



Customer Acceptance of Water Main Structural Reliability

Nimmi Damodaran, Joanna Pratt, John Cromwell, Jeffrey Lazo, Elizabeth David

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This book reports on an evaluation approach for utilities to use to assess customer perceptions, attitudes, and expectations for water system reliability; their tolerance to service disruptions and construction impacts; and their willingness to pay for expected levels of service. Strategies discussed include methods for assessing customers' perceptions and expectations, costs of infrastructure strategies, how to incorporate external costs, and a plan to communicate with customers.

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