WATER SUPPLY AND SEWERAGE SERVICES CUSTOMER SATISFACTION SURVEY REPORT

Dubbo Regional Council

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PREPARED: DATE: 19 February 2018

(for acceptance) (Alistair Maclennan, Senior Research Consultant)

ACCEPTED: DATE: 19 February 2018

(for release) (Kathy Woolley, CEO Western Research Institute)

_____ DATE:

(Kathryn McAlister, Dubbo Regional Council)

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Contact Details

Street Address

Level 1, 126
William Street
Bathurst NSW 2795

Mailing Address

PO Box 9374
Bathurst NSW 2795

Ph: 02 6333 4000
Email: team@wri.org.au
Website: www.wri.org.au

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KEY FINDINGS

Key findings from the statistical analysis of the 2017 Dubbo Regional Council Water Supply and Sewerage Customer Service Survey include:

- In comparing the 2017 survey results with earlier years, many questions have experienced small or gradual change.
- There has been an increase in the number of respondents who have experienced a water supply problem. Some of this relates to an increase in water supply problems in Dubbo (5 percentage point rise from the 2015 result), although the result also appears to be impacted by the rise in water supply problems in new water service areas.
- In circumstances where respondents had a water or sewerage problem, they were significantly less satisfied with response times and workmanship. Furthermore, these declines mostly related to respondents in the Dubbo service area.[1]
- There appears to a declining trend in satisfaction with water quality.
- Taste remains the area for greatest water quality improvement.
- Mumbil and Geurie survey results highlight potential water and sewerage service issues, and areas where community opinions and expectations may differ from other service areas. This may be an area for further qualitative investigation.

[1] For further detail, please look at survey responses by service area.

INTRODUCTION

Dubbo Regional Council undertakes a Water Supply and Sewerage Customer Service Survey every two years. The survey results are used to revise the customer service standards which then go on Public Exhibition before final adoption by Council. WRI delivered a successful survey, with 576 surveys completed over the phone, and has delivered survey insights in this report.

METHODOLOGY

Questionnaire Design

Water and sewerage supply survey questions were provided by Council. The questionnaire contained 25 questions and utilised question logic for specific answers.

Survey Mode

Owing to past experience in undertaking surveys, WRI opted for surveys to be undertaken by phone. This method offers a targeted and more reliable technique of gathering data in these circumstances.

Sample

The pool of potentially eligible respondents consisted of Dubbo Regional Council LGA residents attached to the town water and sewerage systems. Noting the recent Council amalgamation, new service areas have been included in this year's survey sample, including residents from Dubbo, Wellington (including Nanima), Geurie and Mumbil. The proposed sample framework, the number of completed surveys and information on survey confidence levels is provided below. Please note that Mumbil residents were contacted numerous times (6-7 times each in total and the phone was either not answered or automatically routed to voice message) with 20 residents available to complete a survey.

Service Areas	Service Area Population	Proposed Sample	Complete Surveys	% of Population	Confidence Interval (at the 95% confidence level)
Dubbo (incl. Brocklehurst, Wongarbon and Ballimore Villages)	36,860	400	403	1.1%	4.8%
Wellington (incl Nanima)	4,958	100	100	2.0%	9.8%
Geurie Village	497	50	53	10.7%	12.8%
Mumbil Village	193	25	20	10.4%	21.3%
Total	42,508	575	576	1.4%	4.0%

Reporting

As mentioned above, the 2017 water and sewerage satisfaction survey includes new water and sewerage service areas. This report provides results in two different ways in order to provide useful insights to Council:

Results by Service Area

- Results are reported for each service area and at the total level.
- These results have been weighted by age group and gender. Weighting is a statistical process used to make survey results more representative of the population.
- Caution should be applied to individual results arising from a small number of responses.

Results by Age Cohort

- Results are reported based on combined water and sewerage service areas.
- These results have been weighted by age group and gender.

Rounding

Certain tables may not sum due to rounding issues.

2013 – 2017 SURVEY RESULTS COMPARISON

Water and sewerage survey results were compared with previous year's results to highlight areas of change and continuity. Noting that this report has provided 2017 results by service area and results by age, the 2017 results included in the comparison below are from the total results by service area.

A further and crucial difference for the 2017 results is that it includes new water and sewerage service areas. Where there are significant changes due to either the Dubbo or new service areas, these have been discussed in the 'Observations' column.

Key findings from results comparison:

- In comparing the 2017 survey results with earlier years, many questions have experienced small or gradual change.
- There has been an increase in the number of respondents who have experienced a water supply problem. Some of this relates to an increase in water supply problems in Dubbo (5 percentage point rise from the 2015 result), although the result also appears to be impacted by the rise in water supply problems in new water service areas.
- In circumstances where respondents had a water or sewerage problem, they were significantly less satisfied with response times and workmanship. Furthermore, these declines mostly related to respondents in the Dubbo service area.[2]
- There appears to a declining trend in satisfaction with water quality.
- Taste remains the area for greatest water quality improvement.

A comparison of survey results with earlier years results have been provided in the table below. Significant results have been highlighted in red.

[2] For further detail, please look at survey responses by service area.

	Question	Response	2013 (%)	2015 (%)	2017 (%)	Observations
1	Are you connected to town water?	Yes	100	100	100	
		No	0	0	0	
2	Currently, Council's policy in responding to water supply failures is within 2 hours of being reported. Are you happy with this current level of response to water supply failures?	Yes	96	94	94	Happiness with Council's 2 hour response policy remains largely unchanged from the previous survey.
		No	4	6	6	
3	Respondents that answered 'No' to question 2 were asked what response time would you see as acceptable in relation to water supply failures?	Half an hour	33	48	37	More survey respondents are happier for a longer response time, with 16 percent now happy with a response between 1.5 – 2 hours.
		One hour	60	44	46	
		One and a half hours	7	4	5	
		Two hours	0	4	11	

4	Respondents who answered 'No' to question 2 were asked if they would be prepared to pay higher water rates to achieve this.	Yes	0	4	7	There appears to be a small trend towards respondents being more prepared to pay higher water rates for faster responses to water supply failures. However, the majority remain unprepared to pay more. Note that these results are based on a small number (38) of surveys.
		No	100	96	93	
5	Have you had a water supply problem in the last 12 months and needed to call Council?	Yes	4	5	13	There has been an increase in the percentage of respondents who have experienced a water supply problem. Some of this relates to an increase in supply problems in Dubbo (5 percentage point rise from 2015 result), although the result also appears to be impacted by the rise in water supply problems in other water service areas. Geurie in particular had a very high rate of water supply issues.
		No	96	95	87	
6	Respondents who had a water supply problem in the last 12 months were asked if they were satisfied with the response time.	Yes	100	80	56	There has been a significant change in satisfaction with water supply response times. The Dubbo service area satisfaction response dropped significantly to 51 percent. Geurie results also showed low satisfaction with response times.
		No	0	20	44	

7	Respondents who had a water supply problem in the last 12 months were asked if they were satisfied with the workmanship?	Yes	93	80	78	Satisfaction with workmanship also had a small decrease. Again the Dubbo service area had the lowest satisfaction rating of 68 percent.
		No	7	20	22	
8	How would you rate the quality of water supplied by council? Is it excellent, good, fair or poor?	Excellent	23	24	16	There appears to be a declining trend in satisfaction with water quality, with fewer people rating quality as excellent and an increase in those who rate quality as fair or poor.
		Good	60	54	51	
		Fair	14	16	24	
		Poor	3	6	9	
9	Would you be prepared to pay for the quality of water to be improved?	Yes	16	21	25	There has been an increase in the percentage of respondents prepared to pay more for improved water quality, although there is still a firm majority that are not prepared to pay more.
		No	84	79	75	

10	In what single area could the quality of the water be improved? Would it be taste, odour, colour or hardness?	Taste	29	39	42	Taste remains the area for greatest water quality improvement.
		Odour	8	6	8	
		Colour	2	3	6	
		Hardness	10	15	20	
		Not stated	51	37	23	
11	Are you connected to town sewerage?	Yes	99	98	91	533 survey respondents were connected to town sewerage. The change in connection rates can be explained by the inclusion of new service areas in the sample in 2017.
		No	1	2	9	
12	Currently, Council's policy in responding to sewerage system failures is within 2 hours of being reported. Are you happy with this current level of response to sewerage system failures?	Yes	94	89	91	Happiness with Council's 2 hour response policy remains largely unchanged.
		No	6	9	9	
		Not stated		2		

13	Respondents that answered 'No' to question 12 were asked what response time did they see as acceptable in relation to sewerage system failures?	Half an hour(or less)	28	32	31	There appears to a trend towards greater acceptance of longer response times for sewerage system failures. Note that these results are based on a small number (41) of surveys.
		One hour	72	62	58	
		One and a half hours	0	3	7	
		Two hours	0	3	4	
14	Respondents who answered 'No' to question 12 were asked if they would be prepared to pay higher sewerage rates to achieve this?	Yes	8	27	29	There appears to be a trend towards respondents being more prepared to pay higher sewerage rates for faster responses to sewerage system failures. Note that these results are based on a small number (41) of surveys.
		No	92	73	71	
15	Have you had a sewerage system problem in the last 12 months and needed to call Council?	Yes	5	2	5	The percentage of respondents who have had a sewerage system problem in the last 12 months has remained largely unchanged.
		No	95	96	95	
		Not stated		2		

16	Respondents who had a sewerage system problem in the last 12 months were asked if they were satisfied with the response time?	Yes	94	100	81	Respondents who had a sewerage system failure were significantly less satisfied with the response time. This decline related to the Dubbo service area. Note that these results are based on a small number (25) of surveys.
		No	6	0	19	
17	Respondents who had a sewerage system problem in the last 12 months were asked if they were satisfied with the workmanship?	Yes	93	100	82	Respondents who had a sewerage system failure were significantly less satisfied with the workmanship. This decline mostly related to the Dubbo service area.
		No	7	0	18	
18	How would you rate your satisfaction with the quality of Council's sewerage system?	High	77	64	69	Overall satisfaction with Council's sewerage system saw a decline between 2013 and 2017.
		Medium	23	33	27	
		Low	0	1	1	
		Not stated	0	2	3	

19	Should Council do more to encourage water conservation?	Yes	56	61	67	There has been a trend towards more respondents agreeing that Council should do more to encourage water conservation.
		No	29	31	24	
		Uncertain	15	8	9	
20	Do you know that you are allowed to install a rainwater tank in residential areas without Council permission?	Yes	40	54	55	The percentage of respondents who are aware they are allowed to install rainwater tanks without Council permission has remained largely unchanged over recent years.
		No	59	45	45	
		Uncertain	1	1	1	
21	Should Council adopt a water pricing system to encourage residents and other users to practice water conservation?	Yes	38	58	54	A small majority of respondents thought that Council should adopt a water pricing system to encourage water conservation. This is a slightly smaller percentage of respondents than in 2015.
		No	50	33	36	
		Uncertain	12	9	10	

22	If Council was to ask you to choose between water restrictions in a drought, or water charges that discourage high usage levels, what would you choose?	Restrictions	83	83	81	A large majority of respondents opted for water restrictions in drought conditions over higher water charges.
		Higher charges	11	13	16	
		Uncertain	6	4	4	
23	Your age?	18 to 29	4	3	6	
		30 to 49	27	18	15	
		50 to 64	24	31	33	
		65 or over	45	48	46	
24	Gender	Male	41	34	42	
		Female	59	66	58	

SURVEY RESULTS BY SERVICE AREA

As mentioned above, the 2017 water and sewerage survey includes new service areas including Wellington (including Nanima), Geurie and Mumbil. Survey responses in this section of the report have been categorised by service area and have been weighted based on age and gender. Specific insights have been dot pointed below question data tables when relevant.

Survey Questions - Water

Q1. Are you connected to town water?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	100%	100%	100%	100%	100%
No	0%	0%	0%	0%	0%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Q.2 Currently, Council's policy in responding to water supply failures is within 2 hours of being reported. Are you happy with this current level of response to water supply failures?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	94%	92%	91%	93%	94%
No	6%	8%	9%	7%	6%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Q.3 Respondents that answered 'No' to question 2 were asked what response time would you see as acceptable in relation to water supply failures?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Half an hour	31%	64%	35%	42%	37%
One hour	46%	36%	65%	50%	46%
One and a half hours	6%	0%	0%	8%	5%
Two hours	16%	0%	0%	0%	11%
Totals	100%	100%	100%	100%	100%
No.	21	7	2	8	38

base n = 38

Insight

- At the total level, 83 percent of respondents think that 'Half an hour' or 'One hour' is an acceptable response time.

Q.4 Respondents who answered 'No' to question 2 were asked if they would you be prepared to pay higher water rates to achieve this?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	8%	0%	0%	11%	7%
No	92%	100%	100%	89%	93%
Totals	100%	100%	100%	100%	100%
No.	21	7	2	8	38

base n = 38

Q.5 Have you had a water supply problem in the last 12 months and needed to call Council?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	10%	53%	13%	5%	13%
No	90%	47%	87%	95%	87%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Insight

- A very high proportion of Geurie respondents have had water supply problems. This suggests further investigation may be warranted.

Q.6 Respondents who had a water supply problem in the last 12 months were asked if they were satisfied with the response time.

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	51%	57%	100%	79%	56%
No	49%	43%	0%	21%	44%
Totals	100%	100%	100%	100%	100%
No.	33	24	2	7	66

base n = 66

Insight

- Dubbo and Geurie respondents who had a water supply problem in the last 12 months have very low levels of satisfaction with response times.

Q.7 Respondents who had a water supply problem in the last 12 months were asked if they were satisfied with the workmanship.

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	68%	92%	100%	79%	78%
No	32%	8%	0%	21%	22%
Totals	100%	100%	100%	100%	100%
No.	33	24	2	7	66

base n = 66

Insight

- Again, Dubbo respondents who had a water supply problem in the last 12 months have relatively low levels of satisfaction with workmanship. Satisfaction with workmanship in Wellington was also low.

Q.8 How would you rate the quality of water supplied by Council?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Excellent	17%	14%	3%	15%	16%
Good	49%	69%	10%	59%	51%
Fair	26%	14%	48%	16%	24%
Poor	9%	3%	40%	10%	9%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Insight

- Water quality was rated either ‘Excellent’ or ‘Good’ by the majority of residents across the Dubbo, Geurie and Wellington service areas. Mumbil respondents advised that their water quality was mostly ‘Fair’ or ‘Poor’.

Q.9 Would you be prepared to pay for the quality of water to be improved?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	25%	24%	28%	28%	25%
No	75%	76%	72%	72%	75%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Q.10 In what single area could the quality of the water be improved? Would it be taste, odour, colour or hardness?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Taste	44%	41%	15%	41%	42%
Odour	8%	2%	4%	11%	8%
Colour	3%	25%	0%	13%	6%
Hardness	22%	9%	72%	7%	20%
Not stated	23%	23%	9%	28%	23%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Insight

- Taste was the most common area for water quality improvement.
- Mumbil respondents rated water 'Hardness' as the main area for water quality improvement. Hardness was also the second most common area for improvement in the Dubbo and Wellington service areas.
- Geurie respondents also reported colour as another significant area for water quality improvement.

Survey Questions - Sewerage

Q.11 Are you connected to town sewerage?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	95%	68%	49%	91%	91%
No	5%	32%	51%	9%	9%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Q.12 Council's policy in responding to sewerage system failures is within 2 hours of being reported. Are you happy with this current level of response to sewerage system failures?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	91%	87%	100%	93%	91%
No	9%	13%	0%	7%	9%
Totals	100%	100%	100%	100%	100%
No.	387	41	12	93	533

base n = 533

Q.13 Respondents that answered 'No' to question 12 were asked what response time did they see as acceptable in relation to sewerage system failures?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Half an hour	23%	21%		91%	31%
One hour	63%	79%		9%	58%
One and a half hours	10%	0%		0%	7%
Two hours	5%	0%		0%	4%
Totals	100%	100%		100%	100%
No.	29	3	0	9	41

base n = 41

Q.14 Respondents who answered 'No' to question 12 were asked if they would be prepared to pay higher sewerage rates to achieve this?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	21%	68%		42%	29%
No	79%	32%		58%	71%
Totals	100%	100%		100%	100%
No.	29	3	0	9	41

base n = 41

Q.15 Have you had a sewerage system problem in the last 12 months and needed to call Council?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	5%	1%	0%	9%	5%
No	95%	99%	100%	91%	95%
Totals	100%	100%	100%	100%	100%
No.	387	41	12	93	533

base n = 533

Insight

- Sewerage system failures were reported by 5 and 9 percent of respondents in the Dubbo and Wellington service areas, respectively.

Q.16 Respondents who had a sewerage system problem in the last 12 months were asked if they were satisfied with the response time?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	73%	100%		100%	81%
No	27%	0%		0%	19%
Totals	100%	100%		100%	100%
No.	19	1	0	5	25

base n = 25

Insight

- Dubbo was the only service region to report dissatisfaction with sewerage system problem response times.

Q.17 Respondents who had a sewerage system problem in the last 12 months were asked if they were satisfied with the workmanship?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	80%	100%		86%	82%
No	20%	0%		14%	18%
Totals	100%	100%		100%	100%
No.	19	1	0	5	25

base n = 25

Insight

- Dubbo and Wellington service areas experienced dissatisfaction with sewerage workmanship.

Q.18 How would you rate your satisfaction with the quality of Council's sewerage system?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
High	69%	68%	19%	73%	69%
Medium	27%	32%	81%	20%	27%
Low	1%	0%	0%	1%	1%
Not stated	3%	0%	0%	6%	3%
Totals	100%	100%	100%	100%	100%
No.	387	41	13	93	534

base n = 534

Survey Questions - Other

Q.19 Should Council do more to encourage water conservation?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	65%	58%	75%	77%	67%
No	25%	31%	25%	15%	24%
Uncertain	10%	11%	0%	7%	9%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Q.20 Do you know that you are allowed to install a rainwater tank in residential areas without Council permission?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	54%	50%	43%	59%	55%
No	45%	50%	57%	40%	45%
Uncertain	1%	0%	0%	1%	1%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Q.21 Should Council adopt a water pricing system to encourage residents and other users to practice water conservation?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Yes	55%	45%	47%	60%	54%
No	35%	45%	44%	35%	36%
Uncertain	10%	10%	10%	5%	10%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

Q.22 If Council was to ask you to choose between water restrictions in a drought, or water charges that discourage high usage levels, what would you choose?

Column %	Dubbo, Ballimore Village, Brocklehurst and Wongarbon	Geurie Village	Mumbil Village	Wellington and Nanima	Totals
Restrictions	81%	93%	76%	71%	81%
Higher charges	15%	4%	21%	26%	16%
Uncertain	4%	3%	3%	3%	4%
Totals	100%	100%	100%	100%	100%
No.	403	53	20	100	576

base n = 576

SURVEY RESULTS BY AGE COHORT

Survey responses in this section of the report are for the whole survey sample and have been categorised by age cohort. Data has been weighted based on age and gender. Specific insights have been dot pointed below question data tables when relevant.

Survey Questions - Water

Q.1 Are you connected to town water?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	100%	100%	100%	100%	100%
No	0%	0%	0%	0%	0%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Q.2 Currently, Council's policy in responding to water supply failures is within 2 hours of being reported. Are you happy with this current level of response to water supply failures?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	91%	95%	92%	94%	93%
No	9%	5%	8%	6%	7%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Q.3 Those that answered 'No' to question 2 were asked what response time would you see as acceptable in relation to water supply failures?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Half an hour	33%	25%	56%	47%	47%
One hour	33%	50%	38%	40%	39%
One and a half hours	0%	25%	0%	7%	5%
Two hours	33%	0%	6%	7%	8%
Totals	100%	100%	100%	100%	100%
No.	3	4	16	15	38

base n = 38

Insight

- Respondents in higher age brackets had higher expectations in terms of acceptable response times.

Q.4 Respondents who answered 'No' to question 2 were asked if they would you be prepared to pay higher water rates to achieve this?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	0%	25%	6%	7%	8%
No	100%	75%	94%	93%	92%
Totals	100%	100%	100%	100%	100%
No.	3	4	16	15	38

base n = 38

Q.5 Have you had a water supply problem in the last 12 months and needed to call Council?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	11%	12%	14%	10%	11%
No	89%	88%	86%	90%	89%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Q.6 Respondents who had a water supply problem in the last 12 months were asked if they were satisfied with the response time?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	75%	40%	62%	92%	71%
No	25%	60%	38%	8%	29%
Totals	100%	100%	100%	100%	100%
No.	4	10	26	26	66

base n = 66

Q.7 Respondents who had a water supply problem in the last 12 months were asked if they were satisfied with the workmanship?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	100%	80%	58%	85%	74%
No	0%	20%	42%	15%	26%
Totals	100%	100%	100%	100%	100%
No.	4	10	26	26	66

base n = 66

Q.8 How would you rate the quality of water supplied by council?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Excellent	9%	14%	20%	19%	18%
Good	49%	53%	47%	50%	50%
Fair	37%	22%	24%	20%	23%
Poor	6%	11%	8%	11%	9%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Q.9 Would you be prepared to pay for the quality of water to be improved?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	34%	29%	25%	20%	24%
No	66%	71%	75%	80%	76%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Insight

- It appears that older cohorts are less willing to pay for water quality improvements.

Q.10 In what single area could the quality of the water be improved? Would it be taste, odour, colour or hardness?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Taste	37%	45%	45%	34%	39%
Odour	14%	6%	8%	6%	7%
Colour	6%	11%	6%	4%	6%
Hardness	23%	22%	17%	19%	19%
Not stated	20%	16%	24%	37%	29%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Survey Questions - Sewerage

Q.11 Are you connected to town sewerage?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	89%	89%	91%	95%	93%
No	11%	11%	9%	5%	7%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Q.12 Council's policy in responding to sewerage system failures is within 2 hours of being reported. Are you happy with this current level of response to sewerage system failures?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	81%	96%	89%	95%	92%
No	19%	4%	11%	5%	8%
Totals	100%	100%	100%	100%	100%
No.	31	76	175	252	534

base n = 534

Q.13 Respondents that answered 'No' to question 12 were asked what response time did they see as acceptable in relation to sewerage system failures?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Half an hour	17%	0%	55%	42%	41%
One hour	67%	67%	45%	58%	54%
One and a half hours	17%	0%	0%	0%	2%
Two hours	0%	33%	0%	0%	2%
Totals	100%	100%	100%	100%	100%
No.	6	3	20	12	41

base n = 41

Q.14 Respondents who answered 'No' to question 12 were asked if they would be prepared to pay higher sewerage rates to achieve this?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	33%	33%	25%	17%	24%
No	67%	67%	75%	83%	76%
Totals	100%	100%	100%	100%	100%
No.	6	3	20	12	41

base n = 41

Q.15 Have you had a sewerage problem in the last 12 months and needed to call Council?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	3%	8%	7%	2%	5%
No	97%	92%	93%	98%	95%
Totals	100%	100%	100%	100%	100%
No.	31	76	175	252	534

base n = 534

Q.16 Respondents who had a sewerage system problem in the last 12 months were asked if they were satisfied with the response time?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	100%	67%	77%	100%	80%
No	0%	33%	23%	0%	20%
Totals	100%	100%	100%	100%	100%
No.	1	6	13	5	25

base n = 25

Q.17 Respondents who had a sewerage system problem in the last 12 months were asked if they were satisfied with the workmanship?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	100%	67%	85%	100%	84%
No	0%	33%	15%	0%	16%
Totals	100%	100%	100%	100%	100%
No.	1	6	13	5	25

base n = 25

Q.18 How would you rate your satisfaction with the quality of Council's sewerage system?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
High	71%	71%	65%	67%	67%
Medium	29%	24%	29%	29%	28%
Low	0%	1%	2%	1%	1%
Not stated	0%	4%	4%	2%	3%
Totals	100%	100%	100%	100%	100%
No.	31	76	175	252	534

base n = 534

Survey Questions - Other

Q.19 Should Council do more to encourage water conservation?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	74%	65%	70%	65%	67%
No	20%	24%	23%	23%	23%
Uncertain	6%	12%	6%	13%	10%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Q.20 Do you know that you are allowed to install a rainwater tank in residential areas without Council permission?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	51%	53%	54%	55%	54%
No	49%	47%	45%	43%	45%
Uncertain	0%	0%	1%	3%	1%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Q.21 Should Council adopt a water pricing system to encourage residents and other users to practice water conservation?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Yes	66%	48%	54%	50%	52%
No	29%	40%	38%	36%	37%
Uncertain	6%	12%	9%	14%	11%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

Q.22 If Council was to ask you to choose between water restrictions in a drought, or water charges that discourage high usage levels, what would you choose?

Column %	18 to 29	30 to 49	50 to 64	65 and over	Totals
Restrictions	91%	74%	78%	84%	81%
Higher charges	9%	22%	19%	8%	14%
Uncertain	0%	4%	4%	7%	5%
Totals	100%	100%	100%	100%	100%
No.	35	85	192	264	576

base n = 576

WESTERN RESEARCH INSTITUTE

WRI is a regional development research organisation located in Bathurst, New South Wales. WRI holds a wealth of knowledge on employment, business development and investment issues affecting regional Australia. It has worked with Commonwealth, State and Local Governments and industry groups on numerous investment and development programs in regional areas. WRI has strong credentials in business and commercial market consulting and applied economic modelling including input-output analysis, shift-share, agribusiness and regional socio-economic surveys and analysis.

Ms Kathy Woolley – Chief Executive Officer

Kathy joined the WRI team in February 2018 having previously worked on a variety of boards and in a number of senior management roles across sectors including media, health, education, regional development, government, event management, research and sales. For a number of years Kathy also ran a consultancy specialising in services for not for profit entities, focusing on best practice techniques in management and governance.

With formal qualifications in change management, company directorship, economics and training, and well developed skills in human resources, information technology, finance and economic development, Kathy offers a unique skill set to assist with most business needs.

This is the second time Kathy has worked for WRI, previously fulfilling the role of Business Development Manager. A position as a research officer for a similar organisation in the Illawarra rounds off the experience in economic modelling and research.

Mr Alistair Maclennan – Senior Research Consultant
BA Political Economy, First Class Honours (UNE)

Having served in a variety of parliamentary, public service and private sector roles, Alistair brings a wealth of research experience to WRI. Alistair has well developed skills in data analysis, economics and business, and has a wide understanding of government. In addition, Alistair also has experience in policy development in the energy sector, where he engaged with industry, government agencies and NGOs to inform policy. Alistair's experience in engaging with clients, stakeholders and the public assists WRI to fully understand its clients' needs and provide tailored research.

Ms Dale Curran – Executive Officer
BA ANU

Dale is responsible for all administrative processes at WRI including executive support, finance, management of the Board of Directors and maintenance of policies. She has worked in a variety of roles at WRI, including Fieldwork Supervisor and Research Assistant, and has worked on several community and business surveys. Dale brings a high level of organisational skill to her role as Executive Officer.

Level 1, 126 William Street Bathurst NSW 2795
mail: PO Box 9374 Bathurst NSW 2795 phone: 02 6333 4000
ABN 76 090 089 991
email: team@wri.org.au
www.wri.org.au