



East Gippsland Water's Price Submission 2023-28

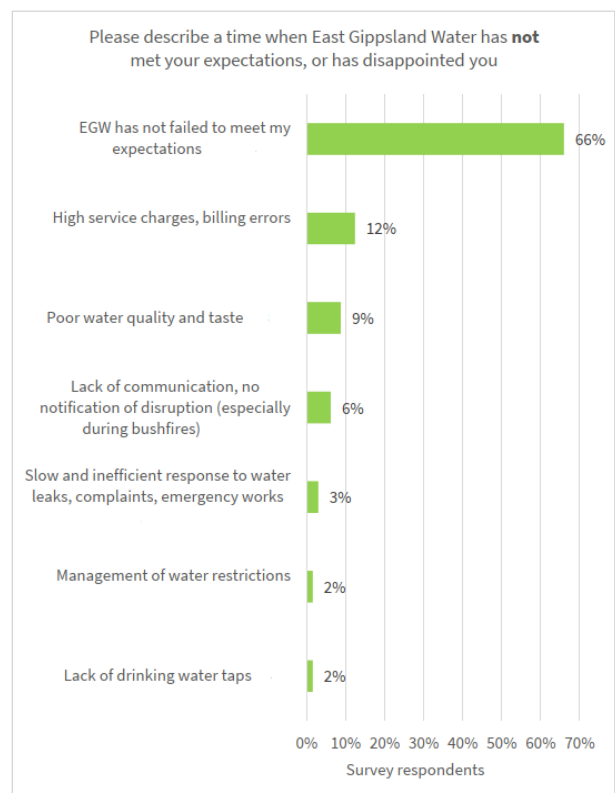
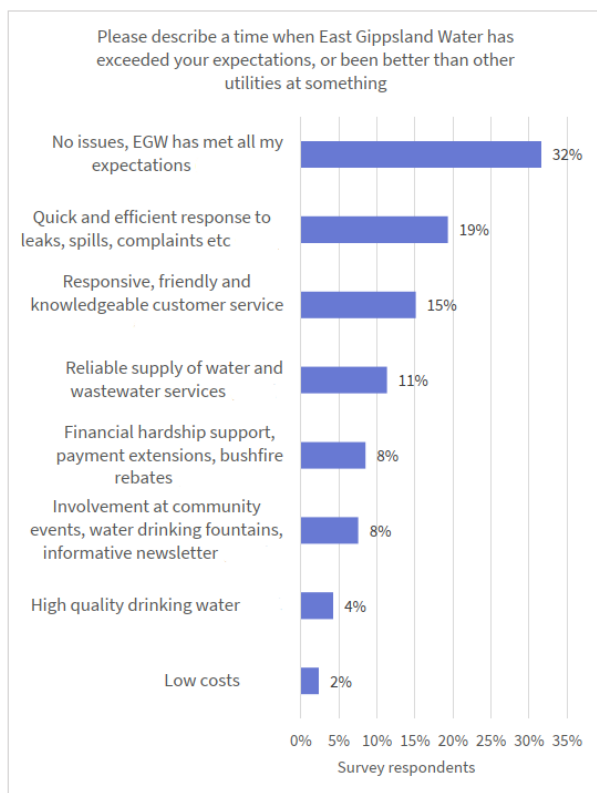
Round 1 – Explore

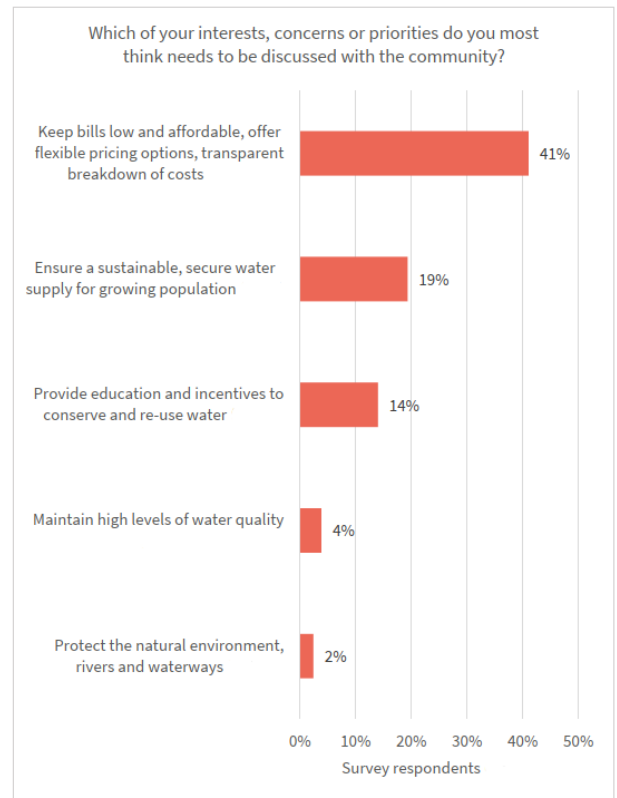
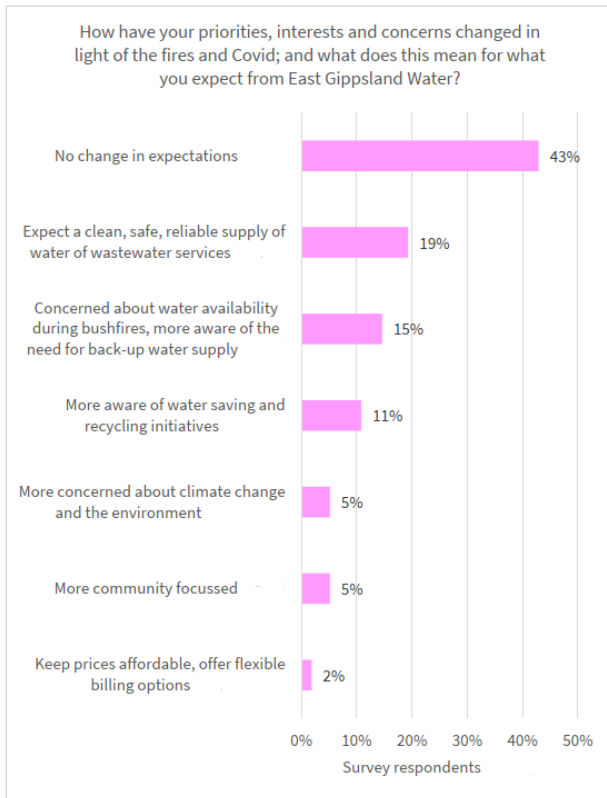
Between April and June 2021 we engaged with customers, key stakeholders and the wider community in the following ways:

- Survey (provided online and in hard copy) – many completed at community markets and the East Gippsland Field Days event we attended. (241 questionnaires completed by customers and the wider community)
- Seven focus group sessions - conducted via Zoom with a number of East Gippsland Water customers across our service region. (40 customers took part)
- One-on-one interviews – with representatives from businesses and community groups. (12 representatives took part)

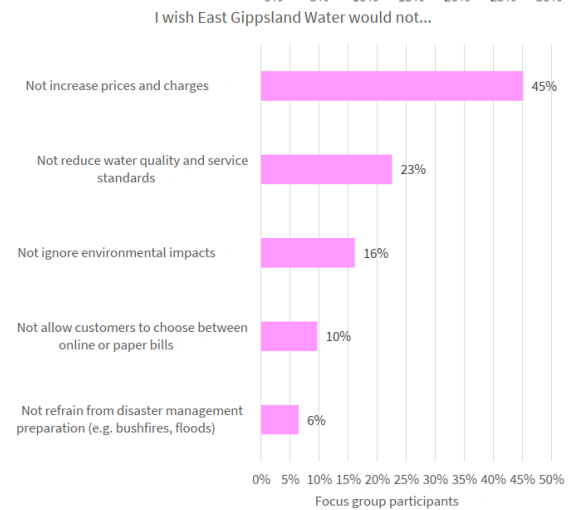
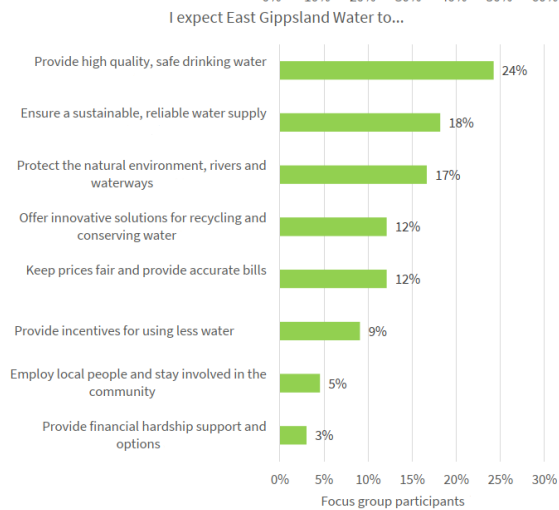
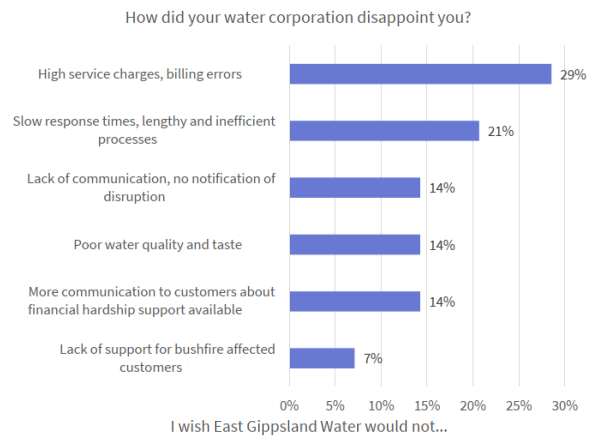
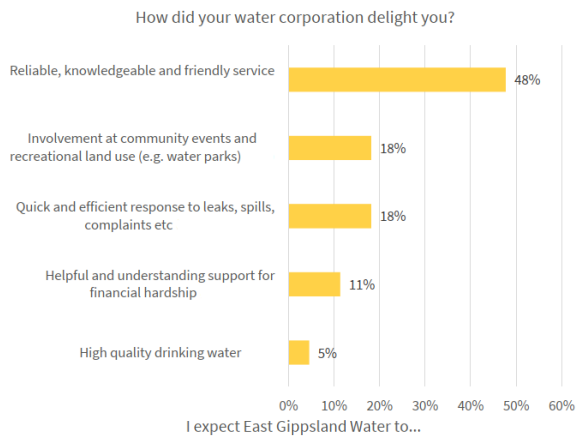
Findings

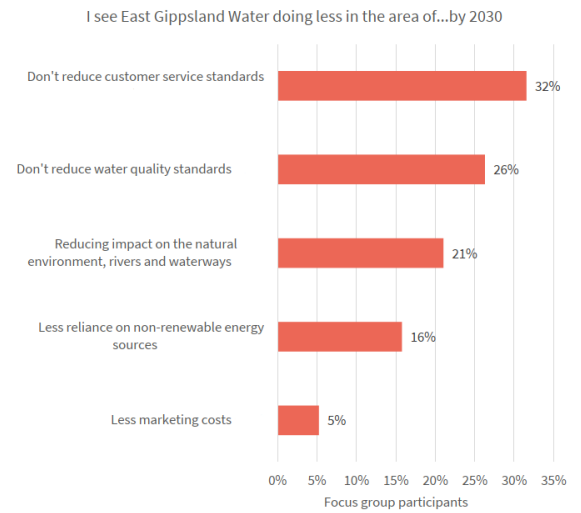
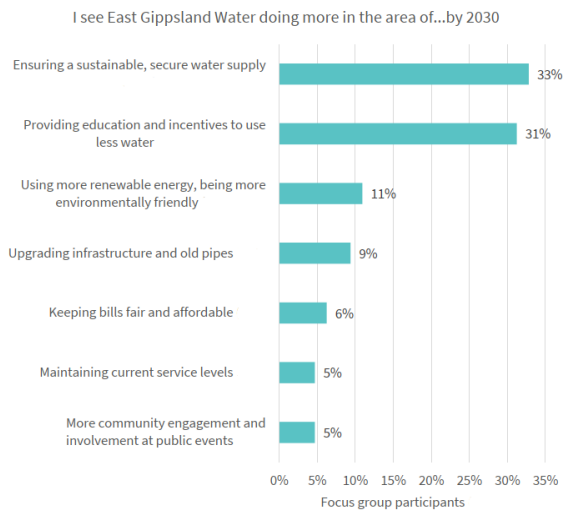
Survey feedback -





Focus group feedback –





Stakeholder feedback –

While acknowledging a diversity of opinion amongst stakeholders interviewed, a number of key themes emerged. These include wanting secure, reliable water supplies, jobs and affordable services from East Gippsland Water, as well as for the organisation to help protect the environment.

Essentially they have concerns about drought, population growth, the local economy and affordability.