



East Gippsland **Water**

East Gippsland Water: Stage 3 Round 2 (Quantitative survey) – Results Summary

December 2016

Insync Surveys Pty Ltd
ABN 58 108 768 958

www.insyncsurveys.com.au

Melbourne
Level 7, 91 William Street
Melbourne VIC 3000 Australia
Tel +61 3 9909 9209
Fax +61 3 9614 4460

Sydney
Level 20, 15 Castlereagh Street
Sydney NSW 2000 Australia
Tel +61 2 8081 2000
Fax +61 2 9955 8929

Postal Address
PO Box 16107
Collins Street West
Melbourne VIC 8007
Australia

Table of Contents

Background.....	4
Methodology overview.....	4
Survey development.....	4
Survey dissemination.....	4
Respondent characteristics.....	7
General	9
East Gippsland Water should assist customers in genuine financial need.....	9
I would like to see or change my account details and billing information online.....	11
I would like to find out about leaks and interruptions to my water supply and sewerage services through social media (e.g. Facebook/twitter).....	12
Environment	15
East Gippsland Water should be an environmental leader in our area	15
East Gippsland Water is required to reduce its greenhouse gas emissions:	16
... It should do so in ways that keep jobs and money in our region:	17
... It should do so by giving customers a choice to pay for greenhouse gas reductions in their bill.....	18
... It should do so in the cheapest way possible:	19
Liveability	21
East Gippsland Water should spend some of customers' money to support liveability:	21
... It should do so by proving information and education in schools:	22
... It should do so by planting trees and creating habitat:.....	22
... It should do so by providing subsidised water efficient products:.....	23
... It should do so by investing in recreational opportunities on EGW land:.....	24
... It should do so by installing drinking fountains:	26
... It should do so by providing bill relief for community groups:	28
.. It should do so by providing water use audits for households:	29
... It should do so by not doing any of the above and focusing exclusively on reducing bills:	30
Is there anything else you think East Gippsland Water should be doing to assist our region's liveability?	31
Pricing/investment.....	33
Thinking about all the different things East Gippsland Water spends money on, is there any aspect where you'd accept a reduced level of service in order to fund other projects or minimise bills?	33
With our limited resources, which of the following is the single most important thing for East Gippsland Water to invest in?	33
Based on your answer above, can you describe why this is important to you?	34
Summary and recommendations	36

Digitisation..... 36

Hardship 36

Environment 36

Liveability 36

Pricing/investment..... 36

Next steps 36

Appendices: 38

Appendix A: Survey items..... 38

 Have your say about water and wastewater services 38

 Have your say about water and wastewater services 38

 Prize draw (optional) 40

Background

This document provides a summary of results from the Stage 3 – Round 2 phase of East Gippsland Water's customer engagement for their 2018 pricing submission to the ESC.

East Gippsland Water (EGW) engaged Insync to partner with them to deliver their survey. Specifically, East Gippsland Water asked Insync for:

- greater certainty about areas on which there was high agreement in the Stage 2 qualitative research,
 - more clarity on areas where consensus was not high in the Stage 2 qualitative research,
 - to learn about views that have not been raised in the Stage 2 qualitative research, and
 - an initial limited understanding of trade-off potentials.
- Identifying areas on service levels, commitments, outcomes that can be taken to the next stage of customer engagement that will add value and influence final price to customers.
- Insync engaged for independence and statistical expertise.

Methodology overview

East Gippsland Water elected to utilise an online survey for this stage of their customer engagement. The survey process is outlined below.

- Online survey developed based on earlier customer engagement
- Online survey launched by Insync and disseminated by East Gippsland Water
- Survey was delivered in a manner that considered fit for purpose and suitable for EGW customers
- Survey approach ensured total regional coverage and diversity
- Survey in field between the 14th of October until the 5th of December 2016
- A prize draw was offered as an incentive (\$100 off your water bill)
- Insync undertook data analysis and created a results portal
- Insync developed a summary document
- Hardcopies of the survey provided for distribution at local Neighbourhood House centres throughout towns in East Gippsland.
- A consistent approach was used in cases where survey questions completed in hard copy were either omitted or not followed.

Survey development

Insync developed a set of draft topics for survey based on the earlier qualitative research undertaken in Stage 2. East Gippsland Water engaged with their Customer Committee (CC) to workshop and review the survey topic and provide new ideas, questions as appropriate. The topics (and resulting survey items) were taken to the EGW board to highlight CC input and influence, and were then finalised in conjunction with Insync.

Survey dissemination

East Gippsland Water disseminated the survey in a variety of ways to maximise the response rate to attempt to capture representative responses throughout the region. The target response rate was n=400 to provide a confidence interval of 95% -+5. A landing page was created on the East Gippsland Water website with a brief

explanation of the purpose of the survey. Respondents were invited to complete the survey online, via attendance at a water café, or by picking up a hardcopy survey at a Neighbourhood House or directly from East Gippsland Water. The survey was further publicised via social media and through East Gippsland Water’s existing customer engagement channels, including local newspapers and news sheets. Despite the development of online facility for customer engagement, the majority of survey responses were received through water café at markets fairs and shows throughout the region where the surveys were completed online by using ipads. Had the water cafes not been utilised to the degree they were, the response rate for the survey would have been too low to enable sufficient confidence in the results.

The table below outlines the locations of the Water Cafes and Neighbourhood and Community Houses that collected surveys.

Water Café Location	Surveys completed	Neighbourhood and Community Houses	Surveys completed
Lucktoberfest	Approx. 60	Bairnsdale Neighbourhood House	2
Children’s Week	4	East Bairnsdale Community House	1
Eagle Point Fete	Approx. 60	Bemm River Neighbourhood House	1
St Brendan’s Fete	Approx. 70	Buchan Neighbourhood House	2
Bairnsdale Show	Approx. 80	Cann River Neighbourhood House	6
Orbost Primary School fete	Approx. 15	Lakes Entrance Neighbourhood House	33
Omeo Show	Approx. 20	Mallacoota Neighbourhood House	14
Paynesville Market	Approx. 35	Orbost Neighbourhood House	9
Bruthen Market	Approx. 20	Paynesville Neighbourhood House	33
Metung Primary School	Approx. 20	Swifts Creek Neighbourhood House	3
Howitt Park Market	Approx. 100		
Mallacoota Market	Approx. 50		
Additional survey’s collected	Surveys completed		
Front Counter – Head Office	11		

Reply Paid mail

35

Social media

The two screenshots below are examples of East Gippsland Water’s social media efforts to increase participation in the customer engagement process.



Figure 2: A example of an East Gippsland of the survey



Figure 1: East Gippsland Water’s facebook promotion Water water cafe.

Respondent characteristics

The initial aim for the survey was to reach n=400 respondents to achieve a confidence interval of 95% +/-5. A total of 820 respondents fully completed the survey, while 921 completed part of the survey. This provides additional comfort that the results can be interpreted as reflecting customer sentiment. As a result, many of the charts in this report have between 820 and 921 responses included. Of all of the respondents, 96% identified as East Gippsland Water customers. This response rate is a reflection of the lengths East Gippsland Water went to in order to gather as many responses as possible from a wide range of demographics. Such a high response rate should be celebrated.

Demographic		%
Customer	Yes	96% (n=815)
	No	4% (n=33)
Gender	Female	66% (n=540)
	Male	33% (n=271)
Year of birth	Prior to 1945	13% (n=102)
	1945-1960	31% (n=249)
	1961-1980	35% (n=280)
	1981 or afterwards	19% (n=155)
	Prefer not to say	2% (n=19)
Aboriginal or Torres Strait Islander	Yes	2% (n=13)
	No	96% (n=753)
	Prefer not to say	2% (n=16)
Own/rent	Own	84% (n=693)
	Rent	14% (n=120)
	Prefer not to say	2% (n=16)
Household	Single person under 40 years	2% (n=21)
	Two or more single adults under 40 years sharing	3% (n=23)
	Couple under 40 years no children	2% (n=19)
	Family with children all or mainly under 12 years	30% (n=253)
	Family with children all or mainly aged 12-18	7% (n=62)
	Family with children mostly 19+ years living at home	4% (n=35)
	Couple over 40 years	34% (n=287)

	Single person over 40 years	12% (n=104)
	Other	5% (n=42)
Financial situation	Live comfortably	34% (n=292)
	Meet basic expenses with a little left over for extras	41% (n=349)
	Just meet basic expenses	16% (n=140)
	Don't have enough to meet basic expenses	3% (n=23)
	Prefer not to say	6% (n=48)

Findings

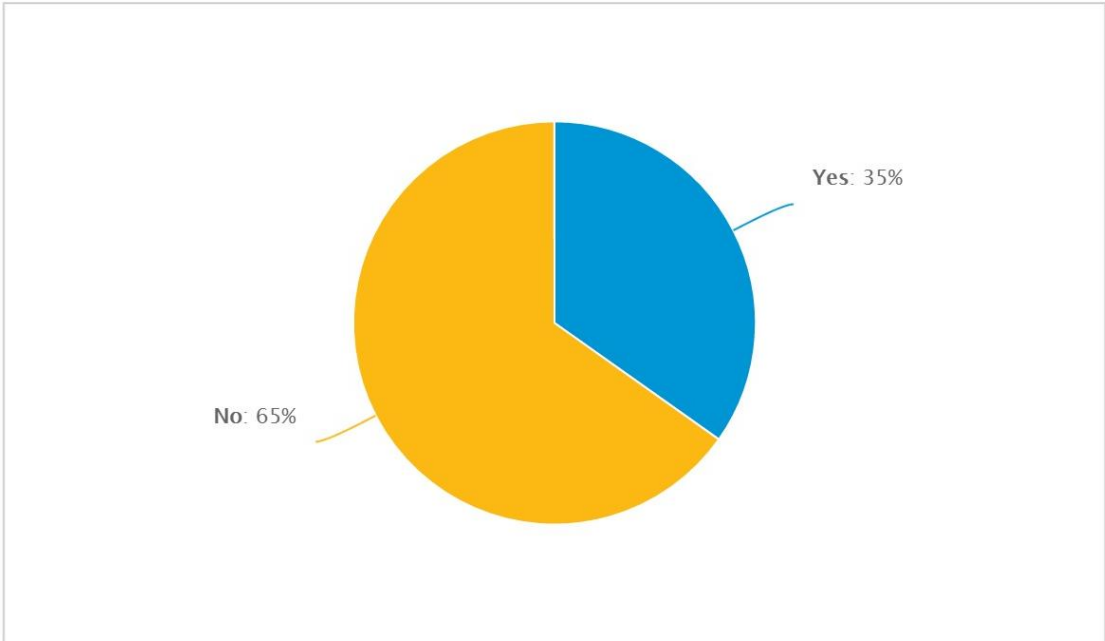
The results presented in this section are also provided electronically through a portal specifically set up for use by East Gippsland Water. The portal enables readers further detailed demographic breakdowns and all comments.

For items that were asked on a 7 point scale from 1 Strongly disagree to 7 Strongly agree, a percentage favourable rating has been provided. This rating relates to the % proportion of respondents who have selected agree or strongly agree. Slightly agree is considered neutral.

General

Are you aware of East Gippsland Water's Customer Financial Assistance Program?

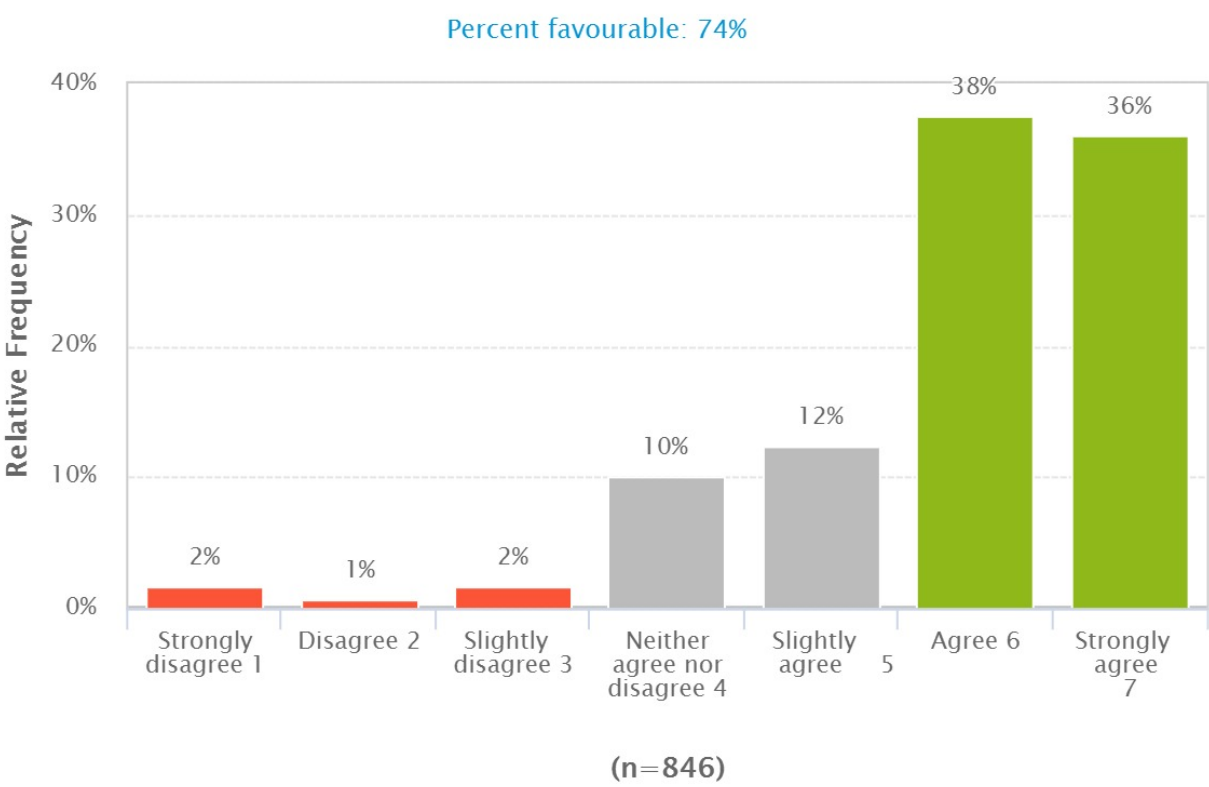
The majority of respondents (65%) were not aware of East Gippsland Water's Customer Financial Assistance Program.



Are you aware of East Gippsland Water's Customer Financial Assistance Program?

East Gippsland Water should assist customers in genuine financial need

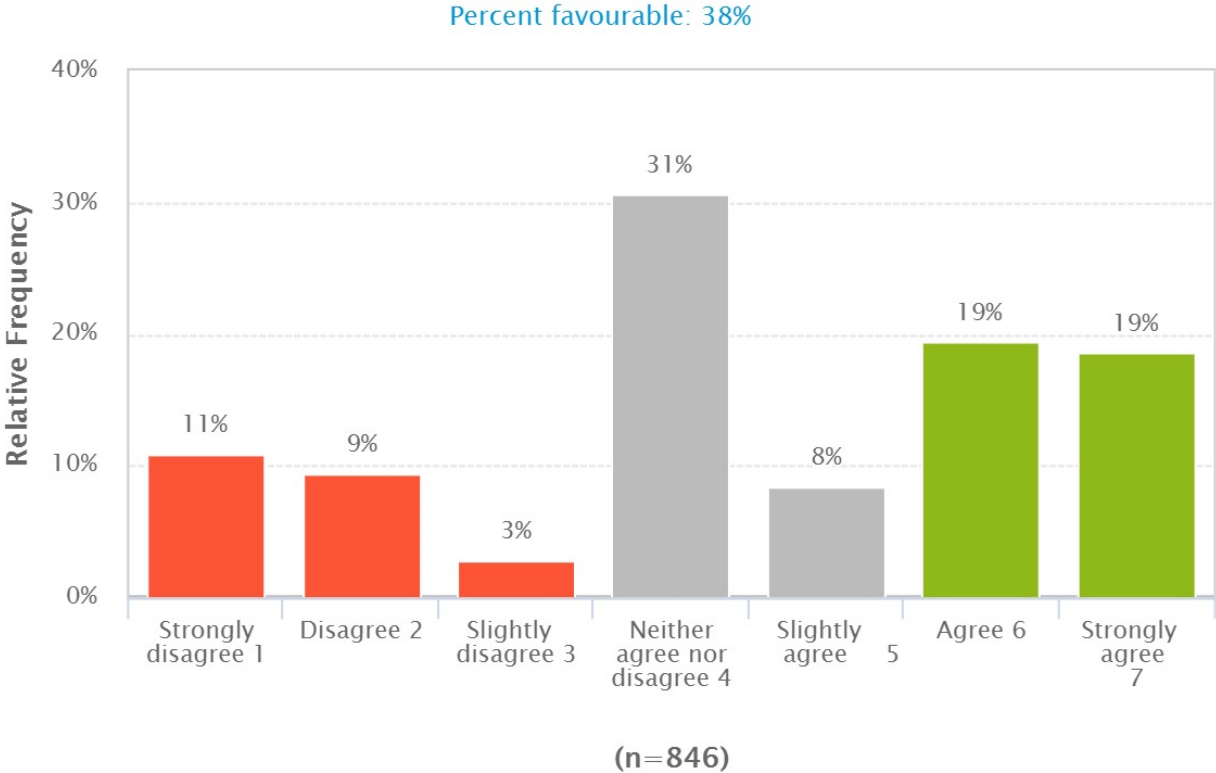
The majority of customers agree that East Gippsland Water should be providing assistance to customers in financial need.



East Gippsland Water should assist customers in genuine financial need

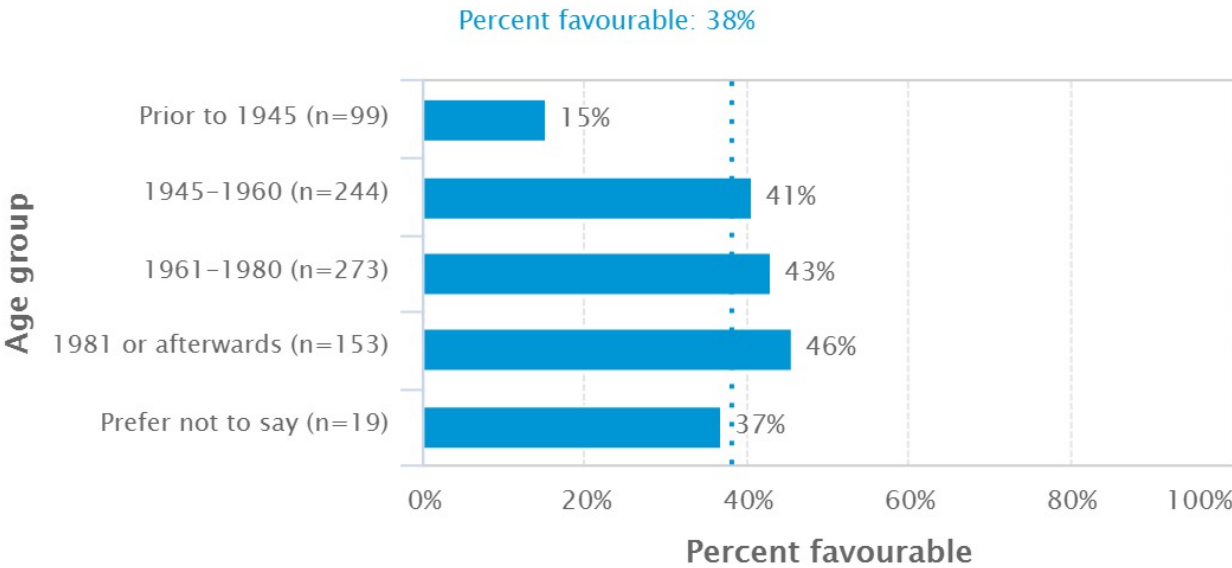
I would like to see or change my account details and billing information online

Respondents varied in their agreement with using online services to change account details and billing information. Thirty-nine per cent of respondents were neutral.



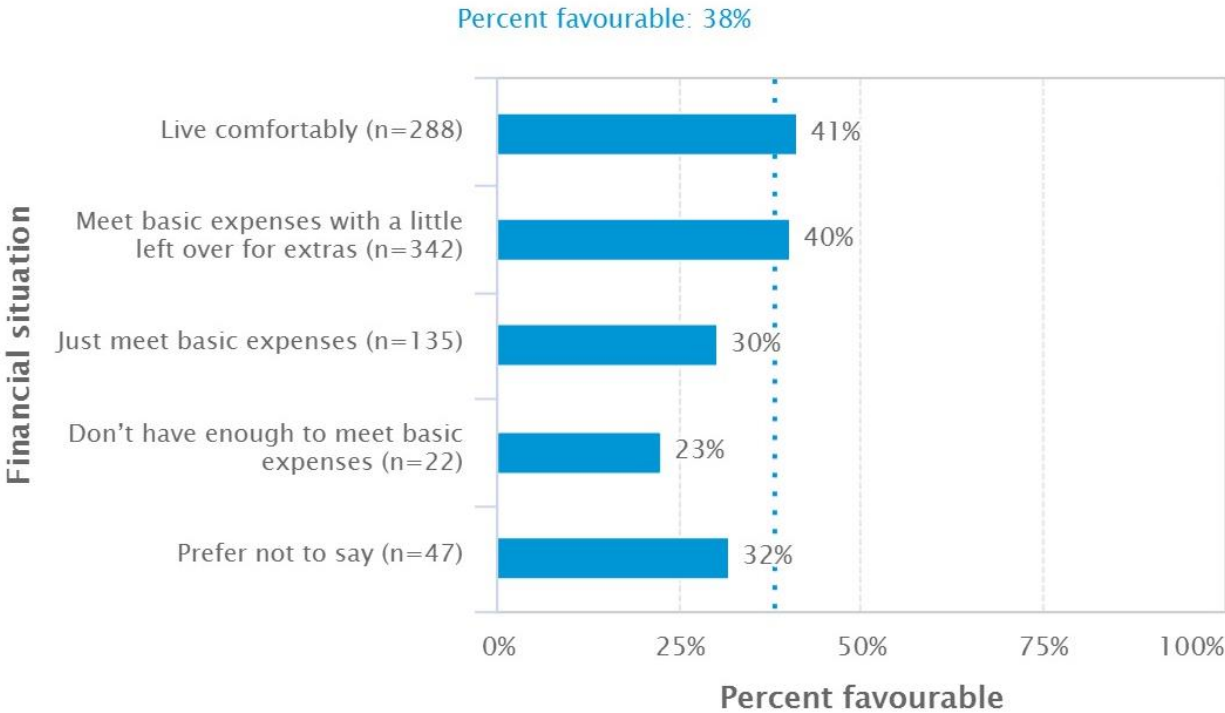
I would like to see or change my account details and billing information online

As shown in the chart below, the age demographic shows substantial differences between groups. The eldest respondents were least likely to want to change their details or access information online.



I would like to see or change my account details and billing information online

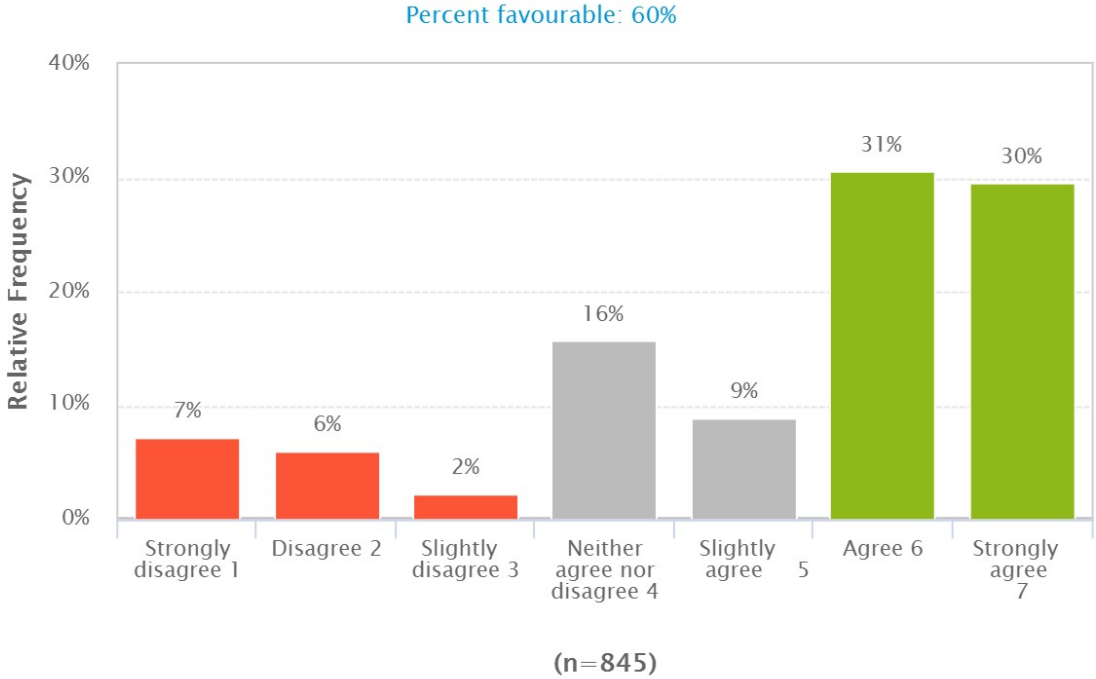
Similarly, financial situation plays a role. The more financially comfortable a respondent is, the more likely they were to favour online services (as shown below).



I would like to see or change my account details and billing information online

I would like to find out about leaks and interruptions to my water supply and sewerage services by SMS/text

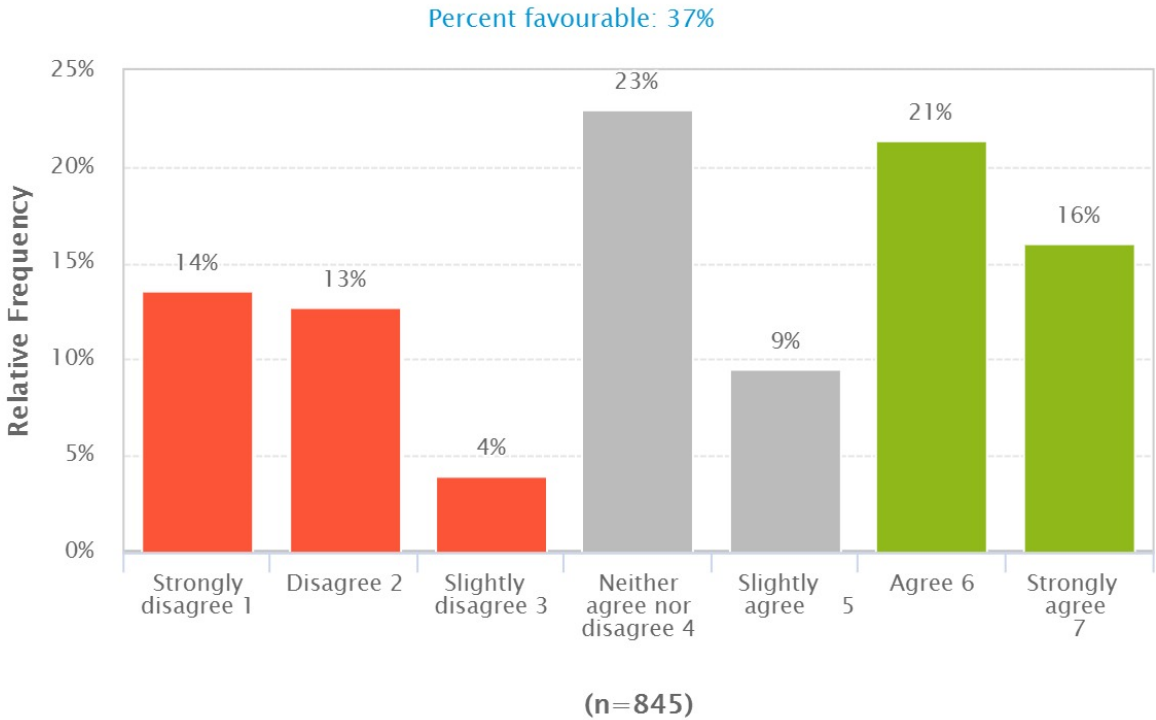
Consistent with the question above, there respondents were split on whether they would like to receive SMS notifications about leaks and interruptions. The demographic differences driven by age were also similar.



I would like to find out about leaks and interruptions to my water supply and sewerage services by SMS/text

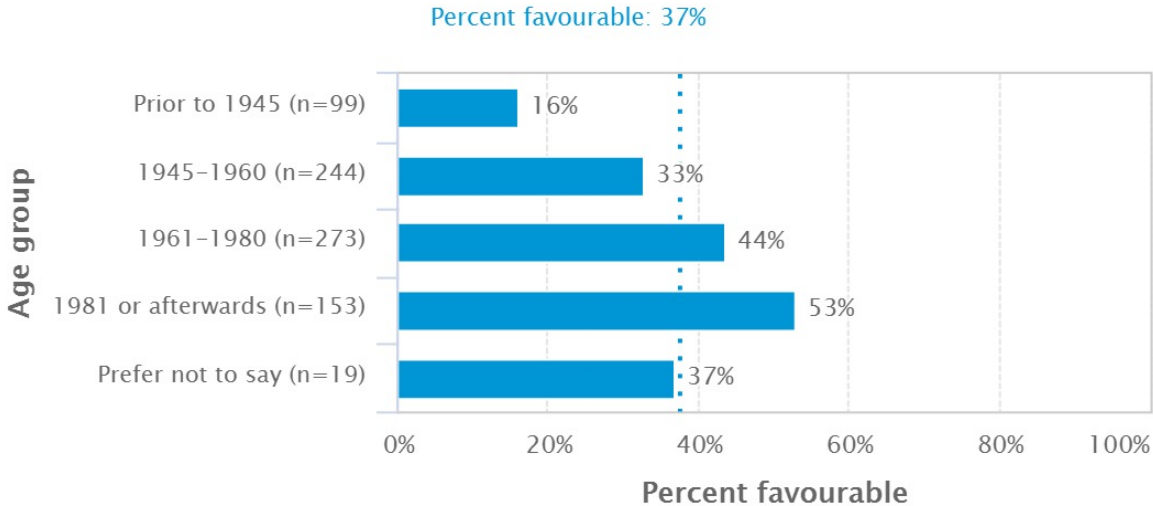
I would like to find out about leaks and interruptions to my water supply and sewerage services through social media (e.g. Facebook/twitter)

Respondents were less likely to want to receive notification about leaks and interruptions via social media. Note the high proportion of neutral responses.



I would like to find out about leaks and interruptions to my water supply and sewerage services through social media (e.g Facebook/twitter)

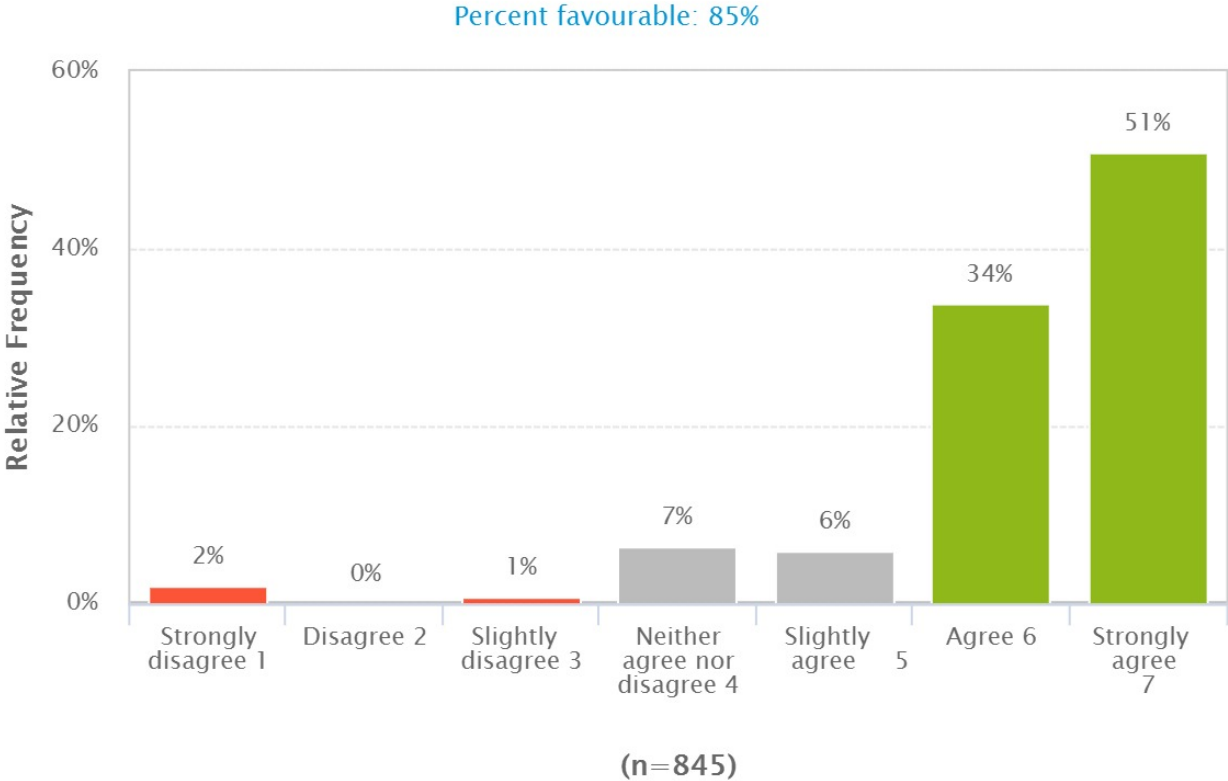
Unsurprisingly, older respondents were less likely to favour this method.



Environment

East Gippsland Water should be an environmental leader in our area

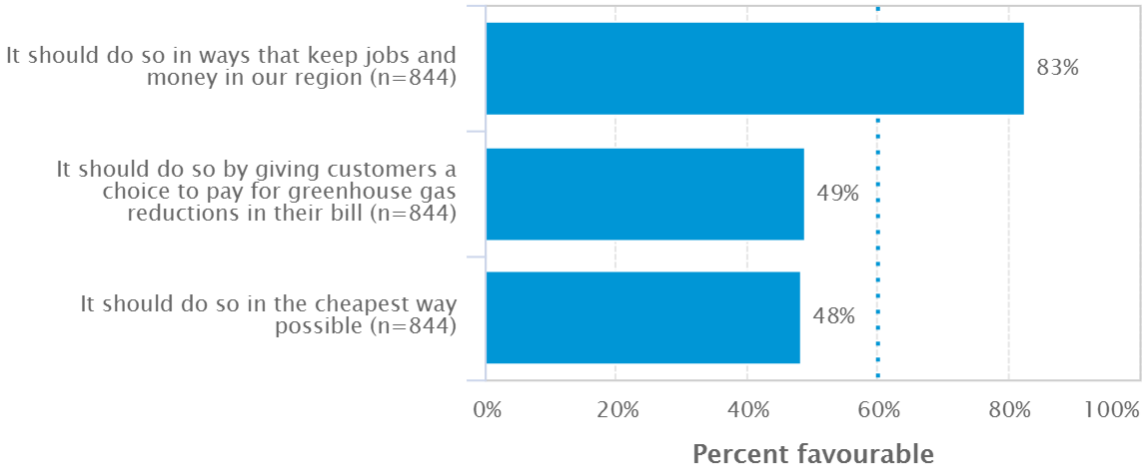
As shown in the chart below, a large majority of respondents agree that East Gippsland Water should be an environmental leader.



East Gippsland Water should be an environmental leader in our area

East Gippsland Water is required to reduce its greenhouse gas emissions:

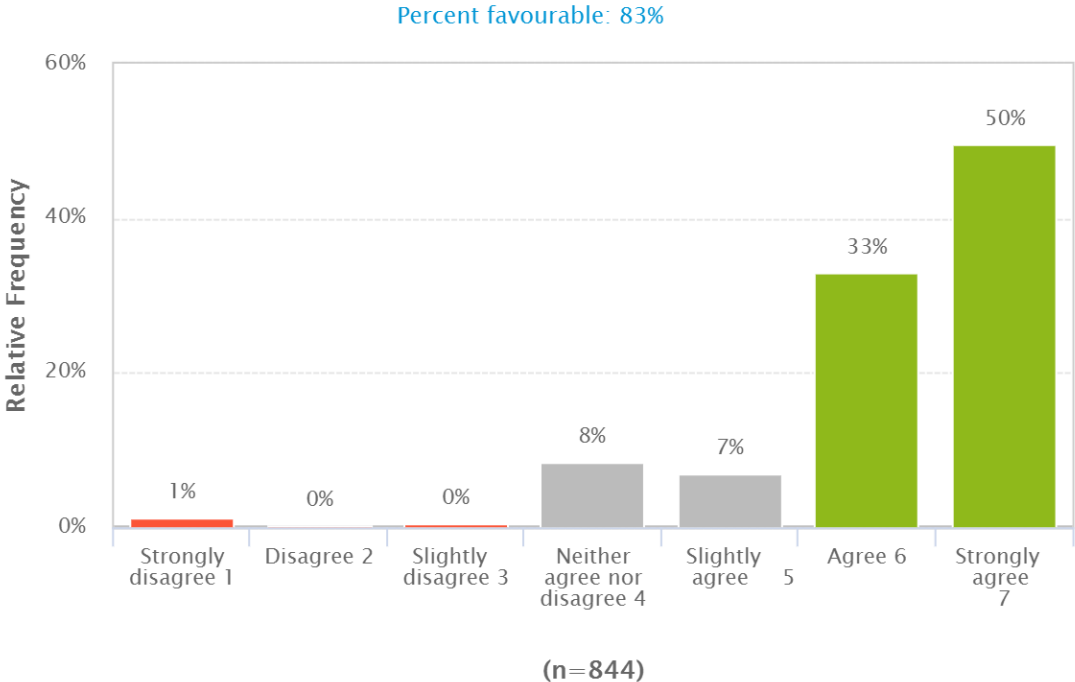
Most respondents want East Gippsland Water to focus on keeping jobs and money in the region when determining how to reduce greenhouse gas emissions.



SUMMARY: East Gippsland Water is required to reduce its greenhouse gas emissions:

The following charts show the breakdown of responses to the possible options for reducing greenhouse gas emissions.

... It should do so in ways that keep jobs and money in our region:



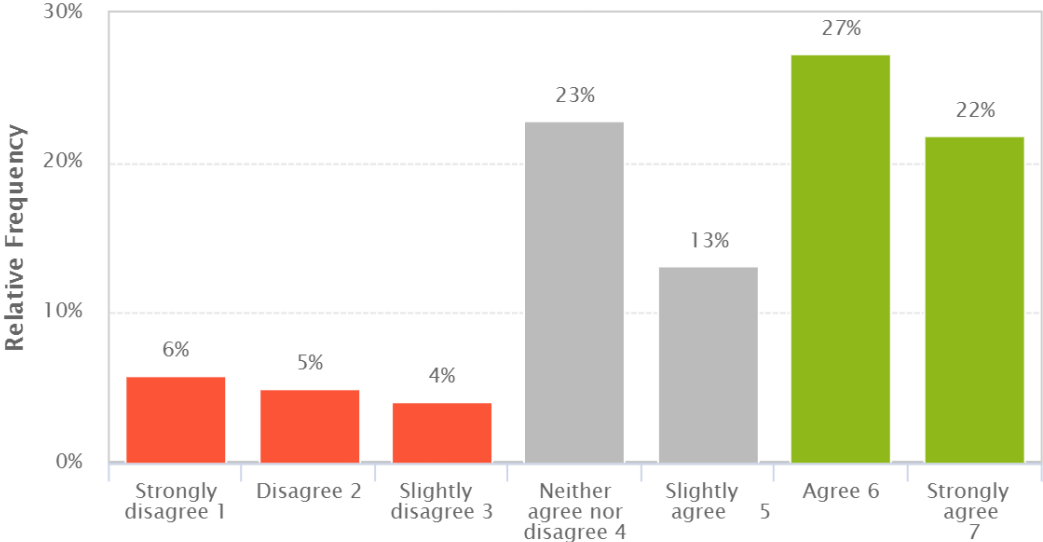
It should do so in ways that keep jobs and money in our region

Responses to 'It should do so in ways that keep jobs and money in our region' were consistently agreeable across all demographics.

... It should do so by giving customers a choice to pay for greenhouse gas reductions in their bill

There was some ambivalence around giving customers a choice to pay for offsets in their bill.

Percent favourable: 49%

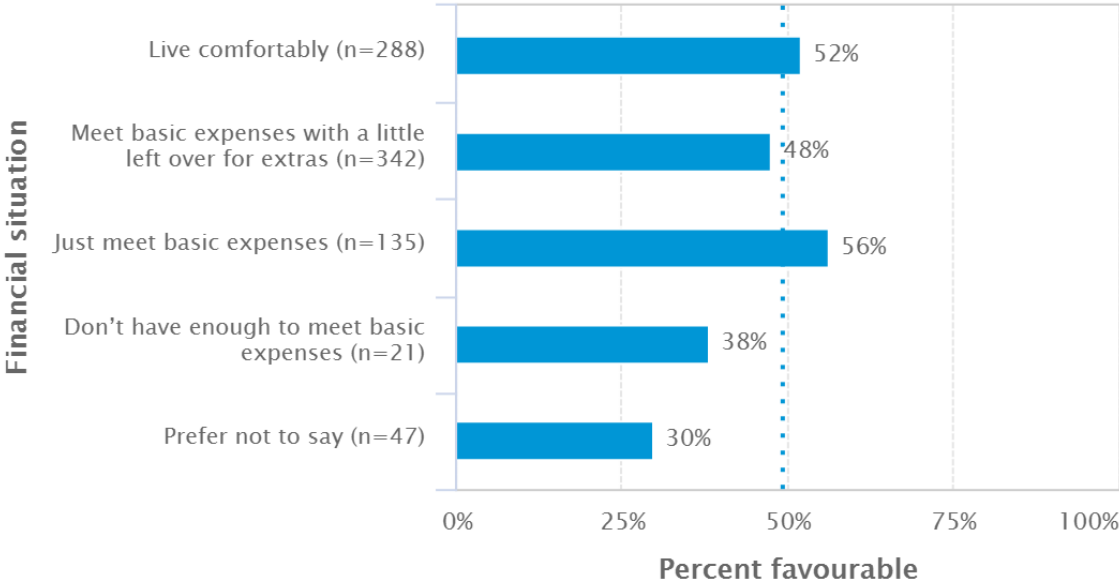


(n=844)

It should do so by giving customers a choice to pay for greenhouse gas reductions in their bill

By financial situation

Percent favourable: 49%

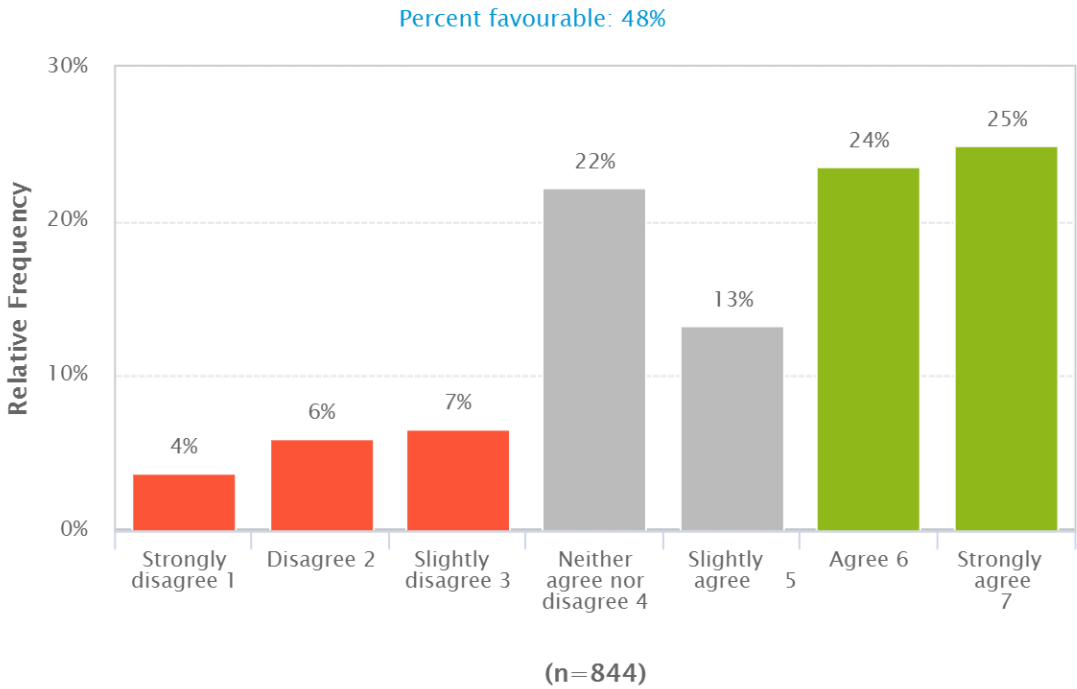


It should do so by giving customers a choice to pay for greenhouse gas reductions in their bill

Responses to 'It should do so by giving customers a choice to pay for greenhouse gas reductions in their bill' were mainly split between those who neither agree, nor disagree (23%) and those who slightly agree, agree, or strongly agree (62%). Respondents who listed their financial situation as 'don't have enough to meet basic expenses' responded less favourably to this statement than others, while those who preferred not to state their financial situation only had 30% or respondents agree or strongly agree. Other demographic breakdowns for this item showed little difference.

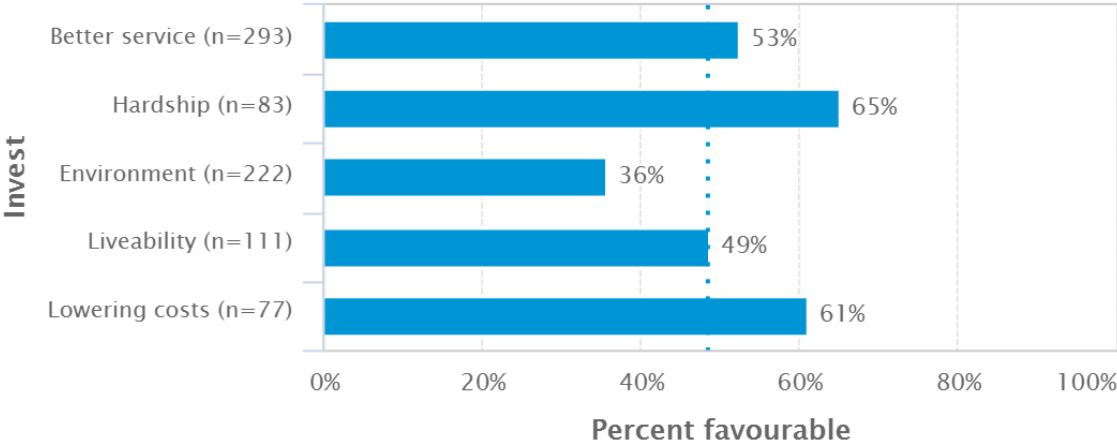
... It should do so in the cheapest way possible:

The majority of respondents were either favourable or neutral about the idea of reducing emissions as cheaply as possible.



It should do so in the cheapest way possible

Results broken down by what customers want the organisation to invest in:



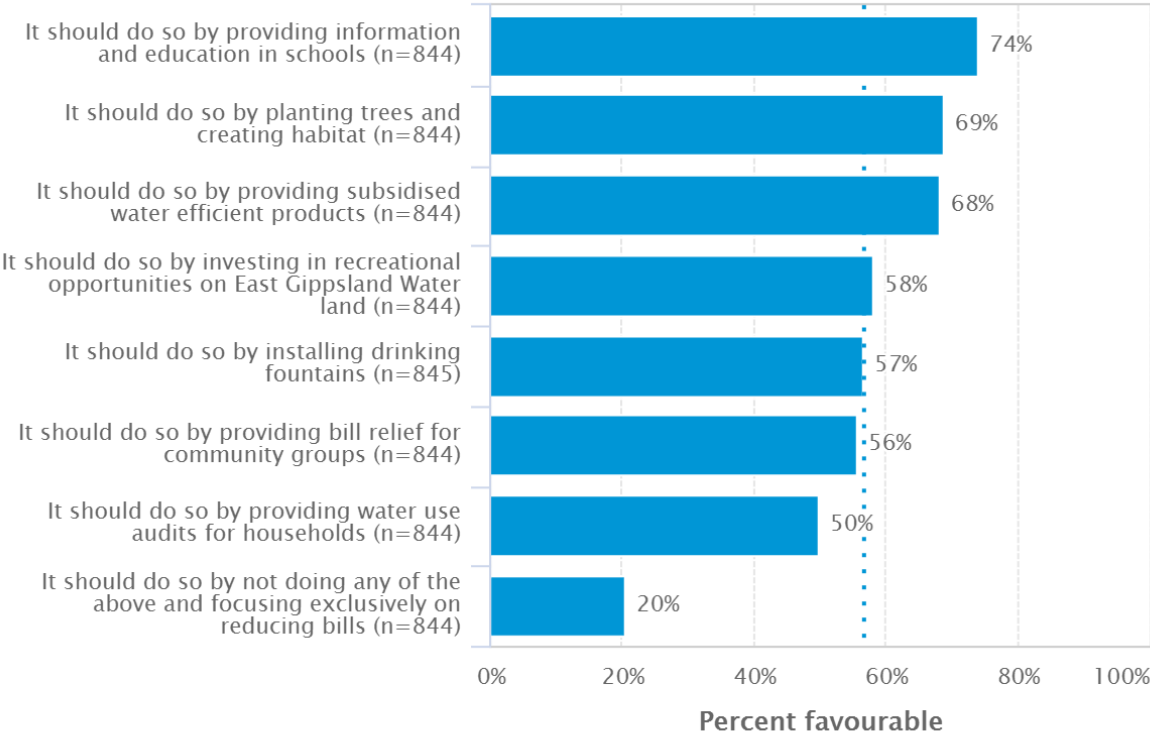
It should do so in the cheapest way possible

Other than when filtered by investment preference, there was very little difference in the response to ‘it should do so in the cheapest way possible’ when comparing different demographics. Those who believe that the investment priority for East Gippsland Water should be the environment, subsequently are less likely to feel that this should be done in the cheapest way possible. Equally logically, those who believe investments should be focused on lowering costs, hardship programs, are more likely to feel that environmental measures should be enacted in the cheapest way possible.

Liveability

East Gippsland Water should spend some of customers’ money to support liveability:

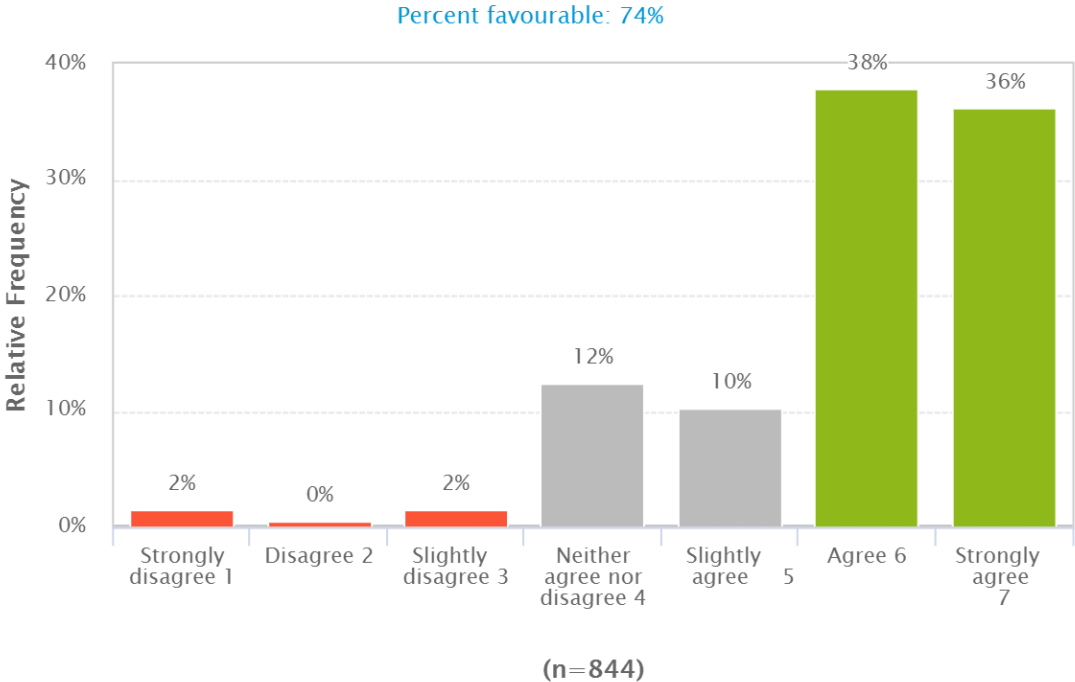
The chart below summarises the percentage favourable ratings for each option for supporting liveability.



SUMMARY: East Gippsland Water should spend some of customers’ money to support liveability:

The following charts show the breakdown of responses for each of the options listed above.

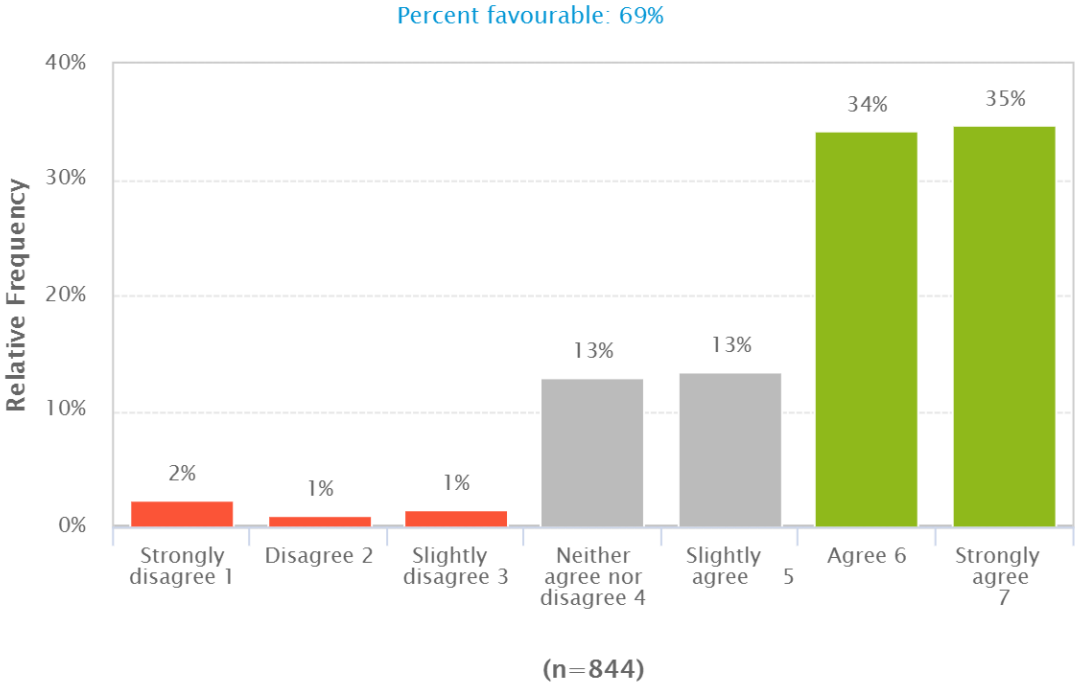
... It should do so by proving information and education in schools:



It should do so by providing information and education in schools

There were no notable differences in response for demographic breakdowns.

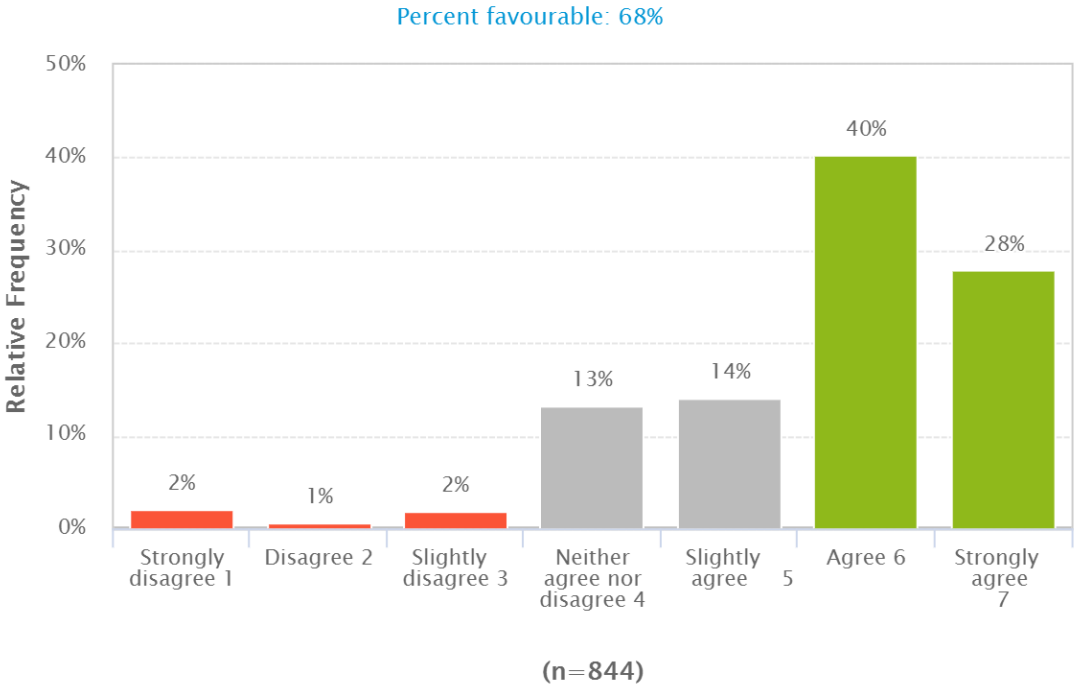
... It should do so by planting trees and creating habitat:



It should do so by planting trees and creating habitat

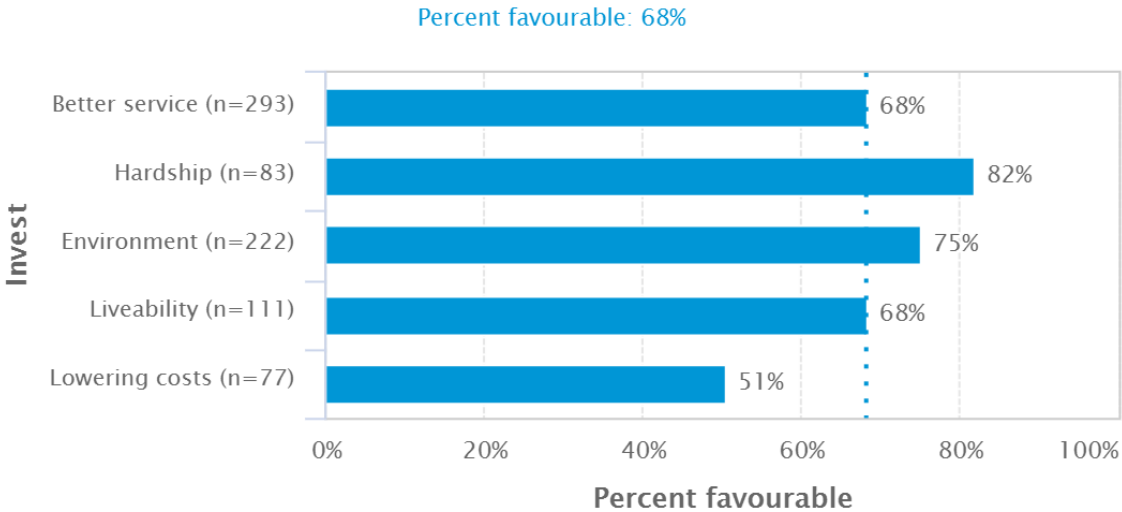
There were no notable differences in response for demographic breakdowns.

... It should do so by providing subsidised water efficient products:



It should do so by providing subsidised water efficient products

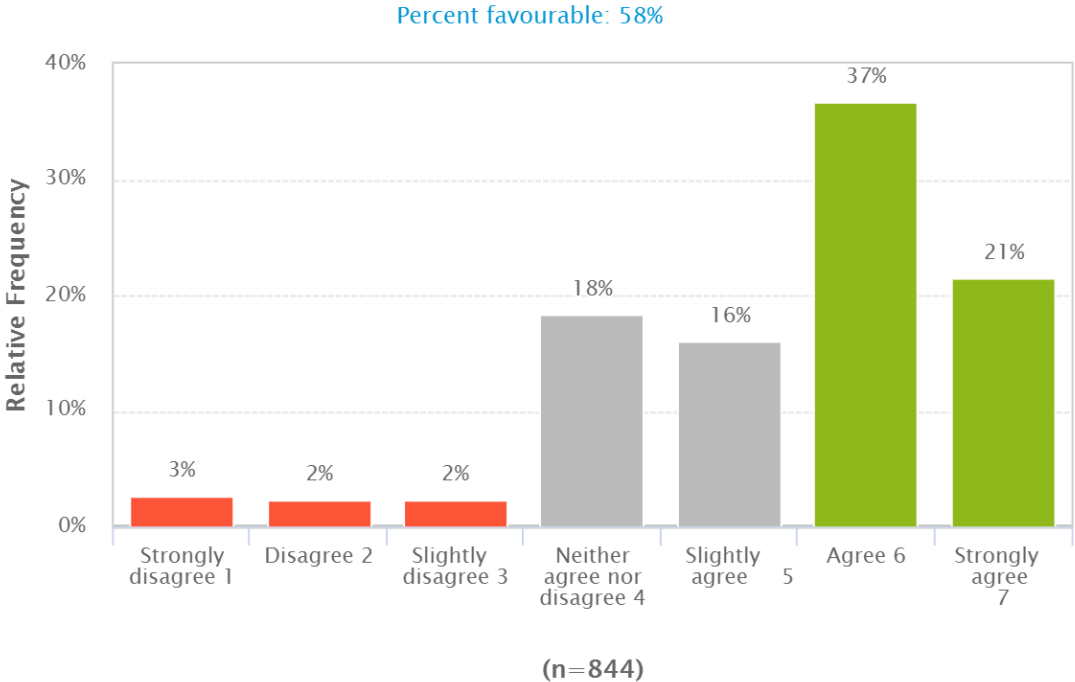
By investment



It should do so by providing subsidised water efficient products

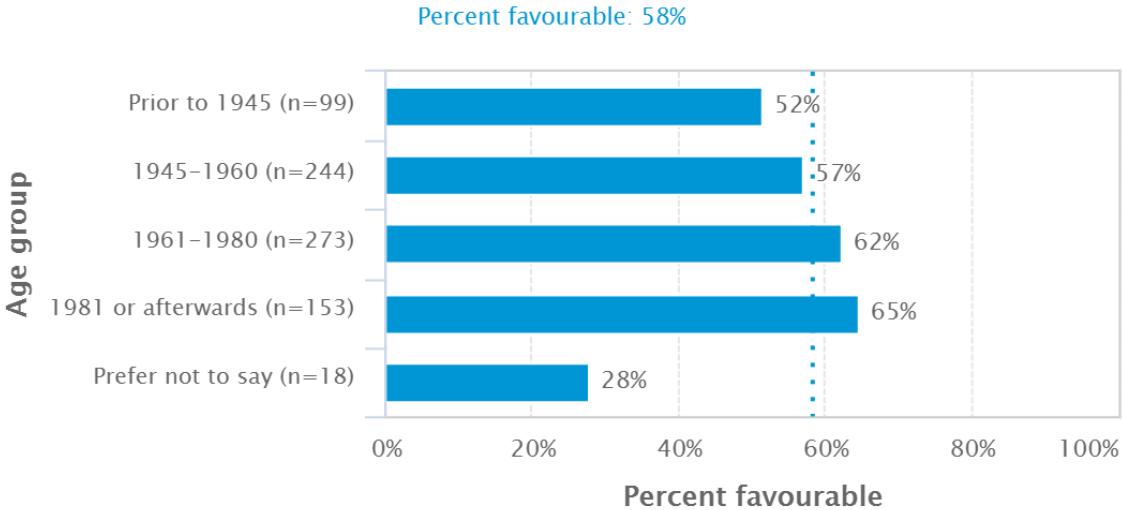
The majority of respondents were in favour of providing subsidised water efficient products. This was particularly seen with those respondents who want East Gippsland Water to focus their investment on hardship and environment.

... It should do so by investing in recreational opportunities on EGW land:



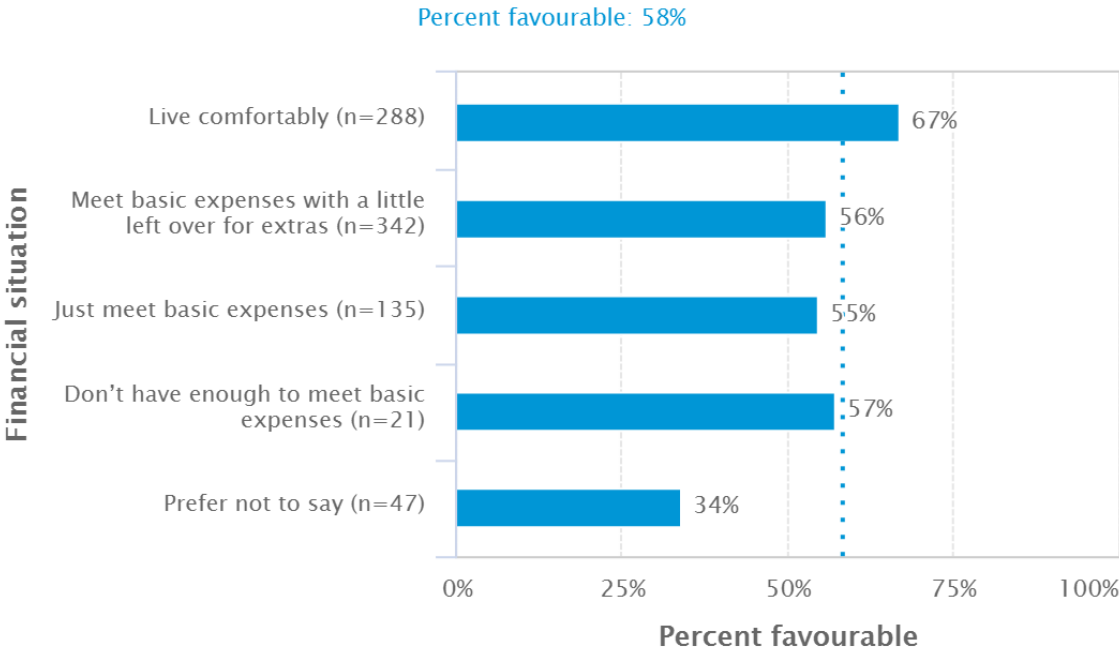
It should do so by investing in recreational opportunities on East Gippsland Water land

By age



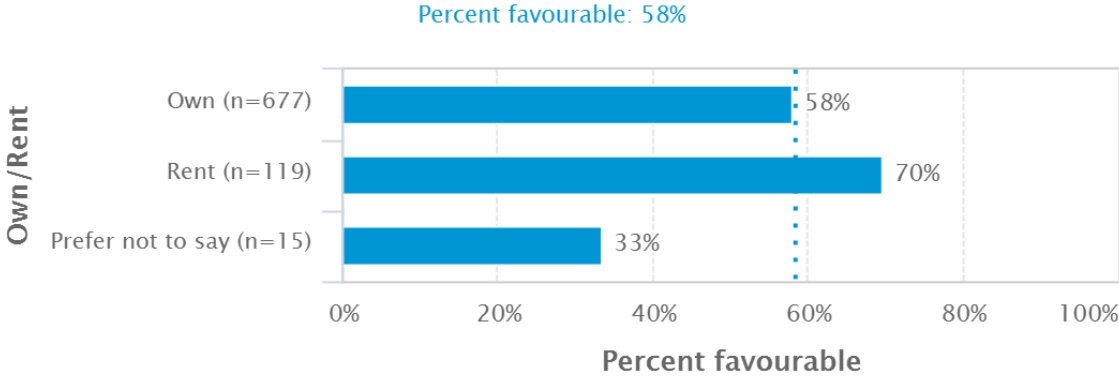
It should do so by investing in recreational opportunities on East Gippsland Water land

By financial situation



It should do so by investing in recreational opportunities on East Gippsland Water land

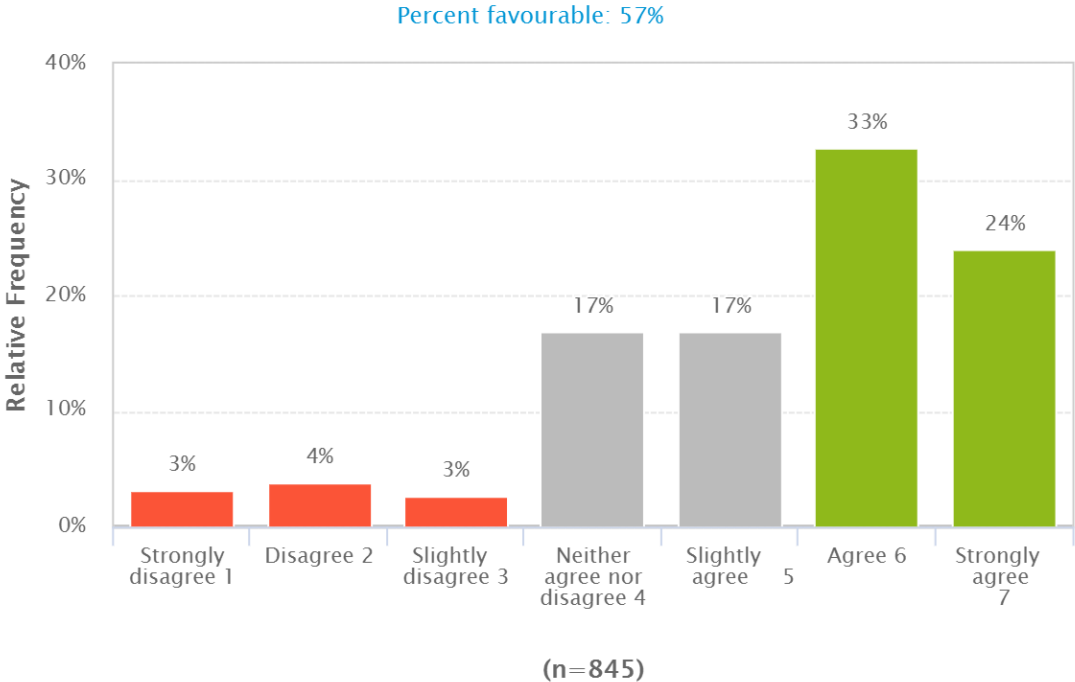
By owner/renter



It should do so by investing in recreational opportunities on East Gippsland Water land

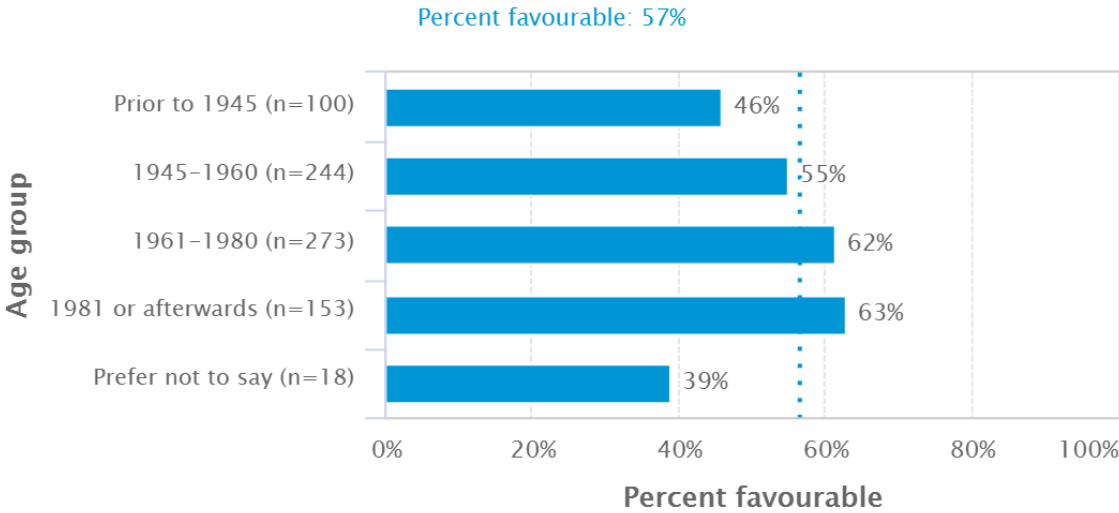
Overall the majority of respondents slightly agree to strongly agree that 'It should do so by investing in recreational opportunities on East Gippsland Water land'. When considering the demographic breakdowns it can be seen that younger people are generally more in favour than older people. Those who live comfortably responded a minimum of 10% more favourably than those in other financial situations and renters are far more receptive to the idea than owners.

... It should do so by installing drinking fountains:



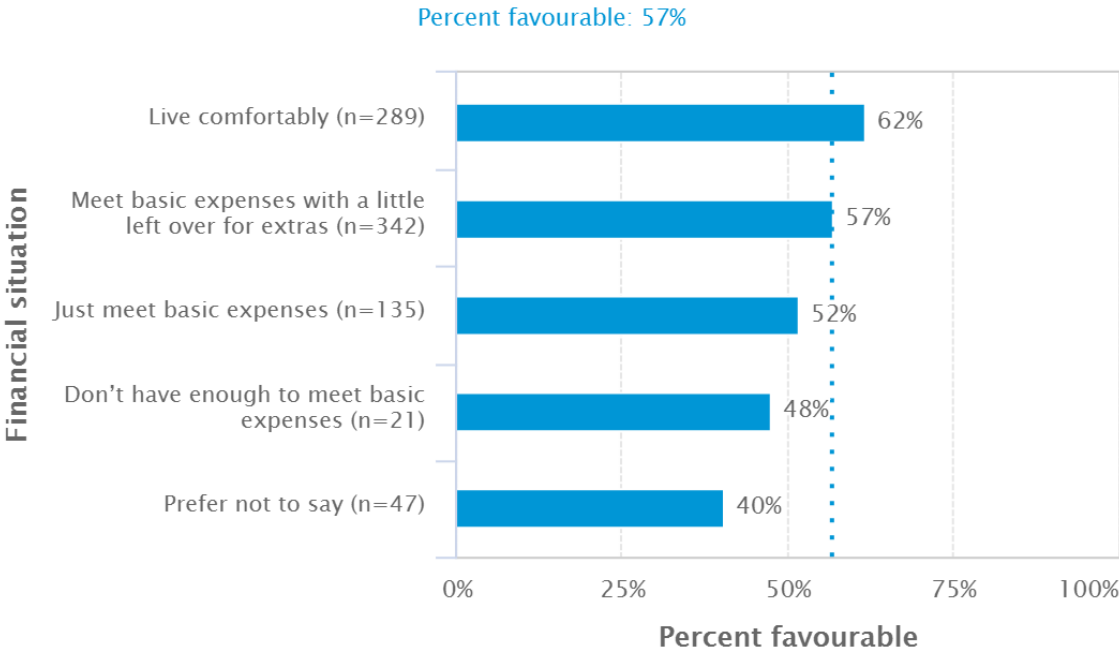
It should do so by installing drinking fountains

By age



It should do so by installing drinking fountains

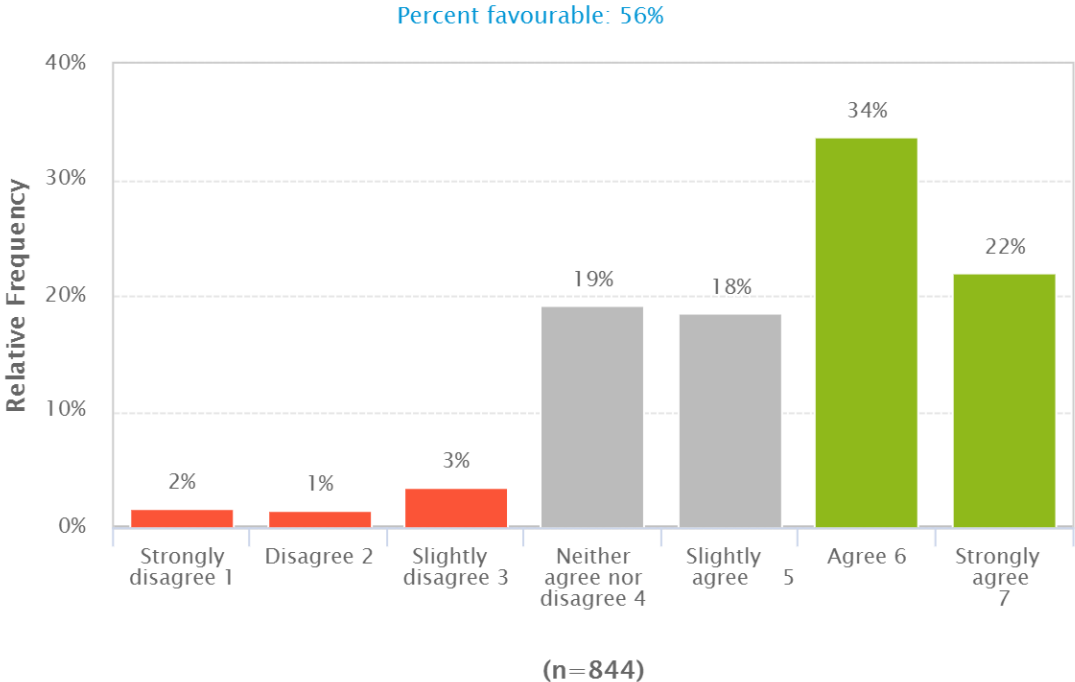
By financial situation



It should do so by installing drinking fountains

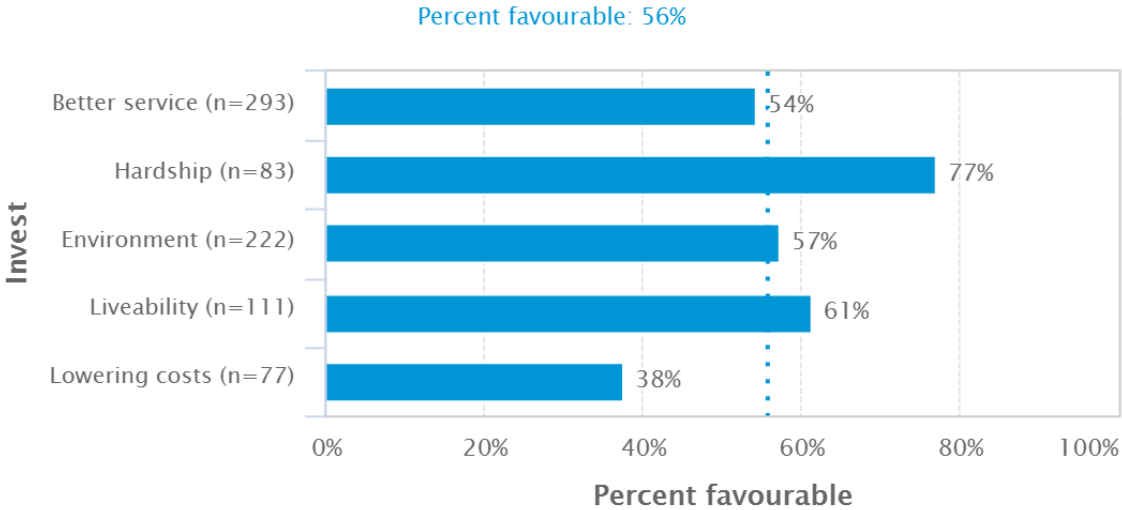
Similar results are seen for 'Investing in drinking fountains' as those previously reviewed for 'Investing in recreational opportunities'. 57% of respondents agree or strongly agree with investing in drinking fountains, while a pattern of younger people being more in favour than older people is observed. Likewise a progressive decline in favourable responses can be seen when comparing respondents' financial situation, as those who live comfortably are more likely to respond favourably than those with less.

... It should do so by providing bill relief for community groups:



It should do so by providing bill relief for community groups

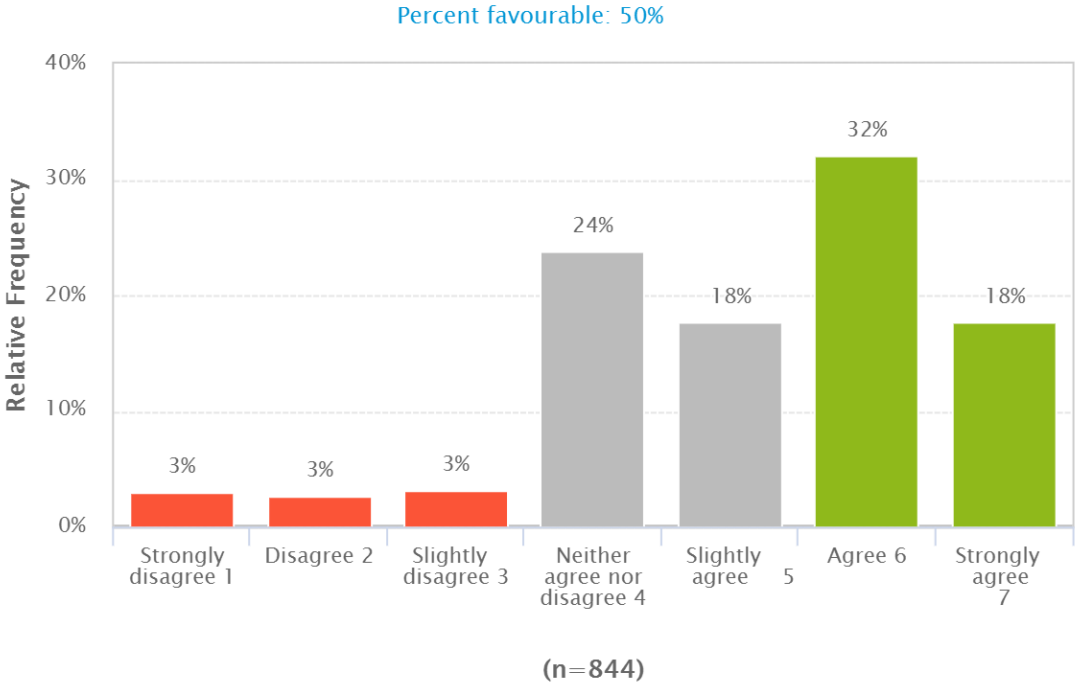
Results broken down by what customers want the organisation to invest in:



It should do so by providing bill relief for community groups

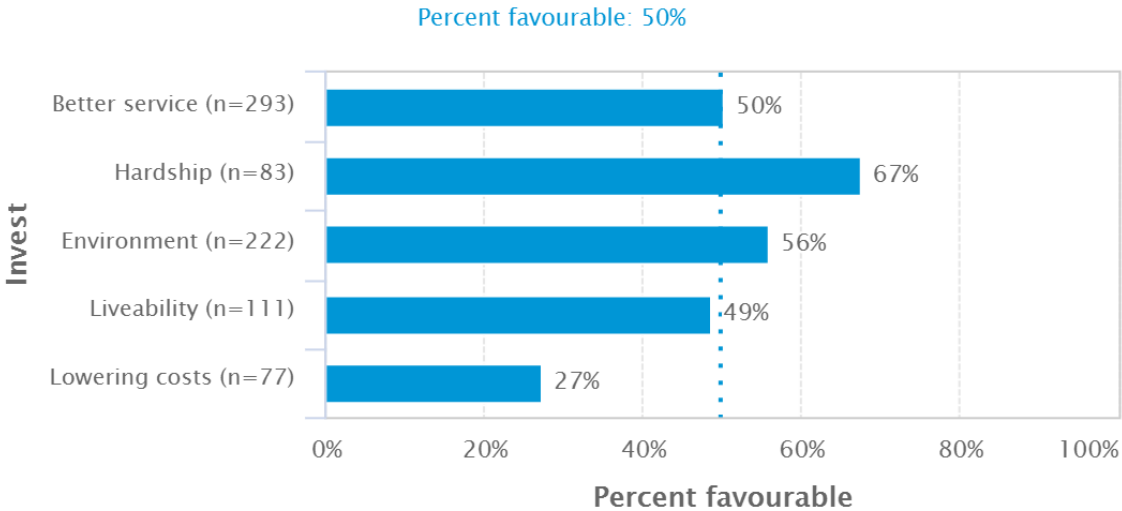
Respondents who indicated that they would prefer for East Gippsland Water to invest in hardship programs were also more likely than others to respond favourably to the idea of providing ‘bill relief for community groups’.

... It should do so by providing water use audits for households:



It should do so by providing water use audits for households

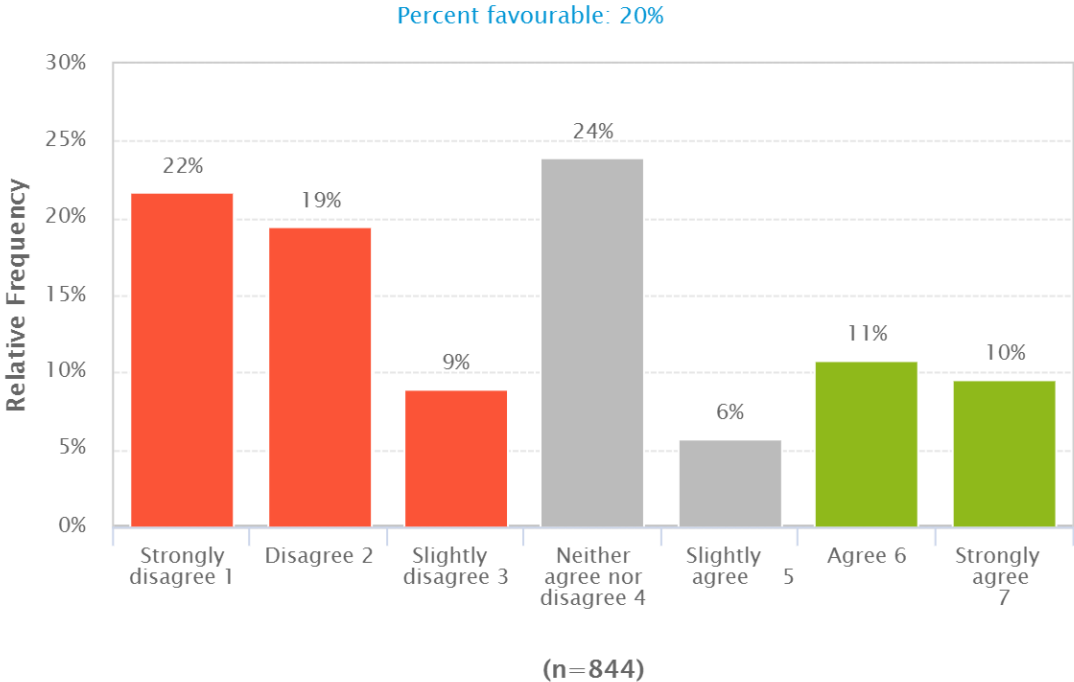
Results broken down by what customers want the organisation to invest in:



It should do so by providing water use audits for households

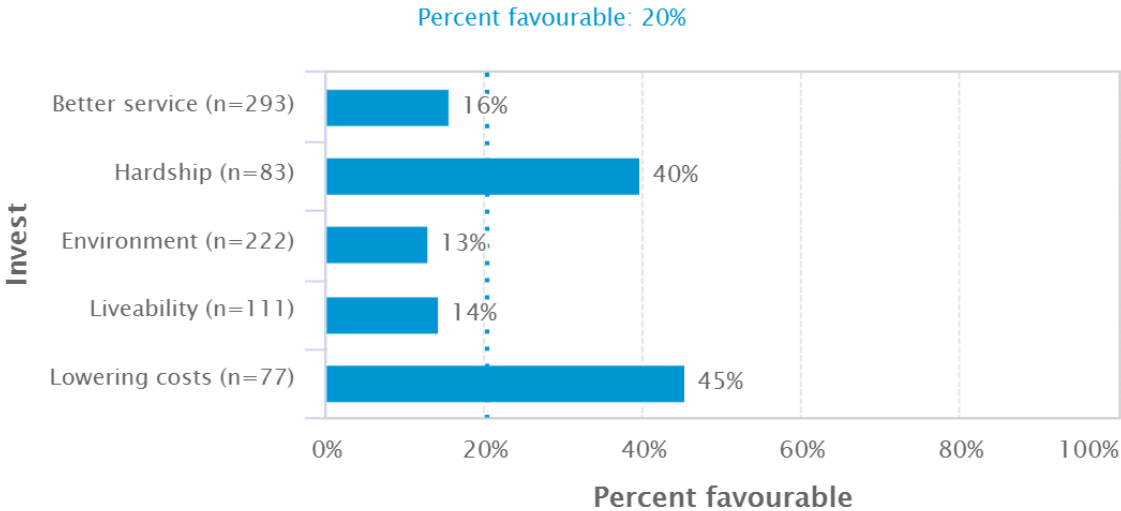
Exactly 50% of respondents were in favour of 'providing water use audits for households'. When broken down by age group, the oldest respondents (prior to 1945) and youngest respondents (1981 or after) were less likely to be in favour than those in the two groups in between. Also, as expected, those who want East Gippsland Water to invest more in hardship and environment were more likely to respond favourably to providing water use audits.

... It should do so by not doing any of the above and focusing exclusively on reducing bills:



It should do so by not doing any of the above and focusing exclusively on reducing bills

Results broken down by what customers want the organisation to invest in:



It should do so by not doing any of the above and focusing exclusively on reducing bills

Overall only 20% of all respondents answered favourably to 'not doing any of the above and focusing exclusively on reducing bills'. When considering preferences for investment, respondents who are in favour of lowering costs and hardship programs were more likely to respond favourably to this item.

No difference in preference on this option was noted for the financial situation demographic.

Is there anything else you think East Gippsland Water should be doing to assist our region's liveability?

The majority of responses to this question focused around:

- Water quality and taste
 - "Improve water quality for drinking."*
 - "EGW should maintain and increase water quality."*
 - "The smell and taste of chlorine in our water over summer makes it undrinkable. I have had the expense of buying a filter."*
- Drinking fountains
 - "Drinking fountains in local parks. Using water features as a feature in the town for tourism."*
 - "I would like to see fountains or water taps for drinking and to put a separate place for dogs and birds to drink."*
 - "More drinking fountains in public places."*
- Educate the community
 - "Educating public re: recycling water or capturing from around your home, properly."*
 - "More education about our waterways."*
 - "Water waste education with schools"*
- Encourage water saving i.e. water tanks
 - "Encourage water tanks, low pressure shower heads and sprinklers."*
 - "Encouraging water tanks and providing a subsidy if one does not already exist. Educating people in grey water usage."*
 - "Helping community and industry find ways to reduce waste of water."*
- Community involvement
 - "Actively involved supporting community events and projects."*
 - "By sponsoring local events."*
 - "Everything local."*
- Reduce costs and provide more financial help
 - "Reduce rates to properties not using water."*
 - "Reduce household costs."*

“Supporting more for families with single income.”

Pricing/investment

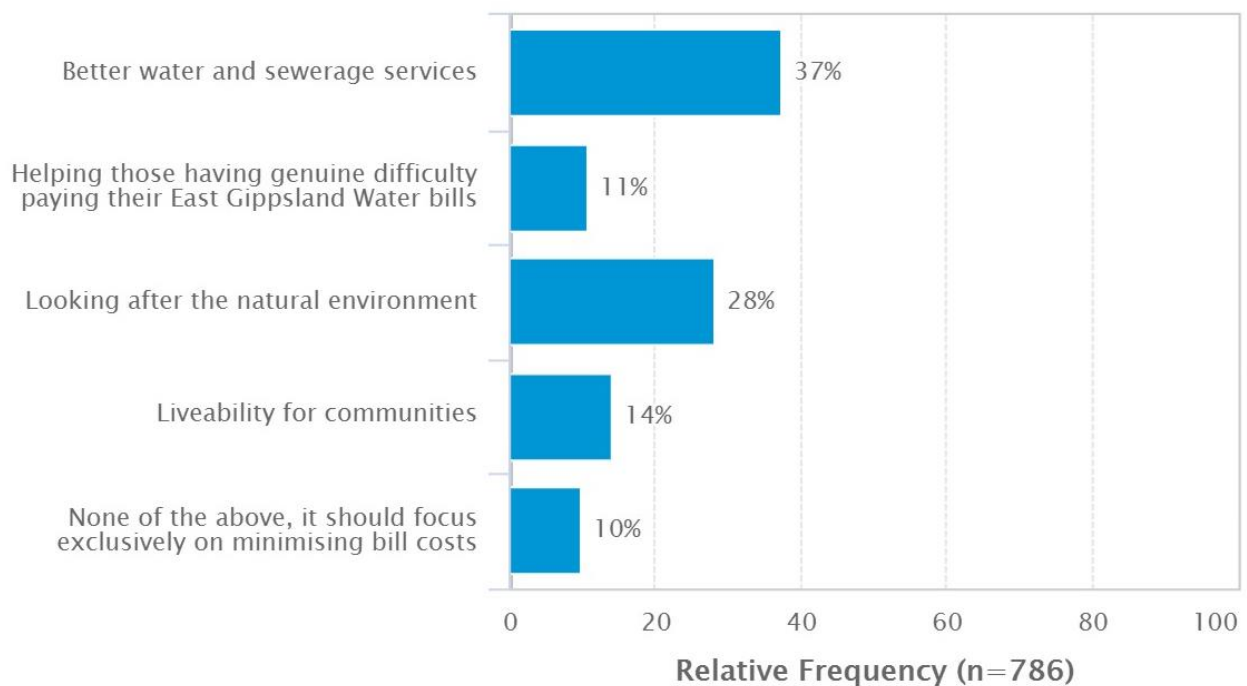
Thinking about all the different things East Gippsland Water spends money on, is there any aspect where you'd accept a reduced level of service in order to fund other projects or minimise bills?

Respondents were asked if there was any aspect where they would accepted a reduced level of service to fund other projects or minimise bills. Of the 360 comments made, 174 (almost half) were opposed to reducing the level of service in any way.

Other respondents provided examples of aspects of service they would accept a reduced level of service. These aspects of service include billing (customers suggest online billing for its efficiency), advertising, surveys and increasing organisational efficiency. Other respondents provided examples of projects that East Gippsland Water should fund, such as environmental projects (e.g. using solar power), catchment rehabilitation, helping disadvantaged customers, education programs and installing drinking fountains.

With our limited resources, which of the following is the single most important thing for East Gippsland Water to invest in?

The chart below indicates that improving service is the most common preference for investing in. Just 10% of respondents indicated they would prefer East Gippsland Water to focus solely on minimising costs.



It is important to note, however, that it appears from the comments that many respondents (using paper forms) chose more than one option. When these have been input into the online environment by East Gippsland Water staff, those staff members have picked the first option box ticked for consistency and other choices were added in the comments box. . Therefore, this chart needs to be interpreted with caution as it does not capture the breadth of responses. Based on the comments, it appears that better service and looking after the natural environment both very important to customers, while the other options are not as commonly preferred.

Once the erroneous responses are removed, better service appears to still be the slightly preferred option (260 responses).

Respondents who said they live comfortably were the least likely to choose “helping those having genuine difficulty paying their East Gippsland Water bills”. Their priorities are better water and sewerage services, and the natural environment.

Based on your answer above, can you describe why this is important to you?

Better service

Of those that selected better service as their main priority, most also commented that they felt that the environment and liveability were also important. Many respondents felt that by having optimal water and sewerage services, the efficiencies, water quality, and other benefits would have a positive impact on the environment.

“Providing good quality water & sewerage should be the prime aim of any water & sewerage service. This can still be done without significant increases in costs to customers if administered effectively, and use of best practice will always be beneficial to the natural environment and communities.”

“I don't think the above answers are mutually exclusive. I think we need to have a long-term plan for maintaining excellent water and sewerage service and that includes looking after the environment and enabling people to have access to these services.”

Environment

Comments from those that preferred East Gippsland Water prioritise the environment commonly emphasised the need to be sustainable and look after the natural environment. For many, this was linked to health and liveability outcomes also.

“We need to make sure that the environment is there for our children to enjoy. we do not have the right to take it away from them.”

“Our environment's health affects us eventually so we must maintain it's best level to keep our future population with clean good water.”

Liveability for communities

Many of those that prioritised liveability noted its connection to the environment. Some also expressed pride in the region, and emphasised the need to make communities liveable for all.

“Liveability to me includes the three above and helps people to be connected to the concept of the service as part of community resources managed on our behalf.”

“As we live in one of the most pristine areas we must stay vigilant in keeping the environment this way. Our quality of life should always be upmost in our communities and caring for others to appreciate this too.”

Helping customers in need paying their bills

Respondents that preferred that East Gippsland Water help customers in genuine financial need acknowledged the high costs of water and that it is an essential service everyone should have access to.

“With cost of living etc I believe it is difficult for some families 'genuinely' to meet all needs and perhaps need a little help.”

“Water is a basic need so I think if someone really can't afford it, it should be free!”

Minimising bills

Of those that prefer minimising bill costs, the majority of comments related to already high costs, affordability, high fixed charges, and fairness.

“The cost of water is getting high and needs to be addressed”

“The water rates are higher than my usage”

Summary and recommendations

Digitalisation

The survey findings do not provide clear support to invest in digitalising billing and account changes or social media. Unsurprisingly, respondents born prior to 1945 are the least amenable to using online services. There was, however, strong support for finding out about leaks and interruptions via SMS (60% favourable), although somewhat less among the older respondents.

Hardship

The majority of respondents agree that East Gippsland Water should assist customers in genuine financial need, indicating a high level of support for hardship assistance. The next step is to identify how (and to what extent) East Gippsland Water should provide this assistance. East Gippsland Water would be well served by increasing awareness of their hardship program.

Environment

Only 2% of respondents disagree or strongly disagree that East Gippsland Water should be an environmental leader in the area, indicating that customers do expect this of their water provider. Further, 28% of respondents identified the environment as the single most important thing that East Gippsland Water should invest in. These results show that East Gippsland Water should maintain a focus on the environment. However, it is not entirely clear from the feedback how customers expect the business to do so. For the next phase of customer engagement, it is advisable to ask customers how East Gippsland Water should be a leader and invest in the environment. Customers could be asked to provide suggestions for offset schemes, products or services to invest in, education programs to develop, etc.

Liveability

Eighty per cent of respondents indicated that East Gippsland Water should spend customer money to support liveability in some way. The options with the most support were providing education, planting trees/creating habitat, and providing subsidised water efficient products. These results provide clear input for East Gippsland Water's liveability investment decisions. Further customer engagement could delve into the proportion of revenue directed to liveability initiatives and/or the details of the various options (e.g. education content and frequency, location of water fountains, etc).

Pricing/investment

Suggest reviewing the comments in detail for suggestions for minimising service costs and investing in other projects. Many of the service reductions identified by respondents are not likely to actually reduce East Gippsland Water's service or operations costs. Further education and engagement is required to provide clarity and/or support for reducing service levels and realigning investment priorities.

Next steps

We recommend that East Gippsland Water (and possibly a third party) use the results presented in this document to develop a strategic plan for responding to the feedback.

ESC Guidance

We encourage East Gippsland Water to keep the ESC's recent guidance in mind when formulating the next steps. The following key principles have been provided by the ESC as a guide for customer engagement undertaken by water businesses¹:

- The form of customer engagement undertaken by a water business should be tailored to suit the content on which it is seeking to engage, and to the circumstances facing the water business and its customers.
- A water business must provide customers with appropriate information, given the purpose, form and the content of the customer engagement, and a reasonable and fair opportunity to participate as part of the process.
- A water business's customer engagement should give priority to matters that have a significant influence on the services provided and prices charged by the business.
- A water business should start customer engagement early in its planning. The engagement should be ongoing, to keep testing proposals with customers.
- A water business should demonstrate in its price submission how it has taken into account the views of its customers.

¹ Essential Services Commission 2016, 2018 Water Price Review, Guidance paper, November 2016

Appendices:

Appendix A: Survey items

Have your say about water and wastewater services

This survey is part of East Gippsland Water's community engagement program to help us plan for the future.

We provide water and sewerage services to towns in East Gippsland and are owned by the State Government.

Every five years we develop a long term plan that determines how much money to invest in various activities, money which is then charged to you, our customers.

While many activities must be done, such as those that ensure your water is safe to drink, we would like your feedback to decide which other activities we should be doing.

To find out more, call us on 51504444 or 1800 671 841 or visit www.egwater.vic.gov.au.

Have your say about water and wastewater services

Firstly, we'd like to know a bit about you.

Does your household/business receive water and wastewater services from East Gippsland Water?

- Yes
- No

What is your gender?

- Male
- Female
- Prefer not to say

When were you born?

- Prior to 1945
- 1945-1960
- 1961-1980
- 1981 or afterwards
- Prefer not to say

Do you identify as Aboriginal or Torres Strait Islander?

- Yes
- No
- Prefer not to say

What is your postcode?

Do you own or rent where you live?

- Own
- Rent
- Prefer not to say

Which of the following best describes your household?

- Single person under 40 years
- Two or more single adults under 40 years sharing
- Couple under 40 years no children
- Family with children all or mainly under 12 years
- Family with children all or mainly aged 12-18
- Family with children mostly 19+ years living at home
- Couple over 40 years
- Single person over 40 years
- Other

Which one of the following best describes your current financial situation?

- Live comfortably
- Meet basic expenses with a little left over for extras
- Just meet basic expenses
- Don't have enough to meet basic expenses
- Prefer not to say

Are you aware of East Gippsland Water's Customer Financial Assistance Program?

- Yes
- No

Please indicate the extent to which you agree with the following statements on a scale from 1-7, where 1 = Strongly disagree and 7 = Strongly agree.

1. East Gippsland Water should be an environmental leader in our area
2. East Gippsland Water should assist customers in genuine financial need
3. I would like to see or change my account details and billing information online
4. I would like to find out about leaks and interruptions to my water supply and sewerage services through social media (e.g Facebook/twitter)

5. I would like to find out about leaks and interruptions to my water supply and sewerage services by SMS/text

6. East Gippsland Water is required to reduce its greenhouse gas emissions. It should do so:

- in the cheapest way possible
- in ways that keep jobs and money in our region
- by giving customers a choice to pay for greenhouse gas reductions in their bill

7. East Gippsland Water should spend some of customers' money to support liveability:

- by installing drinking fountains
- by investing in recreational opportunities on East Gippsland Water land
- by providing subsidised water efficient products
- by providing bill relief for community groups
- by providing water use audits for households
- by planting trees and creating habitat
- by providing information and education in schools
- by not doing any of the above and focusing exclusively on reducing bills

8. Is there anything else you think East Gippsland Water should be doing to assist our region's liveability?

9. Thinking about all the different things East Gippsland Water spends money on, is there any aspect where you'd accept a reduced level of service in order to fund other projects or minimise bills?

10. With our limited resources, which of the following is the single most important thing for East Gippsland Water to invest in?

- Better water and sewerage services
- Helping those having genuine difficulty paying their East Gippsland Water bills
- Looking after the natural environment
- Liveability for communities
- None of the above, it should focus exclusively on minimising bill costs
- Based on your answer above, can you describe why this is important to you?

Prize draw (optional)

If you wish to be entered in a free prize draw, with the chance to win one of five prizes of \$100 credited to your East Gippsland Water account, simply include your details below, so we can let you know if you're a lucky winner (these details will not be used for any other purpose).

FULL NAME:

PROPERTY ADDRESS:

EMAIL ADDRESS OR PHONE NUMBER:

Surveys must be submitted/received by 5pm, Monday 5 December 2016. The winners will be drawn on Friday 16 December 2016. Full terms and conditions can be found on the East Gippsland Water website www.egwater.vic.gov.au.

Thank you for completing the survey. Survey outcomes will be made public and will inform more in-depth community engagement early in 2017.