



East Gippsland Water’s Price Submission 2023-28

Round 2 – Test and recommend (annual customer satisfaction survey)

From late September to early November 2021 an annual customer satisfaction survey of East Gippsland Water customers was carried out by Insync Surveys and TKW Research. This involved a random sample of 400 customers, who were interviewed over the phone.

A number of specific price submission questions were included, to further clarify findings from Round 1 (Explore) of our community engagement

Customer priorities and preferences (what the results show)

The following are **more important** for the East Gippsland community than keeping bills low:

- **Bringing water and/or sewer services to small towns**



- **Creating and supporting local jobs**



- **Investing to improve the local environment**



- **Helping customers in genuine financial distress**



- **Investing in educating the community about water**



The following are **less important** for the East Gippsland Water community than keeping bills low:

- Reducing the number of unplanned water outages (such as interruptions to the water supply caused by water main breaks)



- East Gippsland Water giving discounts and other support to community groups



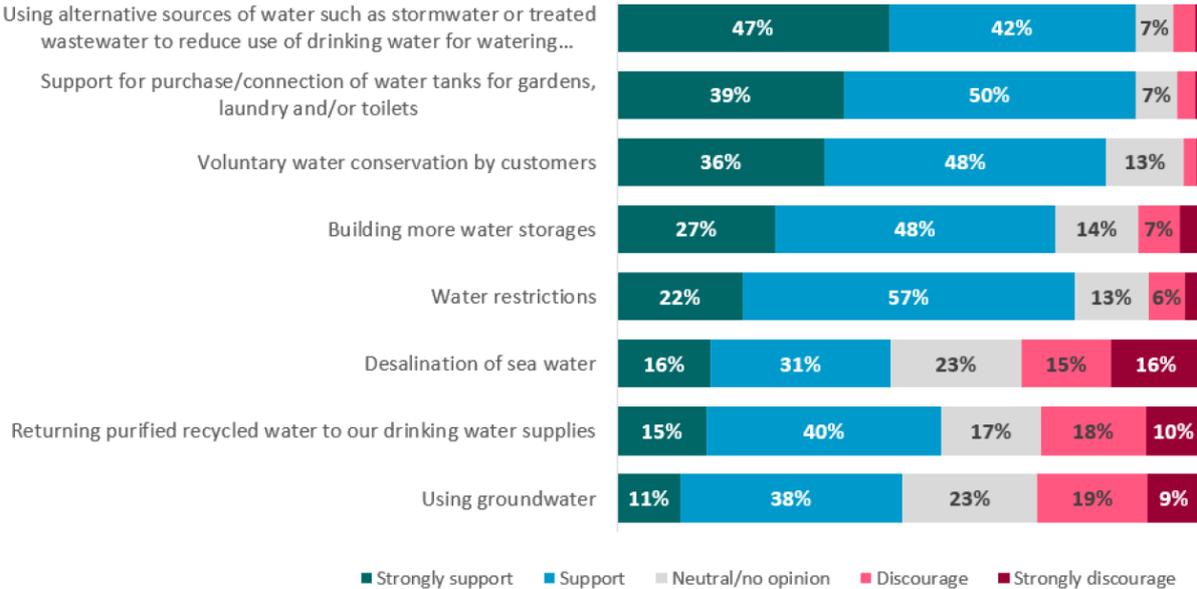
Question asked

Many of East Gippsland Water’s customers are concerned about there being more droughts, more bushfires and more people living in the region in future. There are a number of techniques we can use to address community concerns to provide enough water in future. Can you tell me how much you’d encourage each one?

Customer responses:

Using alternative sources of water like stormwater or treated wastewater to reduce the use of drinking water for watering gardens, sporting grounds and flushing toilets received the most support for addressing concerns.

The purchasing/connection of water tanks for gardens, laundry and/or toilets also received very strong support.

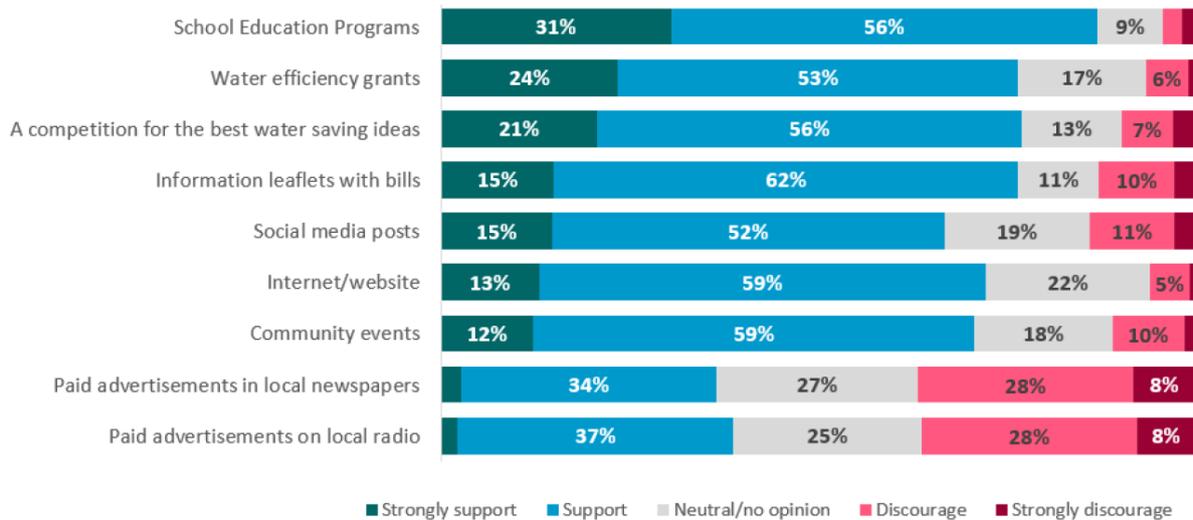


Question asked

Research from earlier this year also revealed that a lot of customers expect East Gippsland Water to invest in increasing community understanding of water issues in our region. Can you tell me how much you'd encourage East Gippsland Water to use each one of the following approaches to increase community understanding of water issues?

Customer responses:

School education programs, water efficiency grants and a competition for the best water saving ideas received the most support for increasing community understanding.



Question asked

Although East Gippsland Water uses its best efforts to provide water during extreme events, it is not required to. However, there are various things that could be done to increase the likelihood of water being available during extreme heatwaves, but they will raise everybody's bills permanently:

Customer responses:

“Improved education around being careful with water use during these events” and “improved messaging during events as to the availability of water” received the most support for increasing the likelihood of water availability during extreme heatwaves.

