.3% - 11.3% |
| 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        |          | 8 | 7 | 28 | 6 | 8 | 57 |
Table E.12. Question B2.1.1: How severe are your concerns about treatment chemical shortages or supply chain disruptions?

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
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<td>Sodium hypochlorite</td>
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<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
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<tr>
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<td>0.152</td>
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<tr>
<td></td>
<td>-0.185 - 0.703</td>
<td>-0.106 - 0.410</td>
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<td>48.4% - 98.0%</td>
<td>43.0% - 97.6%</td>
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<td>2.0% - 51.6%</td>
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<tr>
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<td>0.0%</td>
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<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>Observations</td>
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<td>7</td>
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</table>

N/A: confidence interval could not be calculated.
Table E.13. Question B2.1.2: For each item, what are you most concerned about? (select all that apply)

American Indian Utilities
Present to December
Estimates and 95 Percent Confidence Intervals

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<th>Supply Chain Issue</th>
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<tbody>
<tr>
<td></td>
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<tr>
<td>Carbon dioxide</td>
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<td></td>
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<td>0.0%</td>
</tr>
<tr>
<td>Delayed / backordered from supplier(s)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>Transportation / distribution difficulties</td>
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<td>0.0%</td>
</tr>
<tr>
<td>Price</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td></td>
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<td>Unavailable from supplier(s)</td>
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</tr>
<tr>
<td>Delayed / backordered from supplier(s)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Price</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
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<tr>
<td>Observations</td>
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### Table E.13. Question B2.1.2: For each item, what are you most concerned about? (select all that apply)

**American Indian Utilities**

**Present to December**

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<tr>
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<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td></td>
<td></td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
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<td></td>
<td></td>
<td></td>
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<tr>
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<td>Price</td>
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<td></td>
<td></td>
<td></td>
<td>0.0%</td>
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<tr>
<td><strong>Gaseous chlorine</strong></td>
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<td>31.3%</td>
<td>31.3%</td>
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<td>64.3%</td>
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<td>31.3%</td>
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<td></td>
<td>0.0%</td>
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Present to December

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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Liquid oxygen</td>
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</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
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<td>Price</td>
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<tr>
<td></td>
<td>Other</td>
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<td>Price</td>
<td>0.0%</td>
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</table>
### Table E.13. Question B2.1.2: For each item, what are you most concerned about? (select all that apply)

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orthophosphate</td>
<td>Unavailable from supplier(s)</td>
<td>0.0% - 0.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0% - 100.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>100.0%</td>
<td>100.0%</td>
<td>N/A</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0% - 0.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>0.0%</td>
<td>0.0%</td>
<td>N/A</td>
<td>0.0%</td>
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<td>Price</td>
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<td>N/A</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>N/A</td>
<td>0.0%</td>
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</tr>
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<td>Polymers</td>
<td>Unavailable from supplier(s)</td>
<td>31.3% - 31.3%</td>
<td>6.0%</td>
<td>6.0% - 6.4%</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>47.7%</td>
<td>47.7% - 47.7%</td>
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<tr>
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<td>Delayed / backordered from supplier(s)</td>
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<td>N/A</td>
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<td>0.0%</td>
<td>N/A</td>
<td>76.2% - 97.7%</td>
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<td>N/A</td>
<td>0.0%</td>
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**Table E.13. Question B2.1.2: For each item, what are you most concerned about? (select all that apply)**

**American Indian Utilities**  
**Present to December**  
**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Potassium permanganate</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
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<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
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<tr>
<td>Other</td>
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<tr>
<td>Sodium hydroxide</td>
<td>Unavailable from supplier(s)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
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<tr>
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<td>Price</td>
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<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
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</tbody>
</table>

E-57 Table E.13 Page 5 of 6
Table E.13. Question B2.1.2: For each item, what are you most concerned about? (select all that apply)

American Indian Utilities
Present to December
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Sodium hypochlorite</td>
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<td>0.0%</td>
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<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Price</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>Other</td>
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N/A: confidence interval could not be calculated.
Table E.14. Question B2.1.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

American Indian Utilities
Present to December

Estimates and 95 Percent Confidence Intervals

<table>
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<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td>Carbon dioxide</td>
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<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Switch chemicals, procedures, or technologies</td>
<td>0.0%</td>
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<tr>
<td></td>
<td>Make arrangements with neighboring utilities or mutual aid network</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
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<tr>
<td>Ferric chloride</td>
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<tr>
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<td>Switch chemicals, procedures, or technologies</td>
<td>0.0%</td>
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<td>Make arrangements with neighboring utilities or mutual aid network</td>
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Table E.14. Question B2.1.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

American Indian Utilities
Present to December

Estimates and 95 Percent Confidence Intervals

<table>
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<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>Fluoride</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>N/A - N/A</td>
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</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
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</tr>
<tr>
<td></td>
<td>Switch chemicals, procedures, or technologies</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
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</tr>
<tr>
<td></td>
<td>Make arrangements with neighboring utilities or mutual aid network</td>
<td></td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td></td>
<td>Observations</td>
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<td></td>
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</tr>
<tr>
<td>Gaseous chlorine</td>
<td>Seek alternative supplier</td>
<td></td>
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<td>31.3% - 31.3%</td>
<td>31.3% - 31.3%</td>
<td>31.3%</td>
<td>31.3% - 31.3%</td>
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</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
<td></td>
<td>31.3%</td>
<td>31.3% - 31.3%</td>
<td>31.3% - 31.3%</td>
<td>31.3%</td>
<td>31.3% - 31.3%</td>
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</tr>
<tr>
<td></td>
<td>Switch chemicals, procedures, or technologies</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Make arrangements with neighboring utilities or mutual aid network</td>
<td></td>
<td>33.0%</td>
<td>33.0% - 33.0%</td>
<td>33.0% - 33.0%</td>
<td>33.0%</td>
<td>33.0% - 33.0%</td>
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</tr>
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</table>
Table E.14. Question B2.1.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

**American Indian Utilities**

**Present to December**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
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<tr>
<td>Liquid oxygen</td>
<td>Seek alternative supplier</td>
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</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
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</tr>
<tr>
<td></td>
<td>Switch chemicals, procedures, or technologies</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Make arrangements with neighboring utilities or mutual aid network</td>
<td>100.0%</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

| Lime                                        | Seek alternative supplier                                               | 0.0%   | N/A - N/A | 52.0%       | 52.0%       | 0.0%     | N/A - N/A |
|                                            | Increase purchasing / maintain a larger than typical inventory           | 100.0% | N/A - N/A | 0.0%        | 0.0%        | 52.0%    | 52.0% - 52.0% |
|                                            | Switch chemicals, procedures, or technologies                           | 0.0%   | N/A - N/A | 0.0%        | 0.0%        | 0.0%     | N/A - N/A |
|                                            | Make arrangements with neighboring utilities or mutual aid network       | 0.0%   | N/A - N/A | 100.0%      | 48.0%       | 48.0%    | 48.0% - 48.0% |
| Other                                      |                                                                          |        |            |              |              |          |      |
| Observations                               |                                                                          | 1      |            |              |              |          | 2    |
Table E.14. Question B2.1.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

American Indian Utilities
Present to December

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<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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</thead>
<tbody>
<tr>
<td>Orthophosphate</td>
<td>Seek alternative supplier</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Switch chemicals, procedures, or technologies</td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Make arrangements with neighboring utilities or mutual aid network</td>
<td></td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Polymers</td>
<td>Seek alternative supplier</td>
<td></td>
<td>31.3%</td>
<td>6.0% - 76.4%</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>47.7%</td>
<td>47.7% - 47.7%</td>
</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
<td></td>
<td>67.0%</td>
<td>44.8% - 83.5%</td>
<td>0.0%</td>
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<td>13.8% - 87.1%</td>
</tr>
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<td>Switch chemicals, procedures, or technologies</td>
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<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
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<tr>
<td></td>
<td>Make arrangements with neighboring utilities or mutual aid network</td>
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<td>16.5% - 55.2%</td>
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<td>N/A - N/A</td>
<td>25.1%</td>
<td>25.1% - 25.1%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td></td>
<td>3</td>
<td>1</td>
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</tr>
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</table>
**Table E.14. Question B2.1.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)**

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Potassium permanganate</td>
<td>Seek alternative supplier</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Switch chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Make arrangements with neighboring utilities or mutual aid network</td>
<td>100.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>100.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Sodium hydroxide</td>
<td>Seek alternative supplier</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Switch chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Make arrangements with neighboring utilities or mutual aid network</td>
<td>100.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>100.0%</td>
<td>N/A - N/A</td>
</tr>
<tr>
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<td>Observations</td>
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<td>1</td>
</tr>
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</table>
Table E.14. Question B2.1.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

American Indian Utilities
Present to December

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Sodium hypochlorite</td>
<td>Seek alternative supplier</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>typical inventory</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Switch chemicals, procedures, or technologies</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Make arrangements with neighboring utilities</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>or mutual aid network</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.15. Question B2.2.1: How severe are your concerns about personal protective equipment shortages or supply chain disruptions?

American Indian Utilities
Present to December
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Mean score (0 to 3)</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>N95 masks and/or elastomeric respirators</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td></td>
<td>0.466</td>
<td>0.189</td>
<td>0.720</td>
<td>0.437</td>
</tr>
<tr>
<td></td>
<td>-0.053 - 0.985</td>
<td>-0.118 - 0.496</td>
<td>0.365 - 1.076</td>
<td>0.058 - 0.817</td>
</tr>
<tr>
<td>None (0)</td>
<td>76.7%</td>
<td>93.7%</td>
<td>43.5% - 93.4%</td>
<td>60.5%</td>
</tr>
<tr>
<td></td>
<td>43.5% - 98.8%</td>
<td>41.9% - 76.4%</td>
<td></td>
<td>21.6% - 85.8%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.8%</td>
<td>43.7%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>4.6% - 31.2%</td>
<td>14.2% - 78.4%</td>
</tr>
<tr>
<td>None (0)</td>
<td>23.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>39.6%</td>
</tr>
<tr>
<td></td>
<td>6.6% - 56.5%</td>
<td>20.9%</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>9.4% - 40.0%</td>
<td>14.2% - 72.3%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td>11.3%</td>
<td>6.3%</td>
<td>5.8%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>1.8% - 46.9%</td>
<td>1.2% - 27.6%</td>
<td>1.5% - 20.3%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.2% - 10.7%</td>
<td></td>
</tr>
<tr>
<td>Severe (3)</td>
<td>0.0%</td>
<td>6.3%</td>
<td>5.8%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>1.2% - 27.6%</td>
<td>1.5% - 20.3%</td>
<td>N/A - N/A</td>
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<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.2% - 10.7%</td>
<td></td>
</tr>
<tr>
<td>Alternative mask options (surgical, cloth, etc.)</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td></td>
<td>0.347</td>
<td>0.189</td>
<td>0.511</td>
<td>0.666</td>
</tr>
<tr>
<td></td>
<td>-0.065 - 0.758</td>
<td>-0.118 - 0.496</td>
<td>0.231 - 0.792</td>
<td>0.014 - 1.298</td>
</tr>
<tr>
<td>None (0)</td>
<td>76.7%</td>
<td>93.7%</td>
<td>64.9%</td>
<td>56.3%</td>
</tr>
<tr>
<td></td>
<td>43.5% - 93.4%</td>
<td>72.4% - 98.8%</td>
<td>46.0% - 80.1%</td>
<td>21.6% - 85.8%</td>
</tr>
<tr>
<td>Slight (1)</td>
<td>12.0%</td>
<td>0.0%</td>
<td>19.0%</td>
<td>21.9%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 48.0%</td>
<td>N/A - N/A</td>
<td>8.6% - 36.9%</td>
<td>3.4% - 68.7%</td>
</tr>
<tr>
<td>None (0)</td>
<td>0.0%</td>
<td>6.3%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>1.2% - 27.6%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
</tbody>
</table>
Table E.15. Question B2.2.1: How severe are your concerns about personal protective equipment shortages or supply chain disruptions?

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face shield and/or protective eye wear</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>None (0)</td>
<td></td>
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<td>0.227</td>
<td>0.000</td>
<td>0.573</td>
<td>0.437</td>
<td>0.474</td>
<td>0.415</td>
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<td></td>
<td></td>
<td>-0.162</td>
<td>0.000</td>
<td>0.267</td>
<td>0.058</td>
<td>-0.066</td>
<td>-0.104</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>88.7%</td>
<td>100.0%</td>
<td>64.9%</td>
<td>56.3%</td>
<td>69.4%</td>
<td>73.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>53.1%</td>
<td>N/A - N/A</td>
<td>46.0% - 80.1%</td>
<td>21.6% - 85.8%</td>
<td>36.3% - 90.0%</td>
<td>61.2% - 82.8%</td>
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<td>Slight (1)</td>
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<td>0.0%</td>
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<td>43.7%</td>
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<td>11.8%</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>4.6% - 31.2%</td>
<td>14.2% - 78.4%</td>
<td>4.1% - 37.8%</td>
<td>5.9% - 22.2%</td>
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<tr>
<td>Moderate (2)</td>
<td></td>
<td></td>
<td>11.3%</td>
<td>0.0%</td>
<td>22.2%</td>
<td>0.0%</td>
<td>16.8%</td>
<td>14.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.8% - 46.9%</td>
<td>N/A - N/A</td>
<td>10.6% - 40.9%</td>
<td>N/A - N/A</td>
<td>2.8% - 58.1%</td>
<td>7.9% - 26.2%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td></td>
<td>8</td>
<td>7</td>
<td>28</td>
<td>6</td>
<td>8</td>
<td>57</td>
</tr>
<tr>
<td>Nitrile and/or latex gloves</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>0.466</td>
<td>0.189</td>
<td>0.803</td>
<td>0.666</td>
<td>1.029</td>
<td>0.679</td>
</tr>
<tr>
<td>None (0)</td>
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<td>-0.118</td>
<td>-0.496</td>
<td>0.443</td>
<td>1.162</td>
<td>0.014</td>
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<td></td>
<td></td>
<td>0.189</td>
<td>0.443</td>
<td>1.162</td>
<td>0.014</td>
<td>1.298</td>
<td>0.209</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.803</td>
<td>0.443</td>
<td>1.162</td>
<td>0.014</td>
<td>1.298</td>
<td>0.209</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>0.666</td>
<td>0.014</td>
<td>1.298</td>
<td>0.209</td>
<td>1.849</td>
<td>0.440</td>
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<td></td>
<td>1.029</td>
<td>0.209</td>
<td>1.849</td>
<td>0.440</td>
<td>1.849</td>
<td>0.918</td>
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<tr>
<td>Slight (1)</td>
<td></td>
<td></td>
<td>76.7%</td>
<td>93.7%</td>
<td>56.4%</td>
<td>56.3%</td>
<td>46.5%</td>
<td>63.6%</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>43.5%</td>
<td>72.4%</td>
<td>38.2% - 73.0%</td>
<td>21.6% - 85.8%</td>
<td>18.7% - 76.7%</td>
<td>51.1% - 74.4%</td>
</tr>
<tr>
<td>Moderate (2)</td>
<td></td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.8%</td>
<td>21.9%</td>
<td>20.8%</td>
<td>10.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>4.6% - 31.2%</td>
<td>3.4% - 68.7%</td>
<td>7.6% - 45.6%</td>
<td>5.2% - 20.8%</td>
</tr>
<tr>
<td>Severe (3)</td>
<td></td>
<td></td>
<td>23.3%</td>
<td>25.0%</td>
<td>21.9%</td>
<td>21.9%</td>
<td>15.9%</td>
<td>20.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>6.6% - 56.5%</td>
<td>N/A - N/A</td>
<td>12.3% - 44.3%</td>
<td>3.4% - 68.7%</td>
<td>2.6% - 57.5%</td>
<td>11.8% - 32.0%</td>
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<tr>
<td>Observations</td>
<td></td>
<td></td>
<td>8</td>
<td>7</td>
<td>28</td>
<td>6</td>
<td>8</td>
<td>57</td>
</tr>
</tbody>
</table>
Table E.15. Question B2.2.1: How severe are your concerns about personal protective equipment shortages or supply chain disruptions?

American Indian Utilities

Present to December

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyvek suite and/or disposable coveralls</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>0.466</td>
<td>0.000</td>
<td>0.501</td>
<td>0.219</td>
<td>0.543</td>
<td>0.409</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>-0.053 - 0.985</td>
<td>0.000 - 0.000</td>
<td>0.213 - 0.789</td>
<td>-0.134 - 0.571</td>
<td>0.004 - 1.083</td>
<td>0.228 - 0.589</td>
</tr>
<tr>
<td></td>
<td>None (0)</td>
<td></td>
<td>76.7%</td>
<td>100.0%</td>
<td>69.4%</td>
<td>78.1%</td>
<td>62.4%</td>
<td>74.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>43.5% - 93.4%</td>
<td>N/A - N/A</td>
<td>50.3% - 83.5%</td>
<td>31.3% - 96.6%</td>
<td>31.4% - 85.8%</td>
<td>62.6% - 83.8%</td>
</tr>
<tr>
<td></td>
<td>Slight (1)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.8%</td>
<td>21.9%</td>
<td>20.8%</td>
<td>10.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>4.6% - 31.2%</td>
<td>3.4% - 68.7%</td>
<td>7.6% - 45.6%</td>
<td>5.2% - 20.8%</td>
</tr>
<tr>
<td></td>
<td>Moderate (2)</td>
<td></td>
<td>23.3%</td>
<td>0.0%</td>
<td>16.1%</td>
<td>0.0%</td>
<td>16.8%</td>
<td>13.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>6.6% - 56.5%</td>
<td>N/A - N/A</td>
<td>6.6% - 34.0%</td>
<td>N/A - N/A</td>
<td>2.8% - 58.1%</td>
<td>7.3% - 24.6%</td>
</tr>
<tr>
<td></td>
<td>Severe (3)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>1.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.3% - 8.2%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.2% - 4.1%</td>
</tr>
<tr>
<td>Sanitizing wipes, sprays for cleaning work offices, or gels for hand sanitizing</td>
<td>Mean score (0 to 3)</td>
<td></td>
<td>0.466</td>
<td>0.000</td>
<td>0.726</td>
<td>0.666</td>
<td>1.257</td>
<td>0.644</td>
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<td></td>
<td></td>
<td></td>
<td>-0.053 - 0.985</td>
<td>0.000 - 0.000</td>
<td>0.371 - 1.081</td>
<td>0.014 - 1.298</td>
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<td>76.7%</td>
<td>100.0%</td>
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<td>56.3%</td>
<td>46.5%</td>
<td>66.4%</td>
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<td></td>
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<td>43.5% - 93.4%</td>
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<td>54.0% - 76.9%</td>
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<tr>
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<td>Slight (1)</td>
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<td>N/A - N/A</td>
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<td>4.1% - 37.8%</td>
<td>4.5% - 19.2%</td>
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<tr>
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<td>Moderate (2)</td>
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<td>6.9%</td>
<td>17.2%</td>
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<td>6.6% - 56.5%</td>
<td>N/A - N/A</td>
<td>9.9% - 40.2%</td>
<td>3.4% - 68.7%</td>
<td>1.3% - 30.4%</td>
<td>9.4% - 29.3%</td>
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<td>Severe (3)</td>
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N/A: confidence interval could not be calculated.
Table E.16. Question B2.2.2: For each item, what are you most concerned about? (select all that apply)

**American Indian Utilities**

**Present to December**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>N95 masks and/or elastomeric respirators</td>
<td>Unavailable from supplier(s)</td>
<td>100.0%</td>
<td>0.0%</td>
<td>31.6%</td>
<td>0.0%</td>
<td>44.3%</td>
<td>37.5%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>9.4% - 67.2%</td>
<td>N/A - N/A</td>
<td>10.5% - 84.3%</td>
<td>19.1% - 60.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>100.0%</td>
<td>100.0%</td>
<td>70.3%</td>
<td>100.0%</td>
<td>87.0%</td>
<td>80.9%</td>
</tr>
<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>47.6% - 86.1%</td>
<td>N/A - N/A</td>
<td>42.7% - 98.4%</td>
<td>60.7% - 92.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
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<td>Price</td>
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<td>30.2%</td>
<td>0.0%</td>
<td>57.3%</td>
<td>27.7%</td>
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<td>N/A - N/A</td>
<td>11.3% - 59.4%</td>
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<td>16.6% - 90.0%</td>
<td>12.6% - 50.5%</td>
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<tr>
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<td>Other</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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</tr>
<tr>
<td>Observations</td>
<td>2</td>
<td>1</td>
<td>10</td>
<td>2</td>
<td>5</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Alternative mask options (surgical, cloth, etc.)</td>
<td>Unavailable from supplier(s)</td>
<td>100.0%</td>
<td>0.0%</td>
<td>11.8%</td>
<td>0.0%</td>
<td>31.3%</td>
<td>24.7%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.7% - 50.9%</td>
<td>N/A - N/A</td>
<td>5.1% - 79.4%</td>
<td>11.9% - 44.4%</td>
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</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>51.3%</td>
<td>0.0%</td>
<td>88.8%</td>
<td>100.0%</td>
<td>87.0%</td>
<td>82.9%</td>
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<tr>
<td></td>
<td>6.6% - 94.0%</td>
<td>N/A - N/A</td>
<td>51.4% - 98.4%</td>
<td>N/A - N/A</td>
<td>42.7% - 98.4%</td>
<td>61.6% - 93.6%</td>
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<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>0.0%</td>
<td>0.0%</td>
<td>11.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.9%</td>
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<td>0.0%</td>
<td>11.8%</td>
<td>0.0%</td>
<td>57.3%</td>
<td>17.7%</td>
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<tr>
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<td>N/A - N/A</td>
<td>16.6% - 90.0%</td>
<td>7.1% - 37.7%</td>
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<tr>
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<td>Other</td>
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<td>0.0%</td>
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<td>9</td>
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<td>19</td>
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</table>
Table E.16. Question B2.2.2: For each item, what are you most concerned about? (select all that apply)

American Indian Utilities

Present to December

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face shield and/or protective eye wear</td>
<td>Unavailable from supplier(s)</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>24.5%</td>
<td>50.0%</td>
<td>54.7%</td>
<td>37.8%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>5.2% - 65.8%</td>
<td>4.9% - 95.1%</td>
<td>12.3% - 91.2%</td>
<td>15.7% - 66.4%</td>
<td>78.4%</td>
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</tr>
<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
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<td>N/A - N/A</td>
<td>88.8%</td>
<td>50.0%</td>
<td>100.0%</td>
<td>55.0% - 91.5%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>50.8% - 98.4%</td>
<td>4.9% - 95.1%</td>
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<td>N/A - N/A</td>
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<td></td>
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<td>0.0%</td>
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<td>N/A - N/A</td>
<td>1.0% - 37.7%</td>
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<td>Price</td>
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<td>77.4%</td>
<td>18.3%</td>
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<tr>
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<td>N/A - N/A</td>
<td>1.6% - 52.2%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>7.2% - 39.2%</td>
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<td>Other</td>
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<td>0.0%</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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</tr>
<tr>
<td>Nitrile and/or latex gloves</td>
<td>Unavailable from supplier(s)</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>19.7%</td>
<td>0.0%</td>
<td>31.3%</td>
<td>27.9%</td>
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<tr>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>4.4% - 56.4%</td>
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<td>N/A - N/A</td>
<td>12.5% - 51.1%</td>
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<tr>
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<td>Delayed / backordered from supplier(s)</td>
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<td>100.0%</td>
<td>100.0%</td>
<td>89.5%</td>
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<tr>
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<td>55.0% - 94.5%</td>
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<td>N/A - N/A</td>
<td>68.4% - 97.1%</td>
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<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>48.7%</td>
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<td>0.0%</td>
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<td>6.1% - 93.3%</td>
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<td>N/A - N/A</td>
<td>2.9% - 31.6%</td>
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<td>0.0%</td>
<td>57.3%</td>
<td>26.2%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>2</td>
<td>3</td>
<td>15</td>
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</table>
Table E.16. Question B2.2.2: For each item, what are you most concerned about? (select all that apply)

American Indian Utilities

Present to December

Estimates and 95 Percent Confidence Intervals

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<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyvek suite and/or disposable coveralls</td>
<td>Unavailable from supplier(s)</td>
<td>100.0%</td>
<td>13.5%</td>
<td>0.0%</td>
<td>44.6%</td>
<td>31.4%</td>
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<td></td>
<td>N/A - N/A</td>
<td>1.9% - 55.4%</td>
<td>N/A - N/A</td>
<td>9.6% - 85.9%</td>
<td>14.7% - 55.0%</td>
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<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
<td>51.3%</td>
<td>74.4%</td>
<td>100.0%</td>
<td>81.5%</td>
<td>74.1%</td>
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<td>N/A - N/A</td>
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<td>12.8%</td>
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<td>0.0%</td>
<td>7.6%</td>
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<td>Price</td>
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<td>6.4% - 64.8%</td>
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<td>N/A - N/A</td>
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<td></td>
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<tr>
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<td>Other</td>
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<td>0.0%</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>Observations</td>
<td>2</td>
<td>8</td>
<td>1</td>
<td>4</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitizing wipes, sprays for cleaning work offices, or gels for hand sanitizing</td>
<td>Unavailable from supplier(s)</td>
<td>100.0%</td>
<td>4.9% - 59.9%</td>
<td>N/A - N/A</td>
<td>5.2% - 79.1%</td>
<td>14.3% - 53.0%</td>
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<tr>
<td></td>
<td>Delayed / backordered from supplier(s)</td>
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<td>N/A - N/A</td>
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<tr>
<td></td>
<td>Transportation / distribution difficulties</td>
<td>48.7%</td>
<td>9.9%</td>
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<td>11.4%</td>
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<td>22.7%</td>
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</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.17. Question B2.2.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

American Indian Utilities
Present to December

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>N95 masks and/or elastomeric respirators</td>
<td>Seek alternative supplier</td>
<td></td>
<td>51.3%</td>
<td>100.0%</td>
<td>42.9%</td>
<td>50.0%</td>
<td>25.9%</td>
<td>42.9%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td>6.6% - 94.0%</td>
<td>N/A - N/A</td>
<td>15.5% - 75.5%</td>
<td>5.2% - 94.8%</td>
<td>6.0% - 65.7%</td>
<td>21.9% - 66.8%</td>
</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
<td></td>
<td>100.0%</td>
<td>0.0%</td>
<td>58.5%</td>
<td>50.0%</td>
<td>87.0%</td>
<td>66.2%</td>
</tr>
<tr>
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<td>N/A - N/A</td>
<td></td>
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<td>N/A - N/A</td>
<td>26.8% - 84.5%</td>
<td>5.2% - 94.8%</td>
<td>42.7% - 98.4%</td>
<td>41.2% - 84.6%</td>
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<tr>
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<tr>
<td></td>
<td>Make arrangements w/ neighboring utilities or mutual aid network</td>
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<td>0.0%</td>
<td>42.0%</td>
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<td>23.7%</td>
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<td>N/A - N/A</td>
<td>17.1% - 71.9%</td>
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<td>8.9% - 49.4%</td>
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<tr>
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<td>1</td>
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<td>2</td>
<td>5</td>
<td>20</td>
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<tr>
<td>Alternative mask options (surgical, cloth, etc.)</td>
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<td>51.3%</td>
<td>100.0%</td>
<td>35.6%</td>
<td>50.0%</td>
<td>13.0%</td>
<td>36.4%</td>
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<tr>
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<td>N/A - N/A</td>
<td></td>
<td>6.6% - 94.0%</td>
<td>N/A - N/A</td>
<td>10.2% - 73.0%</td>
<td>5.2% - 94.8%</td>
<td>1.6% - 57.3%</td>
<td>16.4% - 62.5%</td>
</tr>
<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
<td></td>
<td>100.0%</td>
<td>0.0%</td>
<td>64.4%</td>
<td>50.0%</td>
<td>100.0%</td>
<td>72.5%</td>
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<td>N/A - N/A</td>
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</tr>
<tr>
<td></td>
<td>Make arrangements w/ neighboring utilities or mutual aid network</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
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<td>0.0%</td>
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<td>12.5% - 69.2%</td>
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<td>N/A - N/A</td>
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<tr>
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<td>9</td>
<td>2</td>
<td>5</td>
<td>19</td>
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</table>
Table E.17: Question B2.2.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

American Indian Utilities
Present to December

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face shield and/or protective eye wear</td>
<td>Seek alternative supplier</td>
<td>0.0%</td>
<td>24.5%</td>
<td>0.0%</td>
<td>22.6%</td>
<td>18.9%</td>
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<td></td>
<td>N/A - N/A</td>
<td>5.2% - 65.8%</td>
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<td>2.1% - 79.8%</td>
<td>5.1% - 50.2%</td>
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<tr>
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<td>Increase purchasing / maintain a larger than typical inventory</td>
<td>100.0%</td>
<td>88.2%</td>
<td>50.0%</td>
<td>100.0%</td>
<td>85.2%</td>
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<tr>
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<td></td>
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<td>47.8% - 98.4%</td>
<td>4.9% - 95.1%</td>
<td>N/A - N/A</td>
<td>53.9% - 96.6%</td>
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<tr>
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<td>Switch chemicals, procedures, or technologies</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
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<tr>
<td></td>
<td>Make arrangements w/ neighboring utilities or mutual aid network</td>
<td>0.0%</td>
<td>36.2%</td>
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<td>0.0%</td>
<td>30.6%</td>
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<td>N/A - N/A</td>
<td>13.1% - 68.1%</td>
<td>4.9% - 95.1%</td>
<td>N/A - N/A</td>
<td>11.6% - 59.6%</td>
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</tr>
<tr>
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<td>Other</td>
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<td>0.0%</td>
<td>0.0%</td>
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<td>3</td>
<td>15</td>
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<tr>
<td>Nitrile and/or latex gloves</td>
<td>Seek alternative supplier</td>
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<td>39.3%</td>
<td>0.0%</td>
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<td>36.2%</td>
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<tr>
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<td></td>
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<td>15.4% - 69.8%</td>
<td>N/A - N/A</td>
<td>1.6% - 57.3%</td>
<td>18.3% - 59.0%</td>
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<tr>
<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
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<td>Switch chemicals, procedures, or technologies</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
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<td>Make arrangements w/ neighboring utilities or mutual aid network</td>
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<td>5</td>
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</table>
Table E.17. Question B2.2.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

American Indian Utilities
Present to December

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyvek suite and/or disposable coveralls</td>
<td>Seek alternative supplier</td>
<td></td>
<td>51.3%</td>
<td></td>
<td></td>
<td>26.3%</td>
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<td></td>
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<td>6.5%</td>
<td>6.4% - 64.8%</td>
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<td>Switch chemicals, procedures, or technologies</td>
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<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Make arrangements w/ neighboring utilities or mutual aid network</td>
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<td>15</td>
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<tr>
<td>Sanitizing wipes, sprays for cleaning work offices, or gels for hand</td>
<td>Seek alternative supplier</td>
<td></td>
<td>51.3%</td>
<td></td>
<td></td>
<td>42.9%</td>
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<td></td>
<td></td>
<td>6.6%</td>
<td>15.5% - 75.5%</td>
<td>5.2% - 94.8%</td>
<td>10.4% - 84.6%</td>
<td>23.9% - 68.0%</td>
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<td>Switch chemicals, procedures, or technologies</td>
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<td>Make arrangements w/ neighboring utilities or mutual aid network</td>
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<td>32.1%</td>
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<td>11.5% - 63.4%</td>
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<td>N/A - N/A</td>
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<tr>
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<td>Other</td>
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</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.18. Question B2.3.1: How severe are your concerns about shortages or supply chain disruptions involving durable goods and other critical 
equipment and supplies, etc.?

American Indian Utilities
Present to December
Estimates and 95 Percent Confidence Intervals

<table>
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<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
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Table E.18. Question B2.3.1: How severe are your concerns about shortages or supply chain disruptions involving durable goods and other critical equipment and supplies, etc.?

**American Indian Utilities**

**Present to December**

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<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
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<td>89.0%</td>
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<td>7</td>
<td>28</td>
<td>6</td>
<td>8</td>
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</table>
Table E.18. Question B2.3.1: How severe are your concerns about shortages or supply chain disruptions involving durable goods and other critical equipment and supplies, etc.?

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<td>-0.212 - 0.820</td>
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<td>N/A - N/A</td>
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<td>Observations</td>
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<tr>
<td>Pipes</td>
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<th>Response</th>
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<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>N/A - N/A</td>
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<td>28</td>
<td>6</td>
<td>8</td>
<td>57</td>
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<td>N/A - N/A</td>
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<tr>
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<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
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<td>28</td>
<td>6</td>
<td>8</td>
<td>57</td>
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</tbody>
</table>

N/A: confidence interval could not be calculated.
### Table E.19. Question B2.3.2: For each item, what are you most concerned about? (select all that apply)

#### American Indian Utilities

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<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
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<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>63.2% - 92.8%</td>
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<td>21.1% - 94.2%</td>
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<td></td>
<td>Delayed / backordered from supplier(s)</td>
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<td>31.2% - 31.2%</td>
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<td>31.2%</td>
<td>31.2% - 31.2%</td>
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<td></td>
<td>Transportation / distribution difficulties</td>
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Table E.19. Question B2.3.2: For each item, what are you most concerned about? (select all that apply)

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

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<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
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Observations: 1  1  5  2  3  12
Table E.19. Question B2.3.2: For each item, what are you most concerned about? (select all that apply)

American Indian Utilities

Present to December

Estimates and 95 Percent Confidence Intervals

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<th>Response</th>
<th>Percentage Reporting by Population Served</th>
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Table E.19. Question B2.3.2: For each item, what are you most concerned about? (select all that apply)

**American Indian Utilities**  
**Present to December**  
**Estimates and 95 Percent Confidence Intervals**

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<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
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N/A: confidence interval could not be calculated.
Table E.20. Question B2.3.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
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<td>14.3% - 72.9%</td>
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<td>21.7% - 21.7%</td>
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<td>Increase purchasing / maintain a larger than typical inventory</td>
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<td>Make arrangements with neighboring utilities or mutual aid network</td>
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<td></td>
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<td>40.2%</td>
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</table>
Table E.20. Question B2.3.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
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<tbody>
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<td>0.0%</td>
<td>N/A - N/A</td>
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<tr>
<td></td>
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<td>0.0%</td>
<td>42.3%</td>
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<tr>
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<td>12.5% - 89.1%</td>
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<tr>
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<td>31.9%</td>
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<td>49.7%</td>
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<tr>
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<td>24.1% - 92.8%</td>
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Table E.20. Question B2.3.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

American Indian Utilities
Present to December

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<tbody>
<tr>
<td>Motors</td>
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<td></td>
<td>Increase purchasing / maintain a larger than typical inventory</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>6</td>
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<td>N/A - N/A</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>Make arrangements with neighboring utilities or mutual aid network</td>
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<td>3</td>
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</table>
Table E.20. Question B2.3.3: What steps have you taken or are you taking to prepare for potential shortages and supply chain disruptions? (select all that apply)

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Supply Chain Issue</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>14.6% - 71.9%</td>
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<td>N/A - N/A</td>
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**Fuel**

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<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
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<tr>
<td></td>
<td>Seek alternative supplier</td>
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<td>14.2%</td>
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<td>2.0% - 57.0%</td>
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<td>0.0%</td>
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<td>6</td>
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</tbody>
</table>
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American Indian Utilities
Present to December
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<th>&gt; 10,000</th>
<th>All</th>
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<td>100.0%</td>
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<td>0.0%</td>
<td>13.0%</td>
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</tr>
<tr>
<td>a larger than typical inventory</td>
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<td></td>
<td></td>
<td>1.6% - 57.3%</td>
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<td>or technologies</td>
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<td>N/A - N/A</td>
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<tr>
<td>utilities or mutual aid network</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>31.3% - 31.3%</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>22.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>13.0%</td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1.6% - 57.3%</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.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?

American Indian Utilities

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Yes, entirely fulfilled</td>
<td>49.8%</td>
</tr>
<tr>
<td></td>
<td>21.5% - 78.2%</td>
</tr>
<tr>
<td>Yes, partly fulfilled</td>
<td>12.9%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 51.6%</td>
</tr>
<tr>
<td>Yes, not fulfilled</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>No, support was not needed</td>
<td>37.2%</td>
</tr>
<tr>
<td></td>
<td>13.4% - 69.4%</td>
</tr>
<tr>
<td>No, but we would have used it if it had been available or if we had known of it</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Do not know</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td>8</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.22. Question C.1: To what extent did your organization experience shortages of key personnel, including contractors performing critical functions to maintain operations, from January 2020 through present day?

**American Indian Utilities**
**January to the Present**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Personnel Type</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed or certified operators</td>
<td>Mean Score (0-3)</td>
<td>0.85</td>
<td>0.99</td>
<td>0.56</td>
<td>1.40</td>
<td>1.30</td>
<td>0.82</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td></td>
<td>63.7%</td>
<td>50.0%</td>
<td>63.7%</td>
<td>34.7%</td>
<td>35.3%</td>
<td>56.2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>31.6% - 87.0%</td>
<td>17.9% - 82.1%</td>
<td>45.4% - 78.8%</td>
<td>8.2% - 75.9%</td>
<td>11.7% - 69.3%</td>
<td>43.2% - 68.4%</td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td></td>
<td>0.0%</td>
<td>17.6%</td>
<td>18.4%</td>
<td>15.6%</td>
<td>15.9%</td>
<td>14.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>2.9% - 60.3%</td>
<td>8.1% - 36.7%</td>
<td>2.7% - 54.8%</td>
<td>2.6% - 57.5%</td>
<td>7.7% - 25.9%</td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td></td>
<td>23.3%</td>
<td>16.2%</td>
<td>16.1%</td>
<td>24.2%</td>
<td>32.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.6% - 56.5%</td>
<td>2.5% - 59.4%</td>
<td>7.0% - 32.9%</td>
<td>3.7% - 72.4%</td>
<td>10.1% - 66.4%</td>
<td>11.8% - 31.8%</td>
</tr>
<tr>
<td>Severe Shortage (3)</td>
<td></td>
<td>12.9%</td>
<td>16.2%</td>
<td>1.7%</td>
<td>25.5%</td>
<td>16.8%</td>
<td>9.2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.0% - 51.6%</td>
<td>2.5% - 59.4%</td>
<td>0.3% - 8.7%</td>
<td>4.4% - 71.9%</td>
<td>2.8% - 58.1%</td>
<td>4.1% - 19.5%</td>
</tr>
<tr>
<td>Laboratory technicians/sample analysts</td>
<td>Mean Score (0-3)</td>
<td>0.37</td>
<td>0.49</td>
<td>0.34</td>
<td>0.00</td>
<td>0.68</td>
<td>0.38</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td></td>
<td>62.8%</td>
<td>67.6%</td>
<td>79.8%</td>
<td>100.0%</td>
<td>65.1%</td>
<td>75.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>30.6% - 86.6%</td>
<td>30.1% - 91.0%</td>
<td>62.9% - 90.2%</td>
<td>N/A - N/A</td>
<td>29.2% - 89.4%</td>
<td>62.8% - 84.4%</td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td></td>
<td>37.2%</td>
<td>16.2%</td>
<td>6.2%</td>
<td>0.0%</td>
<td>18.1%</td>
<td>13.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13.4% - 69.4%</td>
<td>2.5% - 59.4%</td>
<td>1.5% - 21.8%</td>
<td>N/A - N/A</td>
<td>3.0% - 61.1%</td>
<td>7.0% - 25.3%</td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td></td>
<td>0.0%</td>
<td>16.2%</td>
<td>14.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>2.5% - 59.4%</td>
<td>6.0% - 29.7%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>4.3% - 18.2%</td>
</tr>
<tr>
<td>Severe Shortage (3)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>16.8%</td>
<td>2.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>2.8% - 58.1%</td>
<td>0.3% - 11.6%</td>
</tr>
</tbody>
</table>
Table E.22. Question C.1: To what extent did your organization experience shortages of key personnel, including contractors performing critical functions to maintain operations, from January 2020 through present day?

**American Indian Utilities**

**January to the Present**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Personnel Type</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Workers (meter reading, sampling, maintenance, etc.)</td>
<td>Mean Score (0-3)</td>
<td>0.75</td>
<td>1.13</td>
<td>0.80</td>
<td>1.15</td>
<td>1.00</td>
<td>0.89</td>
</tr>
<tr>
<td></td>
<td>No Shortage (0)</td>
<td>50.8%</td>
<td>21.8% - 79.3%</td>
<td>32.9%</td>
<td>10.5% - 67.2%</td>
<td>51.8%</td>
<td>34.0% - 69.1%</td>
</tr>
<tr>
<td></td>
<td>Slight Shortage (1)</td>
<td>36.3%</td>
<td>13.0% - 68.4%</td>
<td>21.5%</td>
<td>5.1% - 58.0%</td>
<td>20.4%</td>
<td>9.4% - 38.6%</td>
</tr>
<tr>
<td></td>
<td>Moderate Shortage (2)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>45.6%</td>
<td>17.5% - 76.8%</td>
<td>23.7%</td>
<td>11.8% - 41.9%</td>
</tr>
<tr>
<td></td>
<td>Severe Shortage (3)</td>
<td>12.9%</td>
<td>2.0% - 51.6%</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>4.1%</td>
<td>0.7% - 21.4%</td>
</tr>
<tr>
<td>Engineering/ design/ construction personnel</td>
<td>Mean Score (0-3)</td>
<td>0.23</td>
<td>-0.16</td>
<td>0.54</td>
<td>0.35</td>
<td>0.97</td>
<td>0.49</td>
</tr>
<tr>
<td></td>
<td>No Shortage (0)</td>
<td>88.7%</td>
<td>53.1% - 98.2%</td>
<td>64.1%</td>
<td>26.9% - 89.7%</td>
<td>84.1%</td>
<td>66.5% - 93.4%</td>
</tr>
<tr>
<td></td>
<td>Slight Shortage (1)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>17.9%</td>
<td>2.8% - 62.7%</td>
<td>1.4%</td>
<td>5.6%</td>
</tr>
<tr>
<td></td>
<td>Moderate Shortage (2)</td>
<td>11.3%</td>
<td>1.8% - 46.9%</td>
<td>17.9%</td>
<td>2.8% - 62.7%</td>
<td>1.7%</td>
<td>0.3% - 8.4%</td>
</tr>
<tr>
<td></td>
<td>Severe Shortage (3)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>8.6%</td>
<td>2.4% - 26.6%</td>
</tr>
</tbody>
</table>
Table E.22. Question C.1: To what extent did your organization experience shortages of key personnel, including contractors performing critical functions to maintain operations, from January 2020 through present day?

American Indian Utilities
January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Personnel Type</th>
<th>Response</th>
<th>Percent Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Critical equipment repair Mean Score (0-3)</td>
<td>0.49</td>
<td>0.67</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td>75.7%</td>
<td>63.3%</td>
</tr>
<tr>
<td></td>
<td>40.9% - 93.3%</td>
<td>29.2% - 87.8%</td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td>0.0%</td>
<td>6.3%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>1.1% - 28.2%</td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td>24.3%</td>
<td>30.4%</td>
</tr>
<tr>
<td></td>
<td>6.7% - 59.1%</td>
<td>8.6% - 66.9%</td>
</tr>
<tr>
<td>Severe Shorage (3)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Administrative Mean Score (0-3)</td>
<td>0.47</td>
<td>0.45</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td>75.7%</td>
<td>55.3%</td>
</tr>
<tr>
<td></td>
<td>40.9% - 93.3%</td>
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<td>44.7%</td>
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<td>2.0% - 51.6%</td>
<td>14.5% - 79.4%</td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Severe Shorage (3)</td>
<td>11.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>1.8% - 46.9%</td>
<td>N/A - N/A</td>
</tr>
</tbody>
</table>
Table E.22. Question C.1: To what extent did your organization experience shortages of key personnel, including contractors performing critical functions to maintain operations, from January 2020 through present day?

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Personnel Type</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Mean Score (0-3)</td>
<td>0.23</td>
<td>0.21</td>
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<td></td>
<td>8.87%</td>
<td>78.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>53.1% - 98.2%</td>
<td>42.0% - 94.9%</td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td></td>
<td>0.0%</td>
<td>21.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>5.1% - 58.0%</td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td></td>
<td>11.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.8% - 46.9%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Severe Shorage (3)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
<td>Mean Score (0-3)</td>
<td>3.00</td>
<td>0.00</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td></td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Severe Shorage (3)</td>
<td></td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.23. Question C.2: To what extent do you expect to experience shortages of key personnel, including contractors performing critical functions to maintain operations, from present day through December 2020?

**American Indian Utilities**

January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Personnel Type</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed or certified operators</td>
<td>Mean Score (0-3)</td>
<td>0.48</td>
<td>1.14</td>
<td>0.58</td>
<td>1.25</td>
<td>1.12</td>
<td>0.75</td>
</tr>
<tr>
<td></td>
<td>No Shortage (0)</td>
<td>63.7%</td>
<td>51.3%</td>
<td>61.7%</td>
<td>50.3%</td>
<td>35.3%</td>
<td>56.6%</td>
</tr>
<tr>
<td></td>
<td>Slight Shortage (1)</td>
<td>24.3%</td>
<td>0.0%</td>
<td>22.6%</td>
<td>0.0%</td>
<td>34.0%</td>
<td>19.6%</td>
</tr>
<tr>
<td></td>
<td>Moderate Shortage (2)</td>
<td>12.0%</td>
<td>32.4%</td>
<td>11.7%</td>
<td>24.2%</td>
<td>13.9%</td>
<td>15.6%</td>
</tr>
<tr>
<td></td>
<td>Severe Shorage (3)</td>
<td>0.0%</td>
<td>16.2%</td>
<td>4.1%</td>
<td>25.5%</td>
<td>16.8%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Laboratory technicians/sample analysts</td>
<td>Mean Score (0-3)</td>
<td>0.24</td>
<td>0.49</td>
<td>0.30</td>
<td>0.24</td>
<td>0.84</td>
<td>0.38</td>
</tr>
<tr>
<td></td>
<td>No Shortage (0)</td>
<td>75.7%</td>
<td>67.6%</td>
<td>85.0%</td>
<td>75.8%</td>
<td>49.2%</td>
<td>75.9%</td>
</tr>
<tr>
<td></td>
<td>Slight Shortage (1)</td>
<td>24.3%</td>
<td>16.2%</td>
<td>4.7%</td>
<td>24.2%</td>
<td>34.0%</td>
<td>14.9%</td>
</tr>
<tr>
<td></td>
<td>Moderate Shortage (2)</td>
<td>0.0%</td>
<td>16.2%</td>
<td>6.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.1%</td>
</tr>
<tr>
<td></td>
<td>Severe Shorage (3)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.3%</td>
<td>0.0%</td>
<td>16.8%</td>
<td>4.2%</td>
</tr>
</tbody>
</table>
Table E.23. Question C.2: To what extent do you expect to experience shortages of key personnel, including contractors performing critical functions to maintain operations, from present day through December 2020?

American Indian Utilities
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</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Field Workers (meter reading, sampling, maintenance, etc.)</td>
<td>Mean Score (0-3)</td>
<td>0.98</td>
</tr>
<tr>
<td></td>
<td>No Shortage (0)</td>
<td>50.8%</td>
</tr>
<tr>
<td></td>
<td>21.8% - 79.3%</td>
<td>18.9% - 78.7%</td>
</tr>
<tr>
<td></td>
<td>Slight Shortage (1)</td>
<td>12.9%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 51.6%</td>
<td>1.1% - 28.2%</td>
</tr>
<tr>
<td></td>
<td>Moderate Shortage (2)</td>
<td>23.3%</td>
</tr>
<tr>
<td></td>
<td>6.6% - 56.5%</td>
<td>8.6% - 66.9%</td>
</tr>
<tr>
<td></td>
<td>Severe Shorage (3)</td>
<td>12.9%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 51.6%</td>
<td>2.4% - 57.0%</td>
</tr>
<tr>
<td>Engineering/design/construction personnel</td>
<td>Mean Score (0-3)</td>
<td>0.11</td>
</tr>
<tr>
<td></td>
<td>-0.08 - 0.31</td>
<td>-0.15 - 0.89</td>
</tr>
<tr>
<td></td>
<td>No Shortage (0)</td>
<td>88.7%</td>
</tr>
<tr>
<td></td>
<td>53.1% - 98.2%</td>
<td>42.0% - 94.9%</td>
</tr>
<tr>
<td></td>
<td>Slight Shortage (1)</td>
<td>11.3%</td>
</tr>
<tr>
<td></td>
<td>1.8% - 46.9%</td>
<td>1.1% - 28.2%</td>
</tr>
<tr>
<td></td>
<td>Moderate Shortage (2)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>2.4% - 57.0%</td>
</tr>
<tr>
<td></td>
<td>Severe Shorage (3)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
</tbody>
</table>

Table E.23 Page 2 of 4
Table E.23. Question C.2: To what extent do you expect to experience shortages of key personnel, including contractors performing critical functions to maintain operations, from present day through December 2020?

American Indian Utilities
January to the Present

 Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Personnel Type</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical equipment repair</td>
<td>Mean Score (0-3)</td>
<td>0.36</td>
<td>0.82</td>
<td>0.46</td>
<td>0.76</td>
<td>1.19</td>
<td>0.61</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td></td>
<td>75.7%</td>
<td>48.1%</td>
<td>74.8%</td>
<td>74.5%</td>
<td>28.4%</td>
<td>65.5%</td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td></td>
<td>12.9%</td>
<td>21.5%</td>
<td>9.0%</td>
<td>0.0%</td>
<td>41.0%</td>
<td>14.6%</td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td></td>
<td>11.3%</td>
<td>30.4%</td>
<td>11.9%</td>
<td>0.0%</td>
<td>13.9%</td>
<td>13.6%</td>
</tr>
<tr>
<td>Severe Shorage (3)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.3%</td>
<td>25.5%</td>
<td>16.8%</td>
<td>6.2%</td>
</tr>
<tr>
<td>Administrative Mean Score (0-3)</td>
<td></td>
<td>0.23</td>
<td>0.43</td>
<td>0.39</td>
<td>0.00</td>
<td>0.63</td>
<td>0.36</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td></td>
<td>88.7%</td>
<td>74.7%</td>
<td>75.5%</td>
<td>100.0%</td>
<td>60.4%</td>
<td>77.8%</td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td></td>
<td>0.0%</td>
<td>7.4%</td>
<td>14.5%</td>
<td>0.0%</td>
<td>15.9%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td></td>
<td>11.3%</td>
<td>17.9%</td>
<td>5.8%</td>
<td>0.0%</td>
<td>23.7%</td>
<td>9.9%</td>
</tr>
<tr>
<td>Severe Shorage (3)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.1%</td>
</tr>
</tbody>
</table>
Table E.23. Question C.2: To what extent do you expect to experience shortages of key personnel, including contractors performing critical functions to maintain operations, from present day through December 2020?

American Indian Utilities
January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Personnel Type</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service</td>
<td>Mean Score (0-3)</td>
<td>0.23</td>
<td>0.37</td>
<td>0.42</td>
<td>0.00</td>
<td>0.47</td>
<td>0.35</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td>88.7%</td>
<td>63.3%</td>
<td>71.6%</td>
<td>100.0%</td>
<td>60.4%</td>
<td>74.3%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>53.1% - 98.2%</td>
<td>29.2% - 87.8%</td>
<td>52.7% - 85.1%</td>
<td>N/A - N/A</td>
<td>27.7% - 85.9%</td>
<td>62.1% - 83.6%</td>
<td></td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td>0.0%</td>
<td>36.7%</td>
<td>18.4%</td>
<td>0.0%</td>
<td>32.7%</td>
<td>18.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>12.2% - 70.8%</td>
<td>8.1% - 36.7%</td>
<td>N/A - N/A</td>
<td>9.9% - 68.3%</td>
<td>10.1% - 30.0%</td>
<td></td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td>11.3%</td>
<td>0.0%</td>
<td>5.8%</td>
<td>0.0%</td>
<td>6.9%</td>
<td>5.7%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.8% - 46.9%</td>
<td>N/A - N/A</td>
<td>1.5% - 20.3%</td>
<td>N/A - N/A</td>
<td>1.2% - 31.1%</td>
<td>2.1% - 14.2%</td>
<td></td>
</tr>
<tr>
<td>Severe Shorage (3)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.7% - 21.4%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.3% - 11.5%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>Mean Score (0-3)</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>No Shortage (0)</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td>Slight Shortage (1)</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td>Moderate Shortage (2)</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td>Severe Shorage (3)</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
</tbody>
</table>

Observations | 8 | 7 | 28 | 5 | 8 | 56 |

N/A: confidence interval could not be calculated.
Table E.24. Question C.3: What factors contribute to personnel shortages you identified in questions C.1 and C.2? (check all that apply)

American Indian Utilities
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean Score (0-2)</td>
<td>1.42</td>
<td>1.00</td>
<td>1.51</td>
<td>0.99</td>
<td>1.32</td>
<td>1.36</td>
</tr>
<tr>
<td></td>
<td>Does Not Contribute (0)</td>
<td>0.0%</td>
<td>29.3%</td>
<td>0.0%</td>
<td>28.5%</td>
<td>0.0%</td>
<td>6.1%</td>
</tr>
<tr>
<td></td>
<td>Contributes Somewhat (1)</td>
<td>58.3%</td>
<td>41.4%</td>
<td>49.0%</td>
<td>44.5%</td>
<td>68.1%</td>
<td>51.7%</td>
</tr>
<tr>
<td></td>
<td>Contributes Significantly (2)</td>
<td>19.8%</td>
<td>88.8%</td>
<td>28.0% - 70.4%</td>
<td>10.4% - 84.8%</td>
<td>27.2% - 92.4%</td>
<td>36.0% - 67.1%</td>
</tr>
<tr>
<td></td>
<td>Layoffs or furloughs</td>
<td>Mean Score (0-2)</td>
<td>-0.04</td>
<td>-1.48</td>
<td>-0.58 - 2.37</td>
<td>-1.24</td>
<td>0.59</td>
</tr>
<tr>
<td></td>
<td>Does Not Contribute (0)</td>
<td>50.6%</td>
<td>37.9%</td>
<td>45.8%</td>
<td>73.0%</td>
<td>42.8%</td>
<td>47.8%</td>
</tr>
<tr>
<td></td>
<td>Contributes Somewhat (1)</td>
<td>26.3%</td>
<td>25.7%</td>
<td>23.5%</td>
<td>27.0%</td>
<td>35.0%</td>
<td>26.4%</td>
</tr>
<tr>
<td></td>
<td>Contributes Significantly (2)</td>
<td>3.5%</td>
<td>77.7%</td>
<td>5.6% - 66.8%</td>
<td>3.7% - 70.0%</td>
<td>8.4% - 76.1%</td>
<td>14.0% - 44.1%</td>
</tr>
<tr>
<td></td>
<td>Reduced work hours of current staff</td>
<td>Mean Score (0-2)</td>
<td>1.47</td>
<td>1.24</td>
<td>0.88</td>
<td>0.54</td>
<td>0.97</td>
</tr>
<tr>
<td></td>
<td>Does Not Contribute (0)</td>
<td>26.3%</td>
<td>17.1%</td>
<td>37.7%</td>
<td>73.0%</td>
<td>35.0%</td>
<td>38.3%</td>
</tr>
<tr>
<td></td>
<td>Contributes Somewhat (1)</td>
<td>3.4%</td>
<td>78.2%</td>
<td>2.4% - 63.4%</td>
<td>18.7% - 61.5%</td>
<td>22.0% - 96.3%</td>
<td>8.3% - 76.2%</td>
</tr>
<tr>
<td></td>
<td>Contributes Significantly (2)</td>
<td>0.0%</td>
<td>41.4%</td>
<td>37.0%</td>
<td>37.0%</td>
<td>33.1%</td>
<td>26.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>73.7%</td>
<td>41.4%</td>
<td>25.3%</td>
<td>27.0%</td>
<td>31.9%</td>
<td>35.1%</td>
</tr>
</tbody>
</table>
Table E.24. Question C.3: What factors contribute to personnel shortages you identified in questions C.1 and C.2? (check all that apply)

American Indian Utilities
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Mean Score (0-2)</th>
<th>Does Not Contribute (0)</th>
<th>Contributes Somewhat (1)</th>
<th>Contributes Significantly (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delayed or cancelled plans to hire staff</td>
<td>Mean Score</td>
<td></td>
<td>0.35 0.00 - 0.70</td>
<td>65.2% 13.5% - 95.8%</td>
<td>34.8% 4.2% - 86.5%</td>
<td>0.0% N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>(0-2)</td>
<td></td>
<td>1.75 1.33 - 2.17</td>
<td>1.38 0.0% - 3.78</td>
<td>25.0% 3.5% - 75.5%</td>
<td>75.0% 24.5% - 96.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.09 0.72 - 1.45</td>
<td>31.8% 14.9% - 55.5%</td>
<td>27.8% 11.0% - 54.5%</td>
<td>40.4% 21.7% - 62.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.11 0.53 - 1.69</td>
<td>17.5% 2.7% - 61.8%</td>
<td>54.0% 16.2% - 87.7%</td>
<td>28.5% 4.6% - 76.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.95 0.16 - 1.74</td>
<td>47.5% 15.0% - 82.3%</td>
<td>9.7% 1.4% - 44.9%</td>
<td>42.8% 12.7% - 79.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.08 0.90 - 1.27</td>
<td>31.6% 20.2% - 45.8%</td>
<td>28.7% 15.8% - 46.2%</td>
<td>39.7% 29.4% - 51.1%</td>
</tr>
<tr>
<td>Lack of backup certified personnel</td>
<td>Mean Score</td>
<td></td>
<td>1.40 0.66 - 2.14</td>
<td>20.8% 2.7% - 78.2%</td>
<td>60.9% 20.4% - 90.5%</td>
<td>32.0% 25.0% - 96.4%</td>
</tr>
<tr>
<td></td>
<td>(0-2)</td>
<td></td>
<td>1.75 1.34 - 2.16</td>
<td>2.8% 3.6% - 63.6%</td>
<td>75.0% 4.0% - 95.0%</td>
<td>25.0% 5.0% - 94.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.00 0.70 - 1.30</td>
<td>25.0% 8.0% - 44.8%</td>
<td>21.8% 7.8% - 47.8%</td>
<td>7.8% 4.0% - 47.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.11 0.14 - 2.08</td>
<td>30.6% 12.6% - 54.5%</td>
<td>14.8% 0.0% - 99.0%</td>
<td>14.8% 8.0% - 73.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.92 0.24 - 1.59</td>
<td>41.6% 12.2% - 78.5%</td>
<td>33.1% 11.8% - 70.5%</td>
<td>8.0% 7.3% - 79.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.17 0.95 - 1.39</td>
<td>24.2% 14.7% - 37.1%</td>
<td>40.0% 20.5% - 52.4%</td>
<td>26.5% 20.0% - 53.5%</td>
</tr>
<tr>
<td>Operators unable to obtain or maintain needed certification due to lack of in-person training</td>
<td>Mean Score</td>
<td></td>
<td>1.23 0.37 - 2.09</td>
<td>26.3% 3.4% - 78.2%</td>
<td>60.9% 20.4% - 90.5%</td>
<td>32.0% 25.0% - 96.4%</td>
</tr>
<tr>
<td></td>
<td>(0-2)</td>
<td></td>
<td>1.68 1.28 - 2.08</td>
<td>0.0% 0.0% - 0.0%</td>
<td>75.0% 4.0% - 95.0%</td>
<td>25.0% 5.0% - 94.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.76 0.44 - 1.08</td>
<td>42.3% 23.4% - 63.9%</td>
<td>21.8% 7.8% - 47.8%</td>
<td>7.8% 4.0% - 47.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.11 0.53 - 1.69</td>
<td>17.5% 2.7% - 61.8%</td>
<td>54.0% 16.2% - 87.7%</td>
<td>14.8% 8.0% - 73.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.52 0.04 - 1.01</td>
<td>57.2% 20.7% - 87.3%</td>
<td>33.1% 28.5% - 72.5%</td>
<td>8.0% 7.3% - 79.4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.97 0.75 - 1.18</td>
<td>33.0% 23.0% - 44.9%</td>
<td>37.1% 27.1% - 44.9%</td>
<td>26.5% 20.0% - 53.5%</td>
</tr>
</tbody>
</table>
### Table E.24. Question C.3: What factors contribute to personnel shortages you identified in questions C.1 and C.2? (check all that apply)

**American Indian Utilities**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Mean Score (0-2)</th>
<th>Observations</th>
</tr>
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<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
<td>501 - 3,300</td>
</tr>
<tr>
<td>Restrictions on travel</td>
<td>Mean Score</td>
<td>1.20</td>
<td>1.33</td>
<td>1.16</td>
</tr>
<tr>
<td></td>
<td>(0-2)</td>
<td>0.34 - 2.06</td>
<td>0.26 - 2.41</td>
<td>0.76 - 1.56</td>
</tr>
<tr>
<td></td>
<td>Does Not Contribute (0)</td>
<td>40.1%</td>
<td>33.3%</td>
<td>29.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.1% - 79.9%</td>
<td>4.3% - 84.8%</td>
<td>12.6% - 55.8%</td>
</tr>
<tr>
<td></td>
<td>Contributes Somewhat (1)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>24.2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>9.8% - 48.4%</td>
</tr>
<tr>
<td></td>
<td>Contributes Significantly (2)</td>
<td>59.9%</td>
<td>66.7%</td>
<td>45.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20.1% - 89.9%</td>
<td>15.2% - 95.7%</td>
<td>25.8% - 67.3%</td>
</tr>
<tr>
<td>Lack of I.T. infrastructure (e.g., equipment,</td>
<td>Mean Score</td>
<td>0.63</td>
<td>1.33</td>
<td>0.90</td>
</tr>
<tr>
<td>network capacity)</td>
<td>(0-2)</td>
<td>-0.37 - 1.62</td>
<td>0.80 - 1.87</td>
<td>0.49 - 1.32</td>
</tr>
<tr>
<td></td>
<td>Does Not Contribute (0)</td>
<td>68.7%</td>
<td>0.0%</td>
<td>40.3%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>17.9% - 95.7%</td>
<td>N/A - N/A</td>
<td>19.3% - 65.5%</td>
</tr>
<tr>
<td></td>
<td>Contributes Somewhat (1)</td>
<td>0.0%</td>
<td>66.7%</td>
<td>29.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>15.2% - 95.7%</td>
<td>11.7% - 56.0%</td>
</tr>
<tr>
<td></td>
<td>Contributes Significantly (2)</td>
<td>31.3%</td>
<td>33.3%</td>
<td>30.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.3% - 82.1%</td>
<td>4.3% - 84.8%</td>
<td>13.3% - 56.1%</td>
</tr>
<tr>
<td>Other</td>
<td>Mean Score</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>(0-2)</td>
<td>0.00 - 0.00</td>
<td>0.00 - 0.00</td>
<td>0.00 - 0.00</td>
</tr>
<tr>
<td></td>
<td>Does Not Contribute (0)</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Contributes Somewhat (1)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Contributes Significantly (2)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>5</td>
<td>6</td>
<td>19</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.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)

**American Indian Utilities**

<table>
<thead>
<tr>
<th>Strategy or Resource</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used technology to allow some operational tasks to be performed remotely</td>
<td>49.8%</td>
<td>30.4%</td>
<td>31.2%</td>
<td>49.7%</td>
<td>67.3%</td>
<td>40.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18.2% - 81.5%</td>
<td>8.6% - 67.0%</td>
<td>17.2% - 49.8%</td>
<td>14.9% - 84.7%</td>
<td>31.6% - 90.2%</td>
<td>28.1% - 53.2%</td>
<td></td>
</tr>
<tr>
<td>Used telework for job functions that could be performed remotely</td>
<td>47.6%</td>
<td>16.4%</td>
<td>33.8%</td>
<td>0.0%</td>
<td>35.3%</td>
<td>30.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>18.3% - 78.7%</td>
<td>2.6% - 58.8%</td>
<td>19.1% - 52.6%</td>
<td>N/A - N/A</td>
<td>11.4% - 69.9%</td>
<td>19.7% - 43.9%</td>
<td></td>
</tr>
<tr>
<td>Decreased staffing/changed shift work while maintaining core operations</td>
<td>32.8%</td>
<td>48.1%</td>
<td>52.6%</td>
<td>24.2%</td>
<td>64.7%</td>
<td>48.4%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8.9% - 71.0%</td>
<td>18.8% - 78.7%</td>
<td>34.0% - 70.5%</td>
<td>3.7% - 72.5%</td>
<td>30.1% - 88.6%</td>
<td>35.4% - 61.5%</td>
<td></td>
</tr>
<tr>
<td>Delayed non-critical work</td>
<td>48.9%</td>
<td>68.3%</td>
<td>73.2%</td>
<td>39.8%</td>
<td>81.9%</td>
<td>67.4%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>17.2% - 81.5%</td>
<td>30.8% - 91.3%</td>
<td>55.6% - 85.7%</td>
<td>10.3% - 79.2%</td>
<td>38.0% - 97.1%</td>
<td>53.8% - 78.6%</td>
<td></td>
</tr>
<tr>
<td>Increased use of contractors</td>
<td>17.5%</td>
<td>21.5%</td>
<td>15.9%</td>
<td>15.6%</td>
<td>23.7%</td>
<td>17.9%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.7% - 62.2%</td>
<td>5.1% - 58.1%</td>
<td>6.3% - 34.6%</td>
<td>2.5% - 57.3%</td>
<td>6.1% - 59.9%</td>
<td>10.0% - 30.0%</td>
<td></td>
</tr>
<tr>
<td>Accessed operators from nearby utilities, via WARN or other mutual aid networks</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2.2%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.7% - 22.8%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.4% - 12.4%</td>
<td></td>
</tr>
<tr>
<td>Utilized backup laboratory services</td>
<td>0.0%</td>
<td>15.2%</td>
<td>8.9%</td>
<td>0.0%</td>
<td>16.8%</td>
<td>8.8%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>2.4% - 57.0%</td>
<td>2.6% - 26.1%</td>
<td>N/A - N/A</td>
<td>2.8% - 58.2%</td>
<td>3.9% - 18.7%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>17.5%</td>
<td>15.2%</td>
<td>7.9%</td>
<td>10.5%</td>
<td>16.8%</td>
<td>11.7%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.7% - 62.2%</td>
<td>2.4% - 57.0%</td>
<td>2.5% - 22.1%</td>
<td>1.8% - 43.2%</td>
<td>2.8% - 58.2%</td>
<td>5.6% - 22.8%</td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td>6</td>
<td>7</td>
<td>26</td>
<td>5</td>
<td>8</td>
<td>52</td>
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</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.26. Question C.4.1: Did the strategies you implemented help mitigate staffing shortages?

**American Indian Utilities**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Strategy or Resource</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td></td>
<td>501 - 3,300</td>
<td>3,301 - 10,000</td>
</tr>
<tr>
<td></td>
<td>&gt; 10,000</td>
<td>All</td>
</tr>
</tbody>
</table>

**Used technology (e.g., live video feeds) to allow some operational tasks to be performed remotely**

<table>
<thead>
<tr>
<th>Strategy or Resource</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not Help</td>
<td>&lt; 101 - 100</td>
</tr>
<tr>
<td></td>
<td>Helped</td>
<td>101 - 500</td>
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<tr>
<td></td>
<td></td>
<td>501 - 3,300</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3,301 - 10,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 10,000</td>
</tr>
</tbody>
</table>

**Used telework for job functions that could be performed remotely**

<table>
<thead>
<tr>
<th>Strategy or Resource</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not Help</td>
<td>&lt; 101 - 100</td>
</tr>
<tr>
<td></td>
<td>Helped</td>
<td>101 - 500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>501 - 3,300</td>
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<tr>
<td></td>
<td></td>
<td>3,301 - 10,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 10,000</td>
</tr>
</tbody>
</table>

**Decreased staffing/changed shift work while maintaining core operations**

<table>
<thead>
<tr>
<th>Strategy or Resource</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not Help</td>
<td>&lt; 101 - 100</td>
</tr>
<tr>
<td></td>
<td>Helped</td>
<td>101 - 500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>501 - 3,300</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3,301 - 10,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 10,000</td>
</tr>
</tbody>
</table>

**Delayed non-critical work**

<table>
<thead>
<tr>
<th>Strategy or Resource</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not Help</td>
<td>&lt; 101 - 100</td>
</tr>
<tr>
<td></td>
<td>Helped</td>
<td>101 - 500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>501 - 3,300</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3,301 - 10,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 10,000</td>
</tr>
</tbody>
</table>

E-102
### American Indian Utilities

#### Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Strategy or Resource</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased use of contractors</td>
<td>Strategy Did Not Help</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Strategy Helped</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Not Sure</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>28.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.3%</td>
</tr>
<tr>
<td>Accessed operators from nearby utilities, including via WARN or other mutual aid networks</td>
<td>Strategy Did Not Help</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Strategy Helped</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Not Sure</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>100.0%</td>
</tr>
<tr>
<td>Utilized backup laboratory services</td>
<td>Strategy Did Not Help</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Strategy Helped</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Not Sure</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>13.4% - 86.6%</td>
</tr>
<tr>
<td>Other</td>
<td>Strategy Did Not Help</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Strategy Helped</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Not Sure</td>
<td>100.0%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>50.4%</td>
</tr>
</tbody>
</table>

**Observations**

| | 3 | 4 | 18 | 2 | 7 | 34 |

N/A: confidence interval could not be calculated.
Table E.27. Question C.5: What is the greatest concern your organization has associated with maintaining staffing during the pandemic? (select one)

**American Indian Utilities**

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Concern</th>
<th>Percentage Reporting by Population Served</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Availability of testing for illness</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Availability of PPE</td>
<td>0.0%</td>
<td>15.2%</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>2.4% - 57.0%</td>
</tr>
<tr>
<td>Ability to house personnel on site</td>
<td>13.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>2.1% - 51.5%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Cross-training personnel</td>
<td>43.5%</td>
<td>31.7%</td>
</tr>
<tr>
<td></td>
<td>15.6% - 76.2%</td>
<td>8.8% - 69.0%</td>
</tr>
<tr>
<td>Protecting high-risk employees</td>
<td>28.6%</td>
<td>16.4%</td>
</tr>
<tr>
<td></td>
<td>7.8% - 65.5%</td>
<td>2.7% - 58.2%</td>
</tr>
<tr>
<td>Adhering to changing local and state</td>
<td>14.9%</td>
<td>21.5%</td>
</tr>
<tr>
<td></td>
<td>2.3% - 56.4%</td>
<td>5.1% - 58.0%</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>15.2%</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>2.4% - 57.0%</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.28. Question D1.1.2: Please indicate the state of your organization’s operating budget from January 2020 to the present

American Indian Utilities
January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Parameter</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgeted Revenue</td>
<td>$13,500</td>
<td>$60,000</td>
<td>$693,001</td>
<td>$206,541</td>
<td>$2,197,895</td>
<td>$548,508</td>
</tr>
<tr>
<td>Actual Revenue</td>
<td>$3,458</td>
<td>$60,000</td>
<td>$96,571</td>
<td>$55,941</td>
<td>$725,145</td>
<td>$126,281</td>
</tr>
<tr>
<td>Budgeted Expenses</td>
<td>$13,362</td>
<td>$60,000</td>
<td>$672,467</td>
<td>$206,541</td>
<td>$2,176,349</td>
<td>$538,043</td>
</tr>
<tr>
<td>Actual Expenses</td>
<td>$3,215</td>
<td>$60,000</td>
<td>$73,758</td>
<td>$55,941</td>
<td>$444,812</td>
<td>$105,629</td>
</tr>
<tr>
<td>Budgeted Expenses</td>
<td>$25,333</td>
<td>$60,000</td>
<td>$673,135</td>
<td>$554,486</td>
<td>$1,632,509</td>
<td>$591,883</td>
</tr>
<tr>
<td>Actual Expenses</td>
<td>$6,152</td>
<td>$60,000</td>
<td>$57,976</td>
<td>$198,602</td>
<td>$793,285</td>
<td>$175,684</td>
</tr>
<tr>
<td>Observations</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>13</td>
</tr>
</tbody>
</table>
Table E.29. Average Budgeted and Actual Net Revenue (Calculated)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Parameter</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgeted Net Revenue</td>
<td>-$11,833</td>
<td>0</td>
<td>$19,866</td>
<td>-$347,946</td>
<td>$565,386</td>
<td>-$43,375</td>
</tr>
<tr>
<td></td>
<td>-$35,481 - $11,815</td>
<td>N/A - N/A</td>
<td>-$82,834 - $122,566</td>
<td>-$854,430 - $158,538</td>
<td>-$68,140 - $1,198,912</td>
<td>-$262,338 - $175,588</td>
</tr>
<tr>
<td>Actual Net Revenue</td>
<td>-$10,911</td>
<td>0</td>
<td>$12,295</td>
<td>-$281,730</td>
<td>$1,083,345</td>
<td>$18,965</td>
</tr>
<tr>
<td>Observations</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>13</td>
</tr>
</tbody>
</table>
Table E.30. Percentage of Utilities with a Deficit/Loss, and Total Deficit/Loss at Those Utilities (Calculated)

American Indian Utilities
January to the Present
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Utility Deficits by Population Served (Dollars in Millions)</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Percentage of Utilities</td>
<td>33%</td>
<td>0%</td>
</tr>
<tr>
<td>with Deficit/Loss</td>
<td>4% - 87%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Total Deficit/Loss</td>
<td>$0.6</td>
<td>$4.6</td>
</tr>
<tr>
<td>(Utilities with Deficit/Loss)</td>
<td>$0.6 - $0.6</td>
<td>-$1.9 - $11.0</td>
</tr>
<tr>
<td>Observations</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>
# Table E.31. Average Difference between Actual and Budgeted Net Revenue, Percentage of Utilities with a Shortfall, and Total Shortfall at Those Utilities (Calculated)

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Difference between Actual and Budgeted Net Revenue by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Difference in Net Revenue (Actual Minus Budgeted Net Revenue)</td>
<td></td>
<td>$922</td>
<td>$0</td>
<td>-$7,571</td>
<td>$66,216</td>
<td>$517,959</td>
<td>$62,340</td>
</tr>
<tr>
<td>Percentage of Utilities with Shortfall</td>
<td></td>
<td>0%</td>
<td>0%</td>
<td>9%</td>
<td>0%</td>
<td>42%</td>
<td>7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1% - 49%</td>
<td>N/A - N/A</td>
<td>5% - 91%</td>
<td>3% - 18%</td>
</tr>
<tr>
<td>Total Shortfall in Utilities with Shortfall (Millions of Dollars)</td>
<td></td>
<td>$0.0</td>
<td>$0.0</td>
<td>$1.1</td>
<td>$0.0</td>
<td>$0.2</td>
<td>$1.3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>-$1.0 - $3.3</td>
<td>N/A - N/A</td>
<td>-$0.2 - $0.6</td>
<td>-$0.5 - $3.1</td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>13</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.32. Question D.1.2: Your answers indicate that actual operating revenue was lower than budgeted during the January to present period. What COVID-19-related factors contributed to this?

**American Indian Utilities**

**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Nonpayment of bills</td>
<td>Mean Score (0 to 2)</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Not a Contributor (0)</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Contributor (1)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Significant Contributor (2)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
</tr>
<tr>
<td>Decreased use</td>
<td>Mean Score (0 to 2)</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Not a Contributor (0)</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>Contributor (1)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Significant Contributor (2)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Table E.32. Question D.1.2: Your answers indicate that actual operating revenue was lower than budgeted during the January to present period. What COVID-19-related factors contributed to this?

**American Indian Utilities**  
January to the Present  

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduction in rates/fees</td>
<td>Mean Score (0 to 2)</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
<td>0.10</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.23</td>
<td>-0.17 - 0.63</td>
<td>0.23</td>
<td></td>
<td>0.00</td>
<td>-0.08 - 0.27</td>
</tr>
<tr>
<td></td>
<td>Not a Contributor (0)</td>
<td>100.0%</td>
<td>49.1%</td>
<td>100.0%</td>
<td>56.8%</td>
<td>73.6%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td>26.7% - 71.8%</td>
<td>N/A - N/A</td>
<td></td>
<td>56.8% - 85.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contributor (1)</td>
<td>0.0%</td>
<td>14.9%</td>
<td>0.0%</td>
<td>7.7%</td>
<td>1.1%</td>
<td>39.2%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td>2.2% - 58.1%</td>
<td>N/A - N/A</td>
<td></td>
<td>7.7%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Significant Contributor (2)</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
<td>36.0%</td>
<td>0.0%</td>
<td>18.7%</td>
<td>18.7%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td>26.6% - 46.6%</td>
<td>N/A - N/A</td>
<td></td>
<td>18.7%</td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.33. Question D.1.3: Your answers indicate that actual operating expenses were higher than budgeted during the January to present period. What COVID-19-related factors contributed?

**American Indian Utilities**
**January to the Present**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Personnel Costs</td>
<td>Mean Score (0 to 2)</td>
<td>1.31</td>
</tr>
<tr>
<td></td>
<td>Not a Contributor (0)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>34.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>34.5% - 34.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contributor (1)</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>Significant Contributor (2)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>65.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>65.5% - 65.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
</tr>
<tr>
<td>Consumables</td>
<td>Mean Score (0 to 2)</td>
<td>0.98</td>
</tr>
<tr>
<td></td>
<td>Not a Contributor (0)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>34.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>34.5% - 34.5%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contributor (1)</td>
<td>32.7%</td>
</tr>
<tr>
<td></td>
<td>Significant Contributor (2)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>32.7%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.6% - 90.0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Table E.33. Question D.1.3: Your answers indicate that actual operating expenses were higher than budgeted during the January to present period. What COVID-19-related factors contributed?

American Indian Utilities
January to the Present

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilities Costs</td>
<td>Mean Score (0 to 2)</td>
<td>0.65</td>
<td>-0.63 - 1.94</td>
<td>0.65</td>
<td>-0.63 - 1.94</td>
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</tr>
<tr>
<td></td>
<td>Not a Contributor (0)</td>
<td></td>
<td>67.3%</td>
<td></td>
<td>67.3%</td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>10.0% - 97.4%</td>
<td></td>
<td>10.0% - 97.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contributor (1)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Significant Contributor (2)</td>
<td>32.7%</td>
<td>2.6% - 90.0%</td>
<td>32.7%</td>
<td>2.6% - 90.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PPE</td>
<td>Mean Score (0 to 2)</td>
<td>0.65</td>
<td>0.65 - 0.65</td>
<td>0.65</td>
<td>0.65 - 0.65</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Not a Contributor (0)</td>
<td></td>
<td>34.5%</td>
<td></td>
<td>34.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>34.5% - 34.5%</td>
<td></td>
<td>34.5% - 34.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contributor (1)</td>
<td>65.5%</td>
<td>65.5% - 65.5%</td>
<td>65.5%</td>
<td>65.5% - 65.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Significant Contributor (2)</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td>0.0%</td>
<td>N/A - N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Observations</td>
<td></td>
<td></td>
<td>3</td>
<td></td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.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 the same, compared with the January to present timeframe?

American Indian Utilities
Present to December
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Value Type</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
<td>501 - 3,300</td>
<td>3,301 - 10,000</td>
<td>&gt; 10,000</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>Mean Score (0 to 2)</td>
<td>1.27</td>
<td>1.00</td>
<td>1.24</td>
<td>1.00</td>
<td>0.69</td>
<td>1.14</td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td></td>
<td>0.97 - 1.57</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>0.21 - 1.18</td>
<td>1.00 - 1.28</td>
<td></td>
</tr>
<tr>
<td>Improve (0)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>6.8%</td>
<td>0.0%</td>
<td>30.5%</td>
<td>7.4%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>8.3% - 68.2%</td>
<td>2.9% - 17.7%</td>
<td></td>
</tr>
<tr>
<td>Stay About the</td>
<td></td>
<td>73.2%</td>
<td>55.3%</td>
<td>50.4%</td>
<td>100.0%</td>
<td>37.5%</td>
<td>56.6%</td>
<td></td>
</tr>
<tr>
<td>Same (1)</td>
<td></td>
<td>37.6% - 92.5%</td>
<td>20.4% - 85.6%</td>
<td>31.9% - 68.7%</td>
<td>N/A - N/A</td>
<td>11.1% - 74.1%</td>
<td>43.2% - 69.0%</td>
<td></td>
</tr>
<tr>
<td>Worsen (2)</td>
<td></td>
<td>26.8%</td>
<td>0.0%</td>
<td>26.5%</td>
<td>0.0%</td>
<td>7.5%</td>
<td>18.9%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.5% - 62.4%</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>1.2% - 34.4%</td>
<td>11.4% - 29.7%</td>
<td></td>
</tr>
<tr>
<td>Do Not Know</td>
<td></td>
<td>0.0%</td>
<td>44.7%</td>
<td>16.3%</td>
<td>0.0%</td>
<td>24.5%</td>
<td>17.2%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>14.4% - 79.6%</td>
<td>6.4% - 35.5%</td>
<td>N/A - N/A</td>
<td>6.0% - 62.4%</td>
<td>9.1% - 30.0%</td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>Mean Score (0 to 2)</td>
<td>1.29</td>
<td>1.29</td>
<td>1.19</td>
<td>1.32</td>
<td>0.93</td>
<td>1.20</td>
<td></td>
</tr>
<tr>
<td>Expenses</td>
<td></td>
<td>0.96 - 1.61</td>
<td>0.83 - 1.74</td>
<td>1.02 - 1.36</td>
<td>0.84 - 1.79</td>
<td>0.22 - 1.64</td>
<td>1.05 - 1.34</td>
<td></td>
</tr>
<tr>
<td>Improve (0)</td>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>30.5%</td>
<td>3.9%</td>
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<td>N/A - N/A</td>
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<tr>
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<td>71.4%</td>
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<td>68.1%</td>
<td>19.5%</td>
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<tr>
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<tr>
<td>Worsen (2)</td>
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<td>17.9%</td>
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<td>31.9%</td>
<td>25.5%</td>
<td>20.2%</td>
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<td></td>
<td></td>
<td>7.7% - 65.7%</td>
<td>2.8% - 62.7%</td>
<td>5.8% - 33.7%</td>
<td>5.1% - 80.2%</td>
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N/A: confidence interval could not be calculated.
Table E.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?

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
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<tr>
<td></td>
<td></td>
<td>501 - 3,300</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 10,000</td>
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<td>Nonpayment of bills</td>
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<td>4.6% - 65.9%</td>
</tr>
<tr>
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<td>0.0%</td>
<td>3.3% - 53.6%</td>
</tr>
<tr>
<td>Contributor (1)</td>
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<td>0.0%</td>
</tr>
<tr>
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<td>6.4% - 94.2%</td>
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<tr>
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<td></td>
</tr>
<tr>
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<td>76.6%</td>
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<td>5.8% - 93.6%</td>
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<tr>
<td></td>
<td>11.6%</td>
<td>1.5% - 53.6%</td>
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<tr>
<td>Decreased use</td>
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<tr>
<td></td>
<td>19.1%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Do Not Know</td>
<td>0.0%</td>
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<td></td>
<td>N/A - N/A</td>
<td>8.4% - 73.5%</td>
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<td>23.8%</td>
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<tr>
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<td>4.9% - 65.4%</td>
</tr>
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</table>
Table E.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?

American Indian Utilities
Present to December
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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</thead>
<tbody>
<tr>
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<td>Mean Score (0 to 2)</td>
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<td></td>
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<td>0.37</td>
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<tr>
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<td>N/A</td>
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<td>1.00</td>
<td>0.37</td>
<td>0.37</td>
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</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td></td>
<td>10.2% - 69.9%</td>
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<td></td>
<td></td>
<td>17.0% - 80.6%</td>
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<td>32.6%</td>
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<td>1.00</td>
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<td>0.37</td>
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<tr>
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<td>0.0%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
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<td></td>
<td>N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td></td>
</tr>
<tr>
<td>Do Not Know</td>
<td>0.0%</td>
<td></td>
<td>33.5%</td>
<td>0.49</td>
<td>1.00</td>
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<td>N/A - N/A</td>
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<td>8.4% - 73.5%</td>
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<td>4.9% - 65.4%</td>
<td></td>
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<td>7</td>
<td>1</td>
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<td>10</td>
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</tr>
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</table>

N/A: confidence interval could not be calculated.
Table E.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?

**American Indian Utilities**

**Present to December**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
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<tr>
<td><strong>Personnel Costs</strong></td>
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<tr>
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<td></td>
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<td>N/A - N/A</td>
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<tr>
<td>Contributor (1)</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Significant Contributor (2)</td>
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</tr>
<tr>
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<td>N/A - N/A</td>
</tr>
<tr>
<td>Do Not Know</td>
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<tr>
<td><strong>Consumables</strong></td>
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<td>52.0%</td>
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<tr>
<td></td>
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<td>13.5%</td>
</tr>
<tr>
<td>Contributor (1)</td>
<td></td>
<td>48.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11.8%</td>
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<tr>
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</table>
Table E.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?

**American Indian Utilities**

Present to December

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Factor</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>N/A - N/A</td>
<td>21.7% - 78.1%</td>
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<td>Significant Contributor (2)</td>
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<td>7.4% - 49.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>0.82</td>
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<td>0.50 - 1.14</td>
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<td>100.0%</td>
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<td>0.0%</td>
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<td>2</td>
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</table>

N/A: confidence interval could not be calculated.
Table E.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)

**American Indian Utilities**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
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<td></td>
<td>&lt; 101</td>
</tr>
<tr>
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<tr>
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<tr>
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<tr>
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</tr>
<tr>
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</tr>
<tr>
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<td>Reducing staff hours</td>
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<tr>
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<tr>
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<tr>
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</tr>
<tr>
<td>Laying off staff</td>
<td>14.9%</td>
</tr>
<tr>
<td></td>
<td>2.3% - 56.8%</td>
</tr>
<tr>
<td>Incurred additional debt</td>
<td>14.9%</td>
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<tr>
<td></td>
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<tr>
<td>Refinancing debt and/or deferring debt payments</td>
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<tr>
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</tr>
<tr>
<td>Delaying/canceling capital improvement projects</td>
<td>13.0%</td>
</tr>
<tr>
<td></td>
<td>2.0% - 52.4%</td>
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<tr>
<td>Adjusting rates higher than originally planned</td>
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<tr>
<td></td>
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<tr>
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</tr>
<tr>
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N/A: confidence interval could not be calculated.
Table E.38. Question D.3.2: What type of impact do you think these actions are making or will make in mitigating the decrease in your organization’s cash flow?

**American Indian Utilities**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
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<th>Action</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
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<tr>
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<td>Drawing down days cash on hand</td>
<td>Mean Score (1 to 2)</td>
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<tr>
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<td>100.0%</td>
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</tr>
<tr>
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<td>N/A - N/A</td>
</tr>
<tr>
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Table E.38. Question D.3.2: What type of impact do you think these actions are making or will make in mitigating the decrease in your organization’s cash flow?

**American Indian Utilities**

*Estimates and 95 Percent Confidence Intervals*

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<tr>
<th>Action</th>
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<th>&lt; 101</th>
<th>101 - 500</th>
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<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>0.0%</td>
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<tr>
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<td>Do Not Know</td>
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*Observations:*
- Reducing staff hours: 13
- Reducing staff pay and benefits: 13
- Laying off staff: 3
Table E.38. Question D.3.2: What type of impact do you think these actions are making or will make in mitigating the decrease in your organization’s cash flow?

**American Indian Utilities**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Action</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>&lt; 101</th>
<th>101 - 500</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
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<td>0.0%</td>
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<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
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<td>Refinancing debt and/or deferring debt</td>
<td>Mean Score (1 to 2)</td>
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</tr>
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<tr>
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<td>2.00</td>
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<td>N/A - N/A</td>
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<td>65.2%</td>
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<td>N/A - N/A</td>
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<td>9</td>
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Table E.38. Question D.3.2: What type of impact do you think these actions are making or will make in mitigating the decrease in your organization’s cash flow?

American Indian Utilities

<table>
<thead>
<tr>
<th>Action</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
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<tr>
<td></td>
<td></td>
<td>&lt; 101</td>
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<td>501 - 3,300</td>
<td>3,301 - 10,000</td>
<td>&gt; 10,000</td>
</tr>
<tr>
<td>Adjusting rates higher than originally planned</td>
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<td>2.00</td>
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<td>0.0%</td>
<td>N/A - N/A</td>
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<tr>
<td></td>
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<td>34.8%</td>
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<td>N/A - N/A</td>
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N/A: confidence interval could not be calculated.
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<td>No changes to current or planned projects</td>
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<td>Pausing/slowing a project for which construction has begun</td>
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<td>Accelerating starting a project</td>
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<tr>
<td>Reducing the scope or funding for a project for which construction has begun</td>
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<td>Delaying applying for a subsidized loan/grant by at least six months</td>
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<td>2.2%</td>
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N/A: confidence interval could not be calculated.
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<th>Actions</th>
<th>Percentage Reporting by Population Served</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Suspended service shutoffs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>42.8%</td>
<td>17.9%</td>
</tr>
<tr>
<td></td>
<td>15.4% - 75.5%</td>
<td>2.8% - 62.7%</td>
</tr>
<tr>
<td>Waived late payment fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>42.8%</td>
<td>17.9%</td>
</tr>
<tr>
<td></td>
<td>15.4% - 75.5%</td>
<td>2.8% - 62.7%</td>
</tr>
<tr>
<td>Provided extensions on bill payment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>42.8%</td>
<td>35.9%</td>
</tr>
<tr>
<td></td>
<td>15.4% - 75.5%</td>
<td>10.3% - 73.1%</td>
</tr>
<tr>
<td>Expanded customer assistance programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>28.6%</td>
<td>17.9%</td>
</tr>
<tr>
<td></td>
<td>7.7% - 65.8%</td>
<td>2.8% - 62.7%</td>
</tr>
<tr>
<td>Expanded water conservation programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>14.9%</td>
<td>17.9%</td>
</tr>
<tr>
<td></td>
<td>2.3% - 56.8%</td>
<td>2.8% - 62.7%</td>
</tr>
<tr>
<td>Delayed or eliminated planned rate adjustment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>14.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>2.3% - 56.8%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Lowered rates</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>14.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>2.3% - 56.8%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>None (no actions taken)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>28.6%</td>
<td>56.7%</td>
</tr>
<tr>
<td></td>
<td>7.7% - 65.8%</td>
<td>22.3% - 85.7%</td>
</tr>
<tr>
<td>Do not know</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0.0%</td>
<td>7.4%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>1.2% - 34.0%</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.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?

**American Indian Utilities**

**Estimates and 95 Percent Confidence Intervals**

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Estimates and 95 Percent Confidence Intervals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Lack of available personnel for sample collection</td>
<td>14.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>2.3% - 56.8%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Lack of available supplies for sampling and/or shipping</td>
<td>14.9%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>2.3% - 56.8%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Lack of available personal protective equipment</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Lack of access to approved monitoring locations</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>None</td>
<td>56.5%</td>
<td>100.0%</td>
</tr>
<tr>
<td></td>
<td>23.5% - 84.6%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Do not know</td>
<td>13.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>2.2% - 53.3%</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td>7</td>
<td>6</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.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?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
</tr>
<tr>
<td>Lack of available laboratory personnel</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Lack of available supplies for sampling and/or shipping</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Lack of available personal protective equipment</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Internal laboratory capacity shortages that delay timely analysis</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Decreased access to external laboratory services</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Delays in external laboratory services</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Sample transport delays</td>
<td>14.9%</td>
</tr>
<tr>
<td></td>
<td>2.3% - 56.8%</td>
</tr>
<tr>
<td>Travel restrictions</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Revenue interruption</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Other</td>
<td>13.7%</td>
</tr>
<tr>
<td></td>
<td>2.2% - 53.3%</td>
</tr>
<tr>
<td>None</td>
<td>71.4%</td>
</tr>
<tr>
<td></td>
<td>34.0% - 92.3%</td>
</tr>
<tr>
<td>Do not know</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
<td>7</td>
</tr>
</tbody>
</table>

N/A: confidence interval could not be calculated.
Table E.43. Question F1: Has your organization experienced any issues or concerns related to cybersecurity during the pandemic? (Yes/No)

American Indian Utilities

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 101</td>
<td>101 - 500</td>
</tr>
<tr>
<td>Percentage of Systems with Cybersecurity Concerns</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td>0.0% - 0.0%</td>
<td>0.0% - 0.0%</td>
</tr>
<tr>
<td>Observations</td>
<td>7</td>
<td>6</td>
</tr>
</tbody>
</table>
Table E.44. G1. Looking ahead to the next several months, please indicate your level of concern about topics covered in this survey.

American Indian Utilities
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Topics of Concern</th>
<th>Response</th>
<th>&lt; 101</th>
<th>&gt; 10,000</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean Score</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.00</td>
<td>1.07</td>
<td>1.21</td>
<td>0.79</td>
<td>1.12</td>
<td>1.12</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.45 - 1.55</td>
<td>0.46 - 1.68</td>
<td>0.99 - 1.44</td>
<td>0.47 - 1.12</td>
<td>0.51 - 1.73</td>
<td>0.94 - 1.29</td>
</tr>
<tr>
<td></td>
<td>No Concern</td>
<td>28.6%</td>
<td>23.6%</td>
<td>7.9%</td>
<td>20.6%</td>
<td>30.5%</td>
<td>17.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.6% - 66.1%</td>
<td>3.7% - 71.2%</td>
<td>2.1% - 25.6%</td>
<td>3.4% - 65.4%</td>
<td>8.2% - 68.4%</td>
<td>9.5% - 29.8%</td>
</tr>
<tr>
<td></td>
<td>Mild Concern</td>
<td>42.8%</td>
<td>45.5%</td>
<td>62.9%</td>
<td>79.4%</td>
<td>26.9%</td>
<td>53.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15.3% - 75.5%</td>
<td>12.4% - 83.1%</td>
<td>42.4% - 79.6%</td>
<td>34.6% - 96.6%</td>
<td>6.5% - 66.2%</td>
<td>39.5% - 67.1%</td>
</tr>
<tr>
<td></td>
<td>Serious Concern</td>
<td>28.6%</td>
<td>30.9%</td>
<td>29.2%</td>
<td>0.0%</td>
<td>42.5%</td>
<td>29.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.6% - 66.1%</td>
<td>7.1% - 72.4%</td>
<td>14.3% - 50.5%</td>
<td>N/A - N/A</td>
<td>14.7% - 76.1%</td>
<td>18.1% - 42.9%</td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>7</td>
<td>5</td>
<td>23</td>
<td>4</td>
<td>7</td>
<td>46</td>
</tr>
<tr>
<td>Workforce</td>
<td>Mean Score</td>
<td>1.28</td>
<td>1.18</td>
<td>1.25</td>
<td>1.46</td>
<td>1.12</td>
<td>1.24</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.65 - 1.91</td>
<td>0.61 - 1.75</td>
<td>1.02 - 1.47</td>
<td>0.99 - 1.93</td>
<td>0.51 - 1.73</td>
<td>1.05 - 1.43</td>
</tr>
<tr>
<td></td>
<td>No Concern</td>
<td>28.6%</td>
<td>17.9%</td>
<td>8.0%</td>
<td>0.0%</td>
<td>30.5%</td>
<td>15.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7.6% - 66.1%</td>
<td>2.7% - 63.1%</td>
<td>1.9% - 27.6%</td>
<td>0.0% - 0.0%</td>
<td>8.1% - 68.6%</td>
<td>7.8% - 28.9%</td>
</tr>
<tr>
<td></td>
<td>Mild Concern</td>
<td>14.9%</td>
<td>46.2%</td>
<td>59.4%</td>
<td>54.2%</td>
<td>26.9%</td>
<td>44.6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.2% - 57.2%</td>
<td>17.0% - 78.3%</td>
<td>38.8% - 77.1%</td>
<td>15.0% - 88.8%</td>
<td>6.4% - 66.4%</td>
<td>31.4% - 58.6%</td>
</tr>
<tr>
<td></td>
<td>Serious Concern</td>
<td>56.5%</td>
<td>35.9%</td>
<td>32.7%</td>
<td>45.8%</td>
<td>42.5%</td>
<td>39.8%</td>
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<tr>
<td></td>
<td></td>
<td>23.4% - 84.7%</td>
<td>10.2% - 73.3%</td>
<td>17.3% - 53.0%</td>
<td>11.2% - 85.0%</td>
<td>14.7% - 76.0%</td>
<td>27.8% - 53.1%</td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>7</td>
<td>6</td>
<td>22</td>
<td>4</td>
<td>7</td>
<td>46</td>
</tr>
</tbody>
</table>
Table E.44. G1. Looking ahead to the next several months, please indicate your level of concern about topics covered in this survey.

American Indian Utilities
Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Topics of Concern</th>
<th>Response</th>
<th>&lt; 101</th>
<th>&gt; 10,000</th>
<th>501 - 3,300</th>
<th>3,301 - 10,000</th>
<th>&gt; 10,000</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>Mean Score</td>
<td>0.99</td>
<td>1.00</td>
<td>1.20</td>
<td>1.48</td>
<td>0.93</td>
<td>1.14</td>
</tr>
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<td></td>
<td></td>
<td>0.22 - 1.76</td>
<td>1.00 - 1.00</td>
<td>0.87 - 1.54</td>
<td>1.00 - 1.95</td>
<td>0.22 - 1.64</td>
<td>0.91 - 1.36</td>
</tr>
<tr>
<td></td>
<td>No Concern</td>
<td>40.7%</td>
<td>0%</td>
<td>27.0%</td>
<td>0%</td>
<td>30.5%</td>
<td>23.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.6% - 79.9%</td>
<td>N/A - N/A</td>
<td>13.2% - 47.4%</td>
<td>N/A - N/A</td>
<td>8.0% - 69.0%</td>
<td>13.9% - 37.9%</td>
</tr>
<tr>
<td></td>
<td>Mild Concern</td>
<td>19.6%</td>
<td>91.0%</td>
<td>25.6%</td>
<td>52.5%</td>
<td>19.5%</td>
<td>34.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.9% - 66.1%</td>
<td>59.8% - 98.6%</td>
<td>11.5% - 47.6%</td>
<td>14.1% - 88.1%</td>
<td>3.0% - 65.3%</td>
<td>21.2% - 49.9%</td>
</tr>
<tr>
<td></td>
<td>Serious Concern</td>
<td>39.7%</td>
<td>0%</td>
<td>47.4%</td>
<td>47.5%</td>
<td>25.5%</td>
<td>37.2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10.7% - 78.4%</td>
<td>N/A - N/A</td>
<td>0.0% - 0.0%</td>
<td>0.0% - 0.0%</td>
<td>0.0% - 0.0%</td>
<td>0.0% - 0.0%</td>
</tr>
<tr>
<td></td>
<td>Do Not Know</td>
<td>0%</td>
<td>9.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>24.5%</td>
<td>4.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
<td>N/A - N/A</td>
</tr>
<tr>
<td>Observations</td>
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<td>5</td>
<td>5</td>
<td>22</td>
<td>4</td>
<td>7</td>
<td>43</td>
</tr>
</tbody>
</table>

| Analytical Support | Mean Score | 0.66 | 0.74 | 0.53 | 0.69 | 0.69 | 0.61 |
|                   |          | 0.06 - 1.27 | 0.33 - 1.16 | 0.26 - 0.79 | 0.23 - 1.15 | 0.35 - 1.04 | 0.43 - 0.79 |
|                   | No Concern | 51.1% | 23.6% | 58.1% | 20.6% | 30.5% | 45.9% |
|                   |          | 18.1% - 83.2% | 3.6% - 71.8% | 38.8% - 75.2% | 3.4% - 65.4% | 8.0% - 68.8% | 33.3% - 59.0% |
|                   | Mild Concern | 31.5% | 67.3% | 31.3% | 45.8% | 69.5% | 42.3% |
|                   |          | 8.6% - 69.2% | 25.6% - 92.5% | 16.1% - 52.0% | 11.1% - 85.1% | 31.2% - 92.0% | 29.7% - 56.1% |
|                   | Serious Concern | 17.5% | 0% | 10.6% | 0% | 0% | 8.1% |
|                   |          | 2.6% - 62.6% | N/A - N/A | 3.1% - 30.8% | N/A - N/A | 0.0% - 0.0% | 2.8% - 21.2% |
|                   | Do Not Know | 0% | 9% | 0% | 33.6% | 0% | 3.7% |
|                   |          | 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 | 5 | 22 | 4 | 7 | 44 |
Table E.44. G1. Looking ahead to the next several months, please indicate your level of concern about topics covered in this survey.

American Indian Utilities

Estimates and 95 Percent Confidence Intervals

<table>
<thead>
<tr>
<th>Topics of Concern</th>
<th>Response</th>
<th>Percentage Reporting by Population Served</th>
<th>Mean Score</th>
<th>95% CI</th>
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<td>&lt; 101</td>
<td>&gt; 10,000</td>
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<td>Cybersecurity</td>
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<td>0.59</td>
<td>0.72</td>
<td>0.47</td>
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<td>0.17 - 1.02</td>
<td>-0.01 - 1.45</td>
<td>0.18 - 0.76</td>
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<td>No Concern</td>
<td>40.7%</td>
<td>47.3%</td>
<td>64.0%</td>
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<td>10.6% - 79.9%</td>
<td>14.9% - 82.1%</td>
<td>42.4% - 81.1%</td>
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<tr>
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<td>Mild Concern</td>
<td>59.3%</td>
<td>21.8%</td>
<td>45.8%</td>
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<td>20.1% - 89.4%</td>
<td>3.3% - 69.6%</td>
<td>11.9% - 46.0%</td>
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<td>Serious</td>
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<td>10.6%</td>
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<td>Do Not Know</td>
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<td>Observations</td>
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N/A: confidence interval could not be calculated.