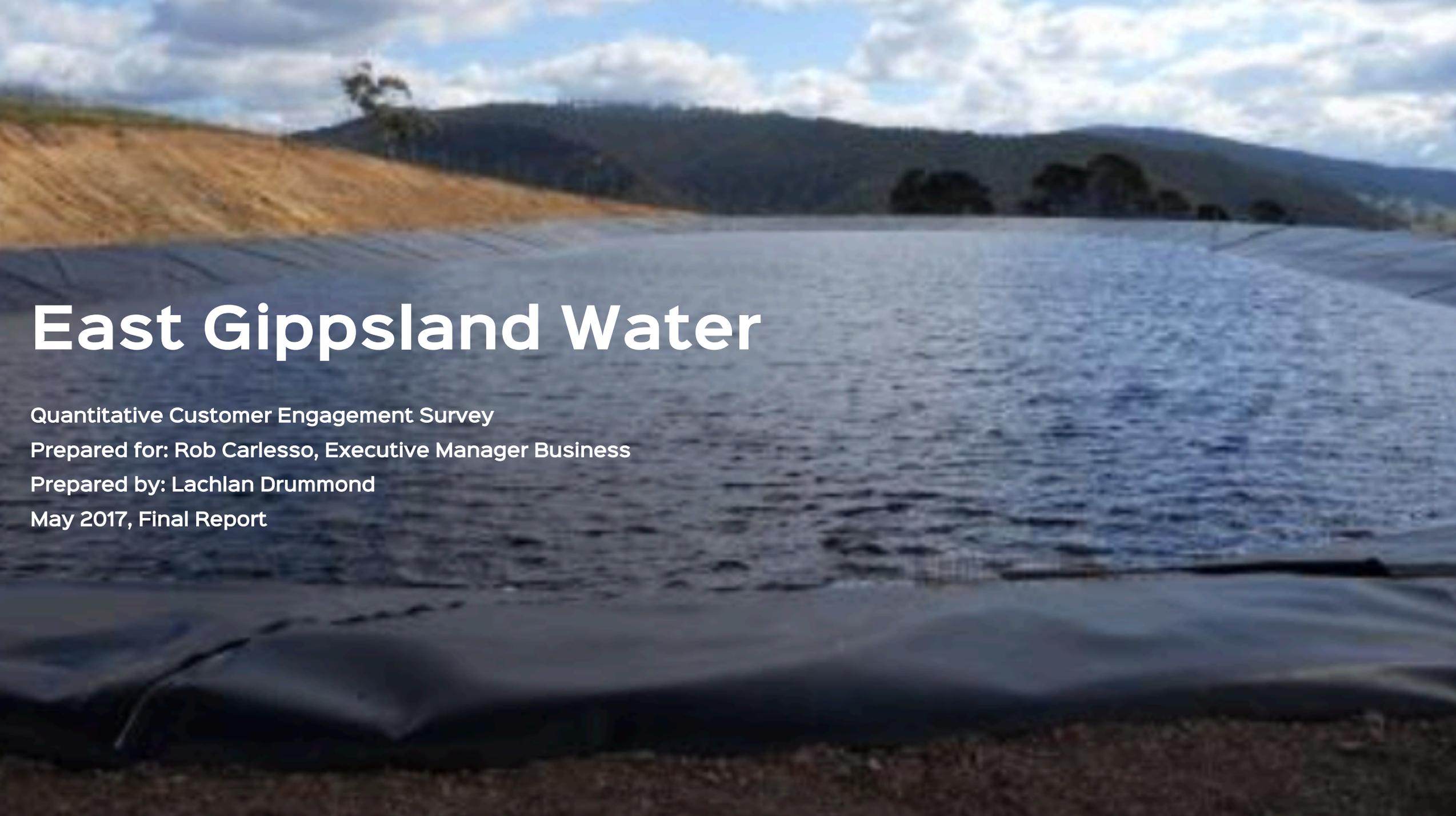




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FARM FOOD HEALTH LIFESTYLE



East Gippsland Water

Quantitative Customer Engagement Survey

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Prepared by: Lachlan Drummond

May 2017, Final Report



Background, Objectives & Approach

Background

Background

East Gippsland Water (EGW) serves an area of 21,000 square kilometres in the far south east of Victoria, servicing around 25,000 customers.

Challenges / Opportunities

All Victorian water corporations are required to submit an ESC Pricing Submission as part of their Statement of Obligations. East Gippsland Water is developing the next water plan, to take effect from July 2018. Customer engagement is critical for EGW's long term planning to understand customer preferences and priorities that provide good value. To assist with its engagement strategy, East Gippsland Water asked Redhanded to undertake a quantitative survey to...

Objectives / Priorities

...Determine and strengthen customer responses to themes and feedback identified from earlier qualitative and quantitative engagement including preparedness to trade-off service levels for savings and willingness to pay. Identify where services can be added or improved to give better customer value.

Objectives

Overall Objective:

Determine and strengthen customer responses to themes and feedback identified from earlier qualitative and quantitative engagement including preparedness to trade-off service levels for savings and willingness to pay. Identify where services can be added or improved to give better customer value.

Four Specific Areas to Address:

- Customer Financial Assistance (Hardship)
- Service Levels
- Environmental Sustainability
- Liveability

Detail on these follows:

1. Service Levels

Focus on:

- Increase efficiencies or service improvements by restructuring account/billing arrangements.
- Reduce bill delivery costs and pass this saving onto customers.
- Increase efficiencies by providing online access for customer account/billing information.
- Improve ways customers are notified planned and unplanned service interruptions.
- Reduce demand for water by providing rebates for water efficient products.

2. Customer Financial Assistance - Hardship

Focus on:

- Increase the benefit for financial assistance to customers in need.
- Reduce the amount of bad debt and write offs.

3. Environmental Sustainability

Focus on:

- East Gippsland Water will be an environmental leader by investing in planting trees in the region.
- Increase products and incentives for customers that support reduced demand for water.
- Reducing greenhouse gasses, CO₂ emissions.

4. Liveability

Focus on:

- Increase liveability in our region by installing water fountains throughout the region, subject to community demand.
- Increase liveability in our region by protecting recreational areas.
- Increase liveability in our region by providing a rebate on the service charge for community groups.

Approach

Data was obtained using an online survey facilitated by:

1. Interviews at local community events including markets, school activities , town shows and community functions
2. Invitations to participate sent out via email
3. Door to door interviews in selected towns
4. Invitations to participate circulated through community groups
5. Invitations included in messaging inserts sent with customer bills
6. Neighbourhood houses were provided survey marketing material and advertising to inform customers about the survey and guidance to complete the survey online or in hard copy
7. EGW Staff, board, and customer committee were actively utilised to become survey ambassadors to encourage individual network of contacts to complete the survey
8. Customer calls to the office were informed about the survey and encouraged to participate
9. Customers that personally presented at the service desk where encouraged to complete the survey online or in hard copy
10. Major employers, Patties, Bairnsdale Regional Health Service and East Gippsland Shire were sent a link to pass on and a message encouraging all their staff to complete the survey
11. East Gippsland shared services group consisting of East Gippsland Catchment Management Authority, DELWP, East Gippsland Shire, Gippsland Ports, Parks Victoria were sent a link to pass onto their staff
12. Invitations to participate in the survey through facebook and twitter.

Sample Size: 457 Responses are reported.

Demographic Questions

Q1. Are you an East Gippsland Water customer?

Please select one option.

- Yes
- No

Q2. Are you..?

Please select one option.

- Male
- Female
- Prefer not to say

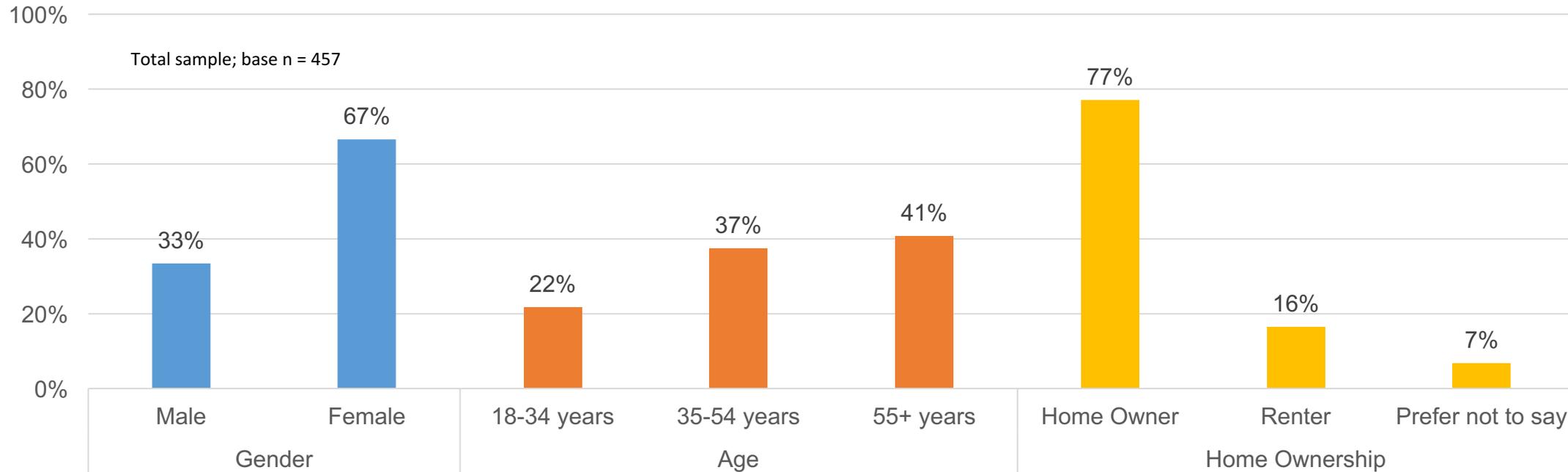
Q3. Which of the following age groups do you fall into?

Please select one option.

- Under 18
- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55 years and over
- Prefer not to say

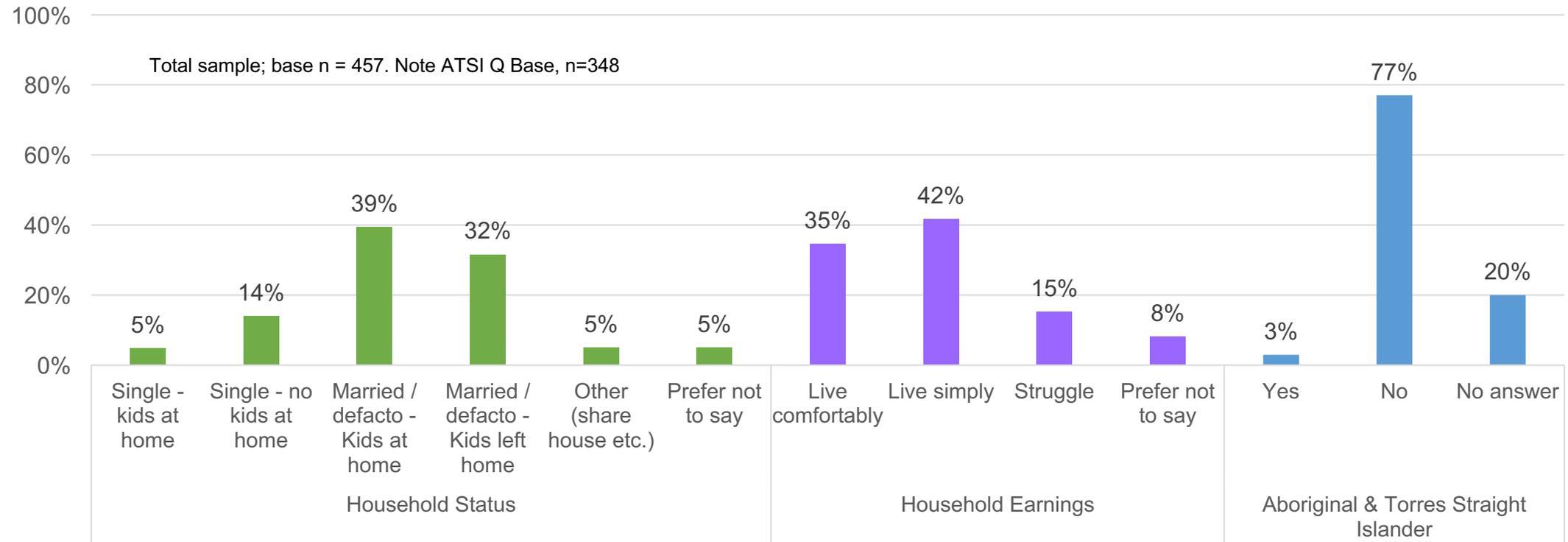
Participants were asked a range of demographic questions. This enabled the results to be analysed by these to determine whether differences in results existed by variables such as age, gender, household size and so forth. Throughout the report results are shown by total sample and by these demographics.

Research Sample



Representativeness of Sample: Overall, the sample obtained for this research matches well with the demographic profile of East Gippsland residents. That is, the age profile and home ownership status obtained was very similar to the general population. The sample is however, skewed towards females compared with the general population (This survey 67% female versus 49% female in the general population.)

Research Sample



Around 19% of the sample was single while 71% were in a relationship. Over three quarters (77%) lived simply or comfortably. Three percent of the sample identified as an Aboriginal or Torres Straight Islander (which matched with ABS incidence).

An aerial photograph of a residential neighborhood. In the center, there is a large, empty, light-colored rectangular structure, possibly a pool or a large storage tank, with a dark border. To its right is a blue pond. The surrounding area is filled with houses, trees, and green fields. A road runs along the left side of the structure.

Main Findings

Q4 Customer Financial Assistance (Hardship)

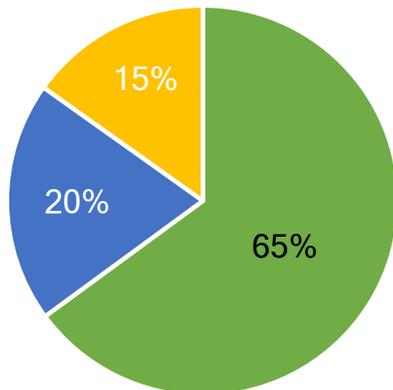
East Gippsland Water will continue to assist customers experiencing genuine financial hardship. They will do this by increasing the benefits for customers experiencing financial hardship and in turn reduce the amount of bad debt in the community.

Which of the following would be your preferred option?

Please select one option.

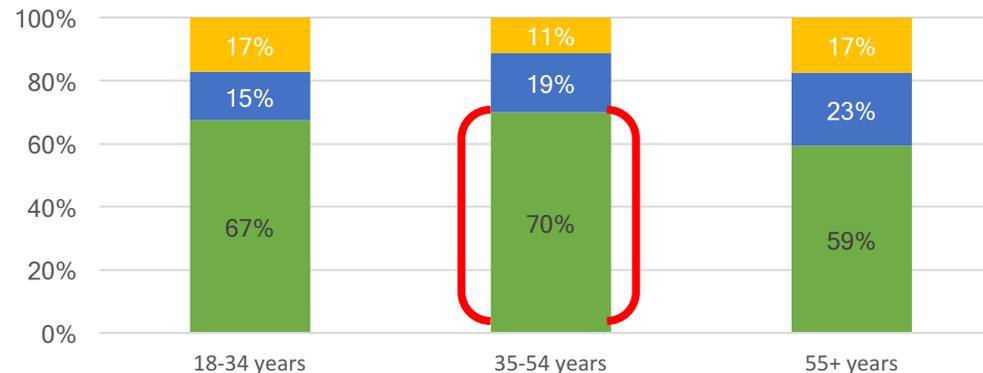
- Choice 1**
We will continue with our current financial assistance program to customers in genuine financial need - capped up to \$500 per annum.
= **No change to your bill**
- Choice 2**
We will increase the value of assistance available to customers in genuine financial need to a greater level - capped up to \$750 per annum.
= **Additional \$1.10 on your bill per year**
- Choice 3**
We will increase the value of assistance available to customers in genuine financial need to a maximum level - capped at \$1,000 per annum.
= **Additional \$2.20 on your bill per year**

Hardship Support



Total sample; base n = 456; 1 missing

Hardship support by Age



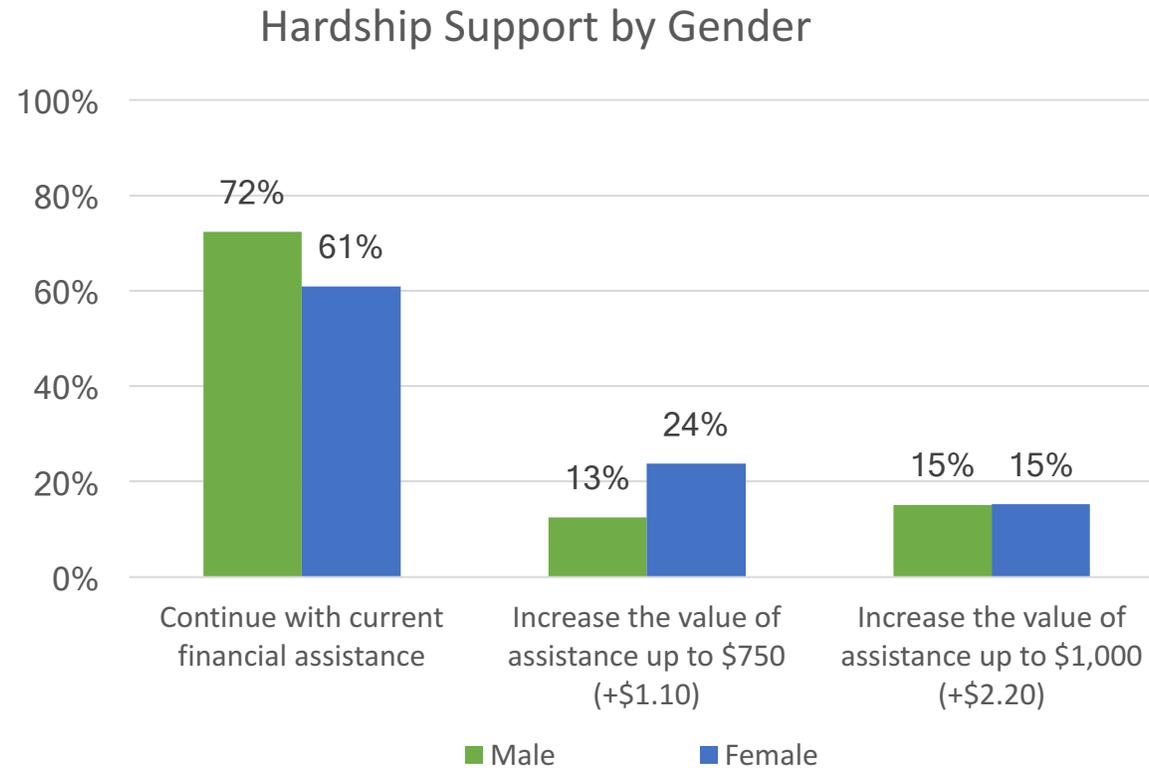
Total sample; base n = 452; 5 missing

- Increase the value of assistance up to \$1,000 (+\$2.20) CHOICE 3
- Increase the value of assistance up to \$750 (+\$1.10) CHOICE 2
- Continue with current financial assistance CHOICE 1

35% of respondents were happy to pay more but 65% of respondents did not want to pay extra (Choice 1)

Strong support for current arrangements across all age groups

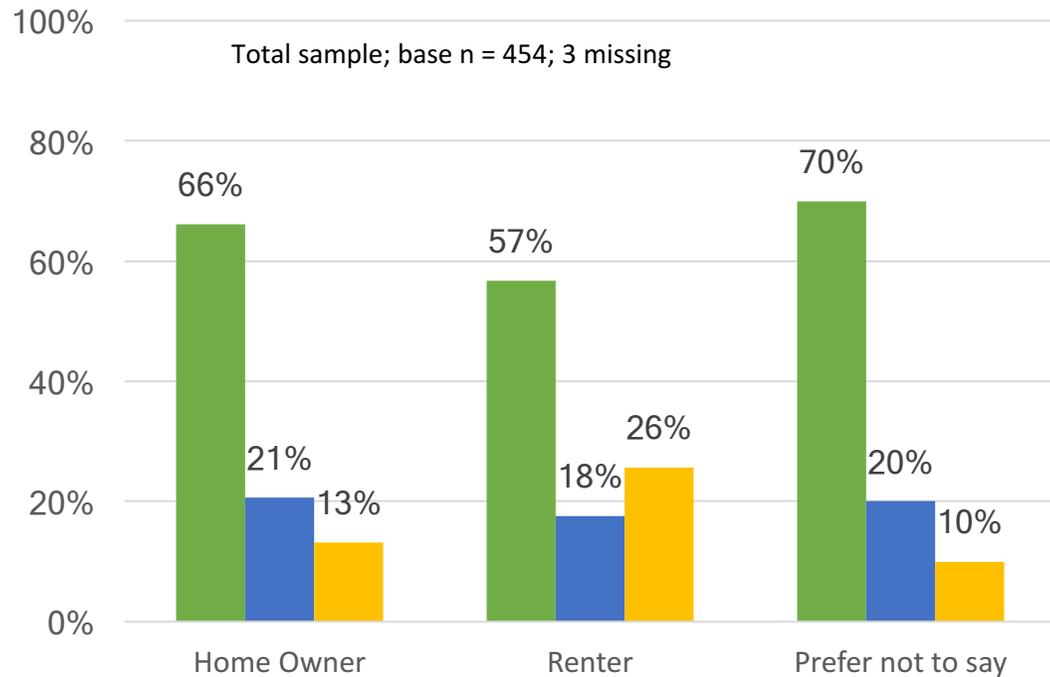
Q4 Customer Financial Assistance (Hardship)



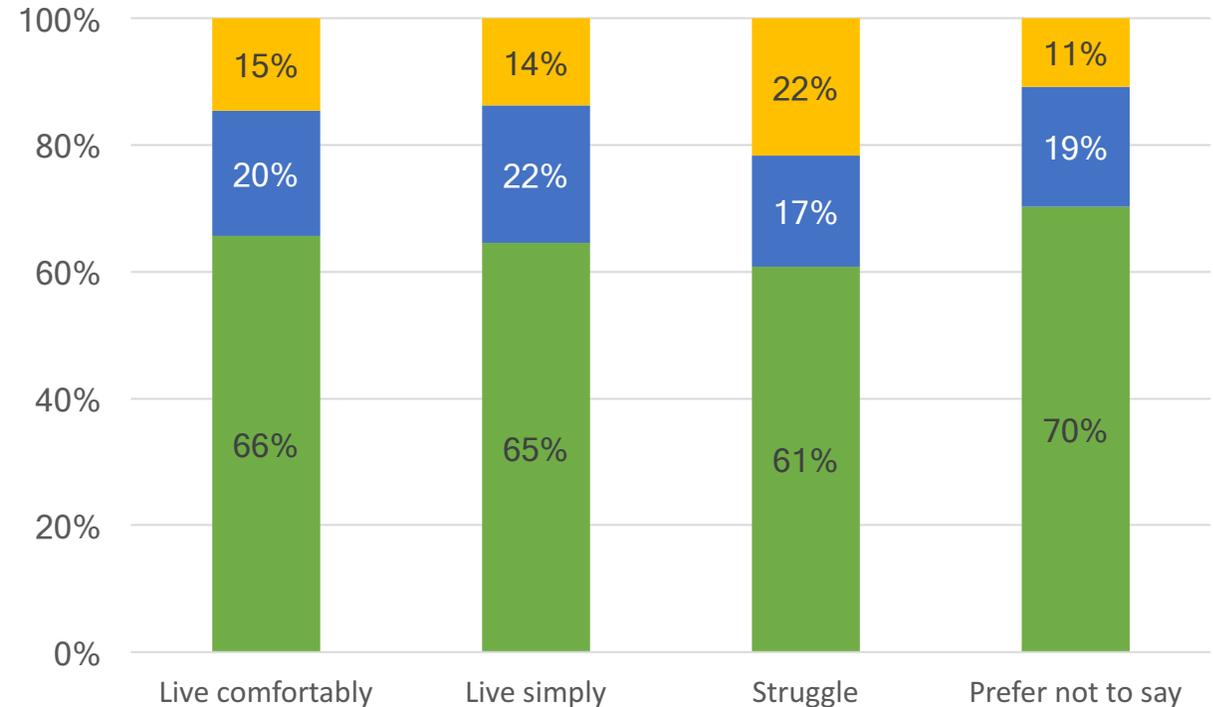
Total sample; base n = 454; 3 missing

Q4 Customer Financial Assistance (Hardship)

Hardship Support by Home Ownership



Hardship Support by Household Earnings



Total sample; base n = 452; 5 missing

- Increase the value of assistance up to \$1,000 (+\$2.20) CHOICE 3
- Increase the value of assistance up to \$750 (+\$1.10) CHOICE 2
- Continue with current financial assistance CHOICE 1



Q5 Customer Financial Assistance (Hardship)

Q5: In a few words please type in the box below any comments or suggestions you'd like to make about East Gippsland Water's commitment to increasing financial help to customers in genuine need.

Overall, 110 (24%) responses to this question, typically, falling into three clear categories:

1. Only support those in "Genuine Need"

"I believe those with genuine hardship do need some assistance."

"More organisation need to consider the financial hardship some people experience. Communities supporting families and the financially disadvantaged is encouraging but who determines the hardship?"

2. EGW should leave welfare to existing organisations

"Focus on keeping up the great water and sewerage services and leave the welfare support to the government. Otherwise you just become another hidden taxation arm of government."

"No financial assistance, people have to pay their way in life."

3. Happy with the way it is

"What you already offer is good."

"Financial aid offered already is very generous."

"Very helpful in supporting customers in financial need."

Q6 Service Levels

East Gippsland Water is committed to increasing efficiency. They will do this by restructuring their account/billing arrangements to increase efficiency to you, their customers.

Which of the following would be your preferred option?

Please select one option.

Choice 1

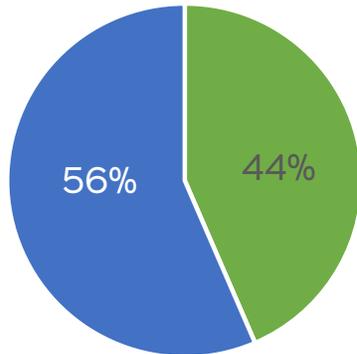
- We will only send a final notice to customers who have not paid their account by the due date, rather than a reminder and a final notice.
= **Saving of \$0.50 cents on your bill per year**

Choice 2

- We will maintain our current account/bill processes with both a reminder and a final notice being sent.
= **No change to your bill**

Preferred Billing Approach

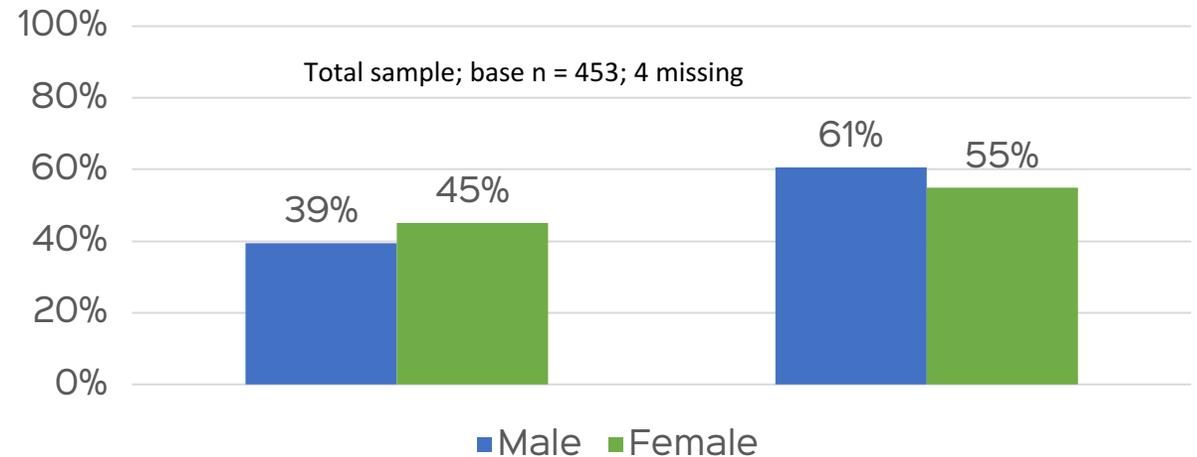
Customer preference for no change (Choice 2)



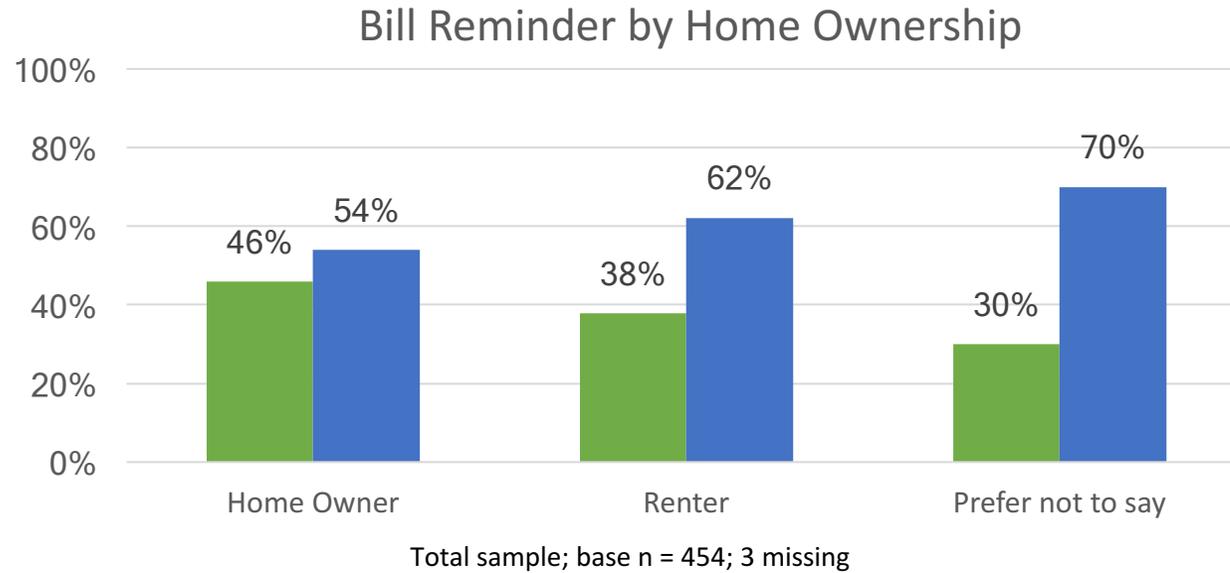
Total sample; base n = 455; 2 missing

- No Bill Reminder sent (-\$0.50) CHOICE 1
- Maintain Current Process. Reminder and Final Notice sent CHOICE 2

Preferred Accounting/Billing Practices by Gender



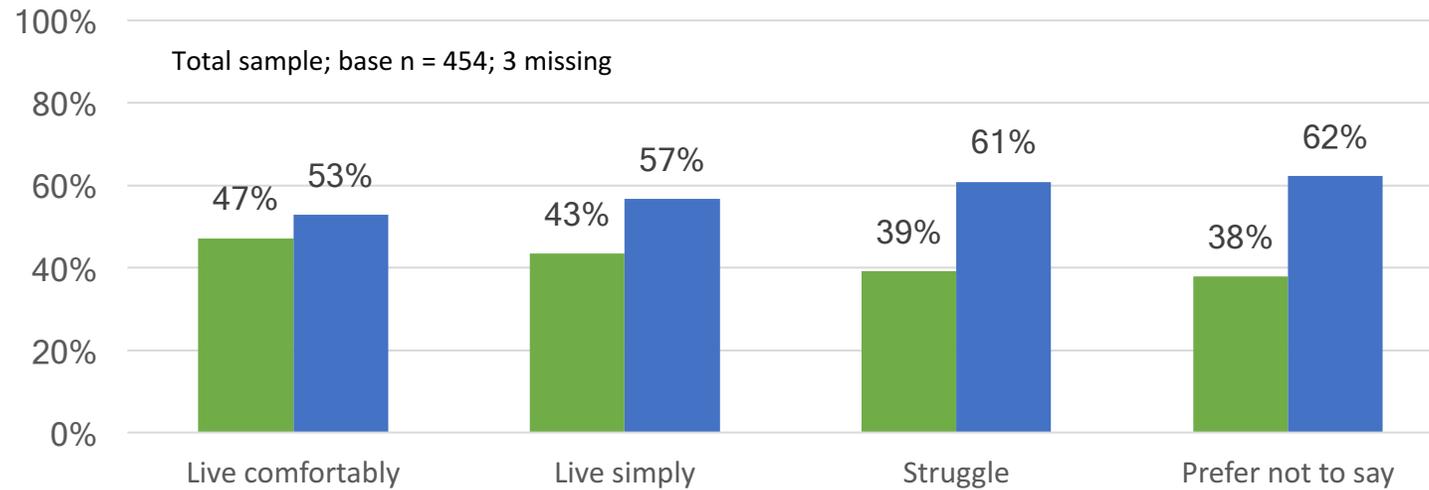
Q6 Service Levels



-  No Bill Reminder sent (-\$0.50) CHOICE 1
-  Maintain Current Process. Reminder and Final Notice sent CHOICE 2

Q6 Service Levels

Bill Reminder by Household Earnings



-  No Bill Reminder sent (-\$0.50) CHOICE 1
-  Maintain Current Process. Reminder and Final Notice sent CHOICE 2

Q7 Service Levels

East Gippsland Water is committed to increase efficiency and/or service improvements. They will do this by restructuring their account/billing arrangements to improve their services and increase efficiency to you the customers.

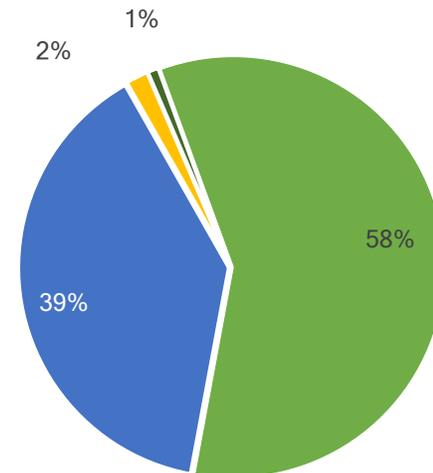
Which of the following would be your preferred option?

Please select one option.

- Choice 1**
If you chose to receive your bill by email (starting 1 July 2018), you will not be charged postage fees - paper bills will still be available.
= Saving of \$7.60 on your bill per year
- Choice 2**
Maintain current account/bill processes - bills currently sent via paper or email.
= No change to your bill
- Choice 3**
We will introduce monthly billing with account/bill being sent via email only.
= Additional \$21.90 on your bill per year
- Choice 4**
We will introduce monthly billing with account/bill being sent via post.
= Additional \$29.50 on your bill per year

Receiving bill via email most preferred (58%) (Choice 1)

Bill Delivery Preference

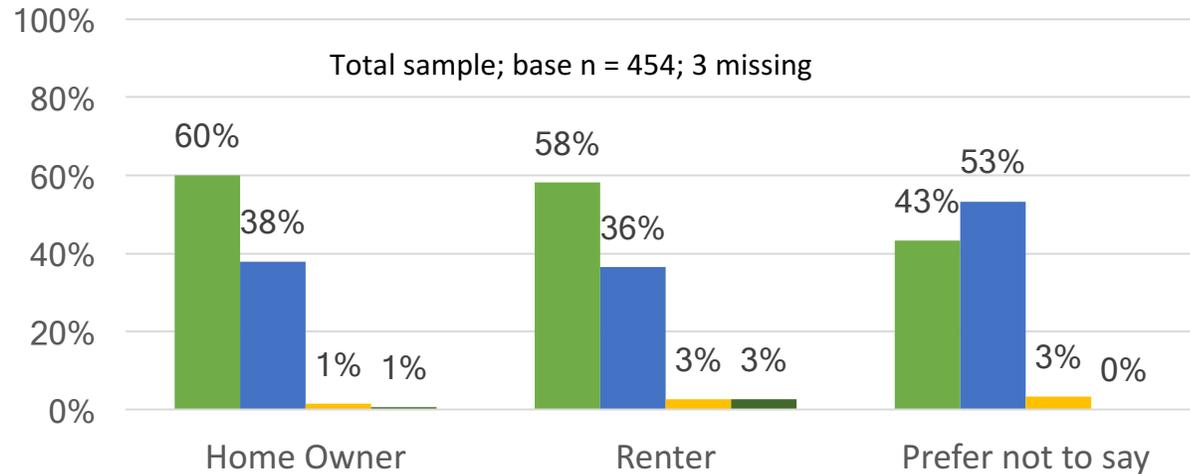


- Current system via email (-\$7.60) CHOICE 1
- Current system via post or email CHOICE 2
- Monthly billing via email (+\$21.90) CHOICE 3
- Monthly billing via post (+\$29.50) CHOICE 4

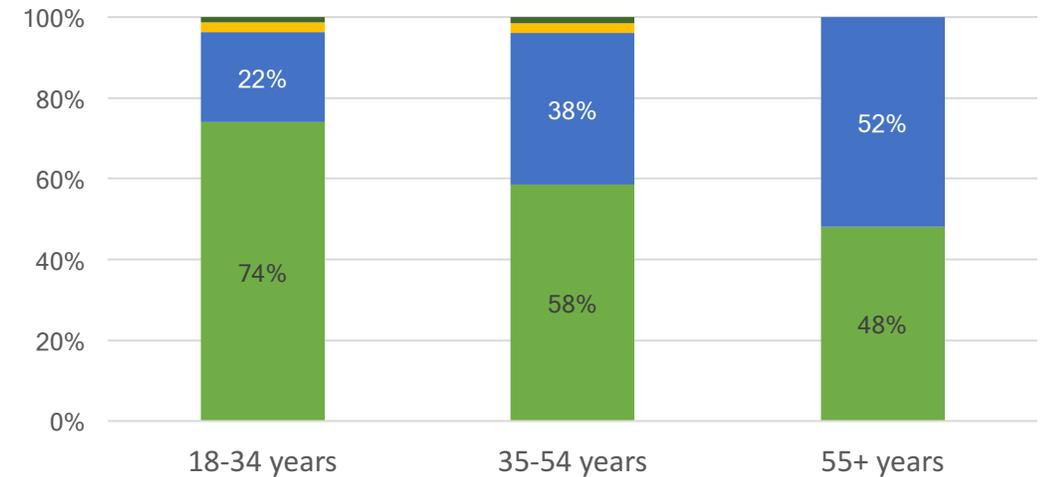
Total sample; base n = 456; 1 missing

Q7 Service Levels

Bill Delivery by Home Ownership



Preferred Method of Bill Receival by Age



Total sample; base n = 344; 4 missing

■ Current system via email (-\$7.60) CHOICE 1

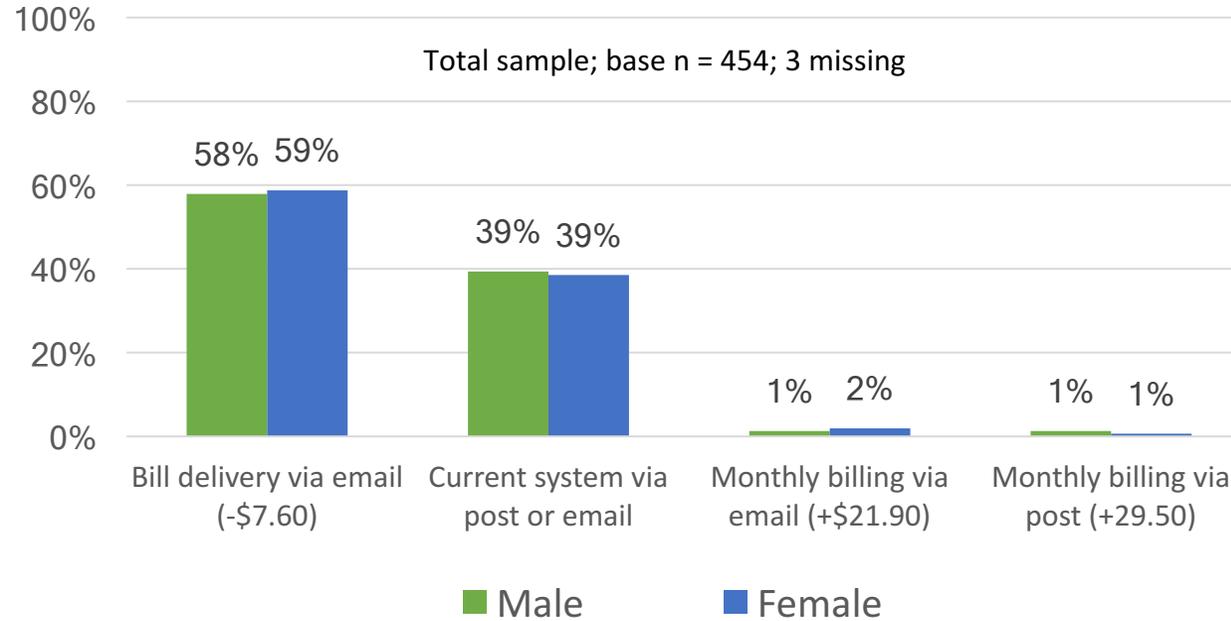
■ Current system via post or email CHOICE 2

■ Monthly billing via email (+\$21.90) CHOICE 3

■ Monthly billing via post (+\$29.50) CHOICE 4

Q7 Service Levels

Bill Delivery by Gender



■ Current system via email (-\$7.60) CHOICE 1

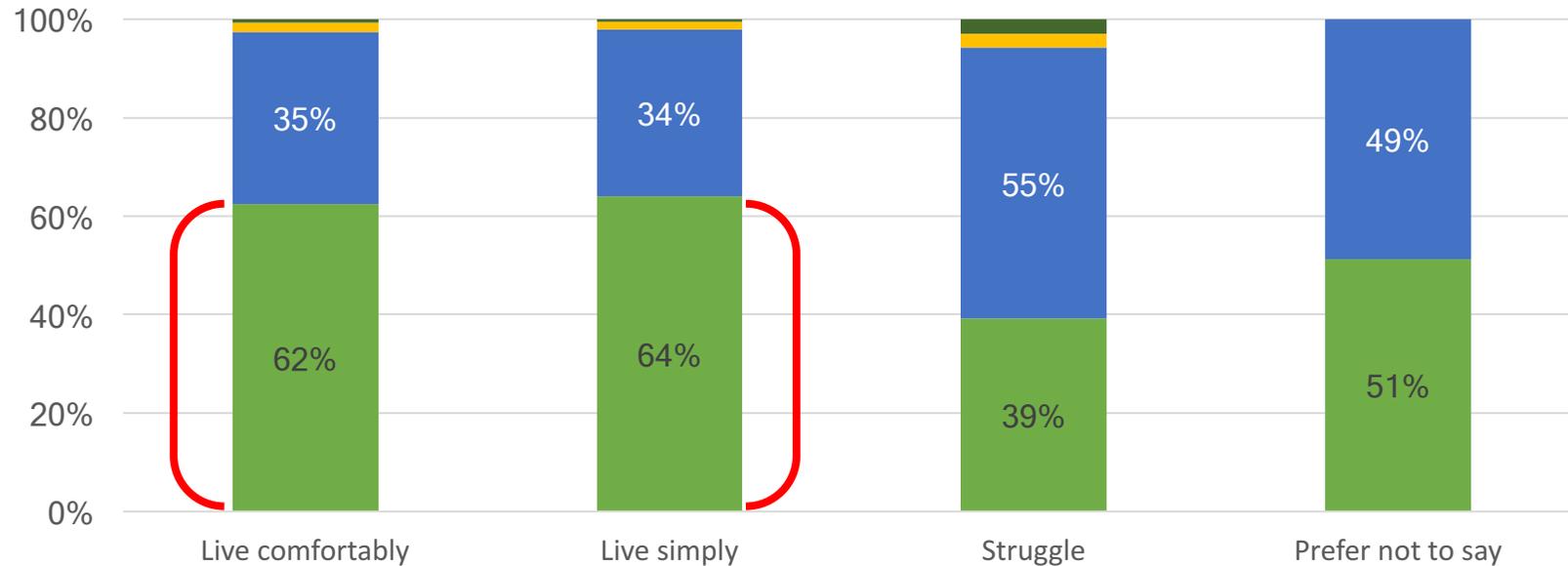
■ Current system via post or email CHOICE 2

■ Monthly billing via email (+\$21.90) CHOICE 3

■ Monthly billing via post (+29.50) CHOICE 4

Q7 Service Levels

Bill Delivery by Household Earnings



Current system via email most preferred among those who are more financial

Total sample; base n = 452; 5 missing

■ Current system via email (-\$7.60) CHOICE 1

■ Current system via post or email CHOICE 2

■ Monthly billing via email (+\$21.90) CHOICE 3

■ Monthly billing via post (+29.50) CHOICE 4

Q8 Service Levels

East Gippsland Water will improve the ways they communicate with you. To do this they will increase their online customer access to your account/bill information, which will reduce costs in the longer term.

Which of the following would be your preferred option?

Please select one option.

Choice 1

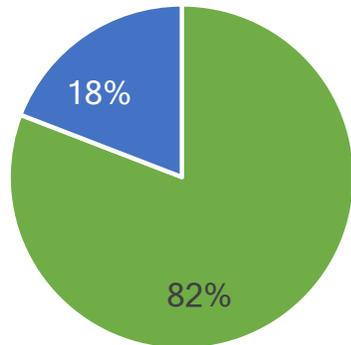
- Maintain current procedure where forms for changes to account details and general information enquiries are completed online and emailed to staff for action.
= **No change to your bill**

Choice 2

- A customer service portal to be available via our website which will provide details for customer billing, change of ownership information, change of tenancy details including payment arrangements, extensions and concession registration. The portal will also include the development of an app to allow for direct communication with customers.
= **Additional \$2.80 on your bill per year**

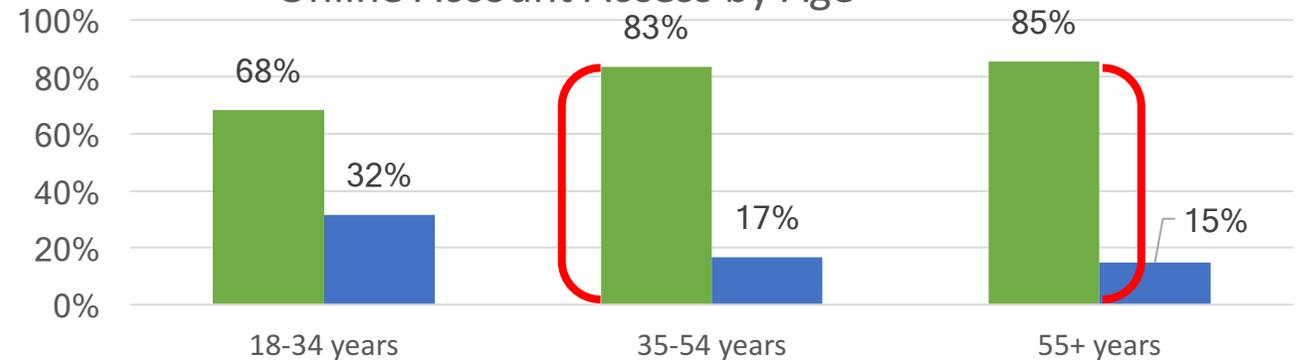
Majority of over 35's want current system retained

Online Account Access as Percentage of Total



Majority support current procedure (Choice 1)

Online Account Access by Age



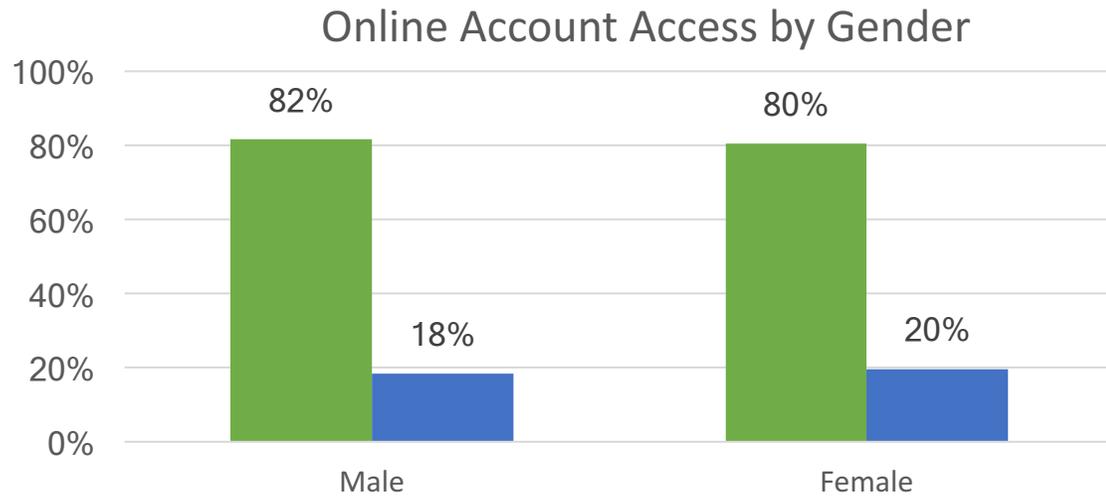
Total sample; base n = 454; 3 missing

Total sample; base n = 456; 1 missing

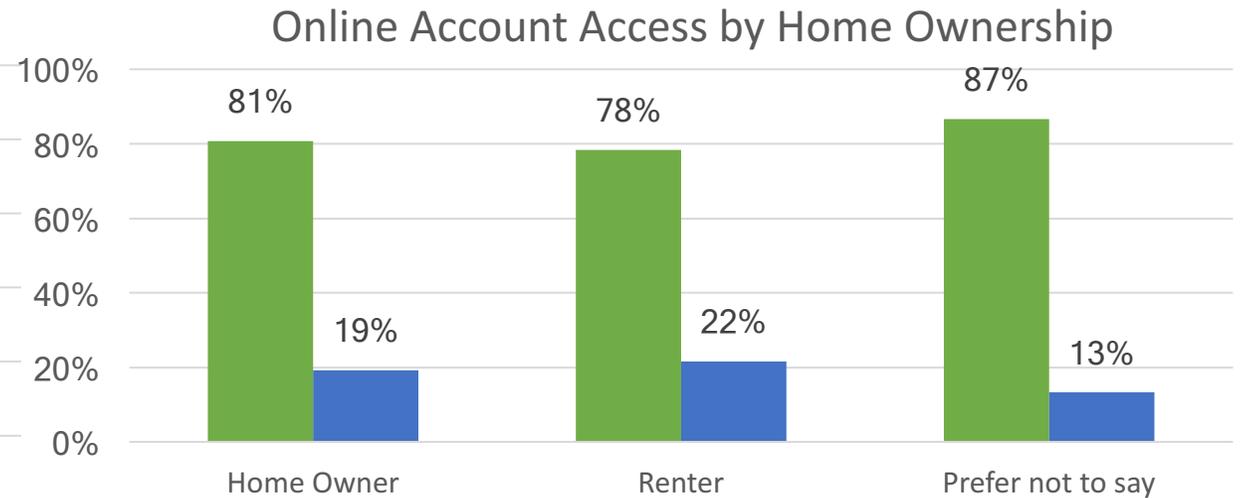
- Maintain current procedure CHOICE 1
- Customer service portal (+\$2.80) CHOICE 2



Q8 Service Levels



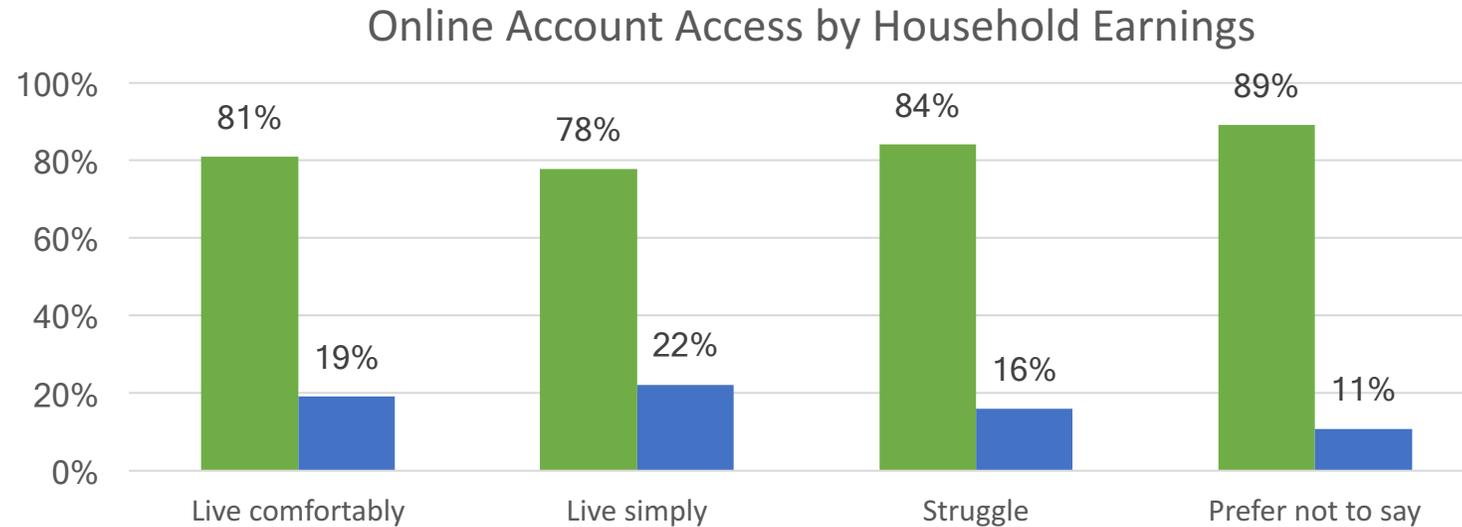
Total sample; base n = 454; 3 missing



Total sample; base n = 454; 3 missing

- Maintain current procedure CHOICE 1
- Customer service portal (+\$2.80) CHOICE 2

Q8 Service Levels



Total sample; base n = 454; 3 missing

- Maintain current procedure CHOICE 1
- Customer service portal (+\$2.80) CHOICE 2

Q9 Service Levels

East Gippsland Water will improve the ways they notify you of planned and unplanned service interruptions to both the sewer and water network.

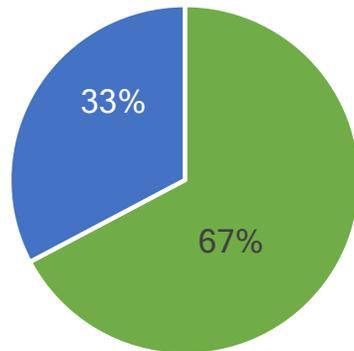
Which of the following would be your preferred option?

Please select one option.

- Choice 1**
Notification in writing (via mail). For planned water or wastewater works we will notify affected customers at least 2 business days in advance. We will also publish planned and unplanned outages on our social media channels and the East Gippsland Water website.
= **No change to your bill**

- Choice 2**
Plus SMS/Text message sent to the mobile phone number registered against the property for planned and unplanned water and sewer works.
= **Additional \$0.70 on your bill per year**

Service Interruptions Notification



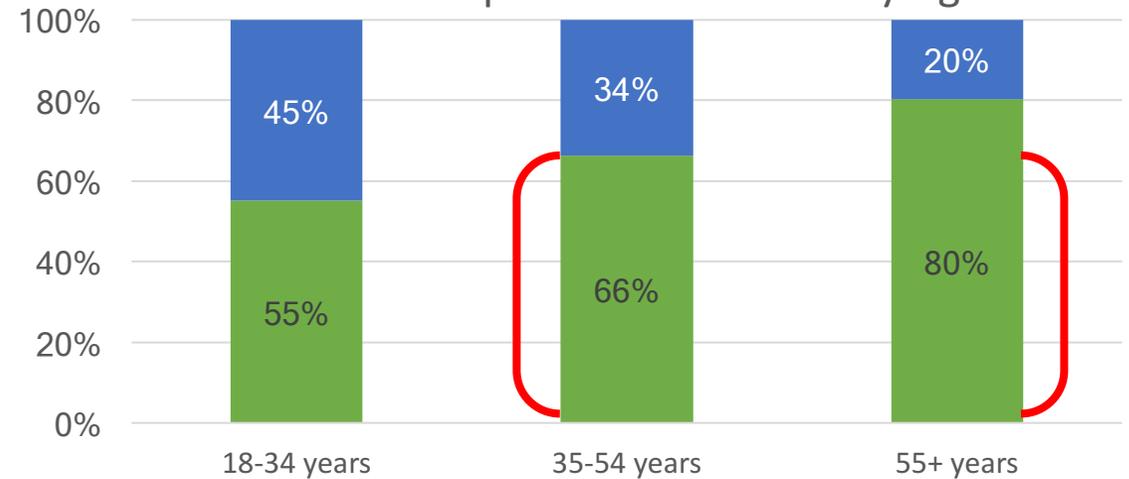
Majority support no change to bill (Choice 1)

Total sample; base n = 455; 2 missing

- In writing CHOICE 1
- In writing plus SMS (+\$0.70) CHOICE 2

Less interest in SMS notification for those over 35

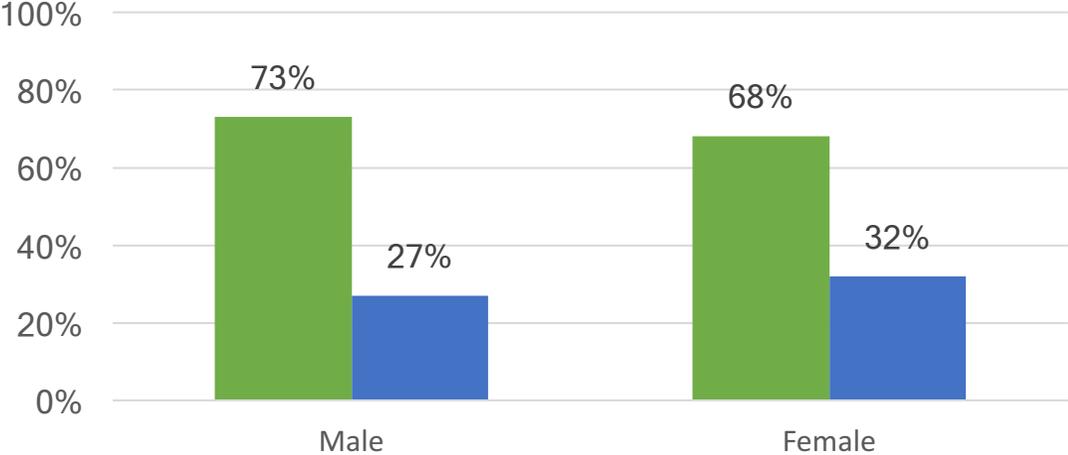
Service Interruptions Notification by Age



Total sample; base n = 451; 6 missing

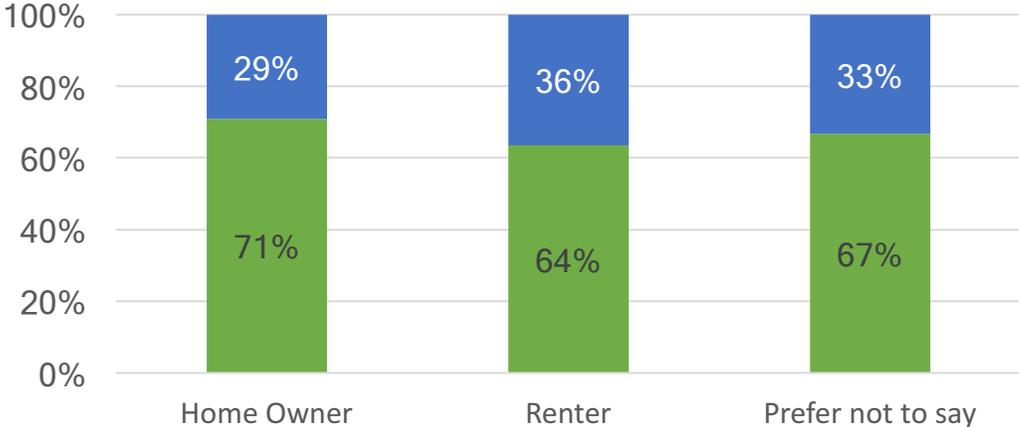
Q9 Service Levels

Service Interruptions Notification by Gender



Total sample; base n = 451; 6 missing

Service Interruptions Notifications by Home Ownership



Total sample; base n = 452; 6 missing

- In writing CHOICE 1
- In writing plus SMS (+\$0.70) CHOICE 2



Q10 Service Levels

Q10: In a few words please type in the box below any comments or suggestions you'd like to make about East Gippsland Water's Service Level commitments.

Overall, 82 responses (14% of survey respondents) to this question, typically, falling into three main categories:

1. Why should customers pay extra for technology and infrastructure that lowers costs in the future

"I believe that a customer service portal on the EGW website should be added at no additional cost to customers. It is an expectation that any major company / service provider be consistently progressive and in touch with technology and use environmentally sound ways to manage billing and communications without excessive or unnecessary paper usage."

"Planning for the future water needs is paramount and it is pleasing to be a water consumer where there has been appropriate past planning to ensure very few and/or limited water restrictions."

"Not everybody has Internet access."

"Do not assume that all customers have computers or know how to use one. I don't."

2. EGW should improve efficiency so customers get the lowest charge possible

"Reduce staffing possibly to create efficiencies."

"Try and make water cheaper for your customers."

3. Happy with the way it is

"No problems at all. Can't see any thing broken from my end so why try and fix it?"

"Service levels are excellent."

Q11 Environmental Sustainability

East Gippsland Water will commit to being an environmental leader in our local area. They will do this by investing in more native vegetation planting within the region.

Which of the following would be your preferred option?

Please select one option.

Choice 1
We will continue to plant small pockets of native vegetation around our water and wastewater treatment plants.
= No change to your bill

Choice 2
We will offer grants to local schools and community groups to support native vegetation plantings and habitat creation throughout the region.
= Additional \$3.60 on your bill per year

Choice 3
We will create 50 hectares of habitat and plant 1,000 carbon offset approved trees on our own land every year over the next five years, between 2018-2023. This will offset 140 tonnes of greenhouse gases for every 1,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups.
= Additional \$3.70 on your bill per year

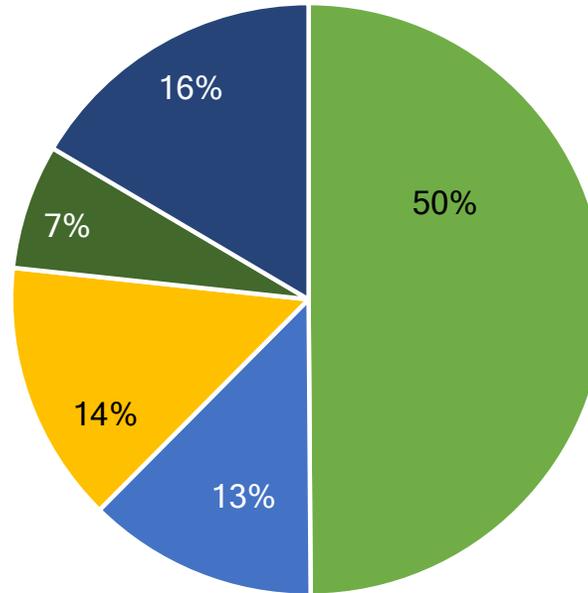
Choice 4
We will create 100 hectares of habitat and plant 2,000 carbon offset approved trees on our own land every year over the next five years, between 2018-2023. This will offset 285 tonnes of greenhouse gases for every 2,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups.
= Additional \$7.30 on your bill per year

Choice 5
We will offer grants to local schools and community groups to support native vegetation plantings and habitat creation throughout the region as well as create 100 hectares of habitat and plant 2,000 carbon offset approved trees on our own land every year over the five years, between 2018-2023. This will offset 285 tonnes of greenhouse gases for every 2,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups.
= Additional \$10.90 on your bill per year

Q11 Environmental Sustainability

Vegetation Planting Scheme as Percentage of Total

50% willing to pay more for vegetation investment



Total sample; base n = 455; 2 missing

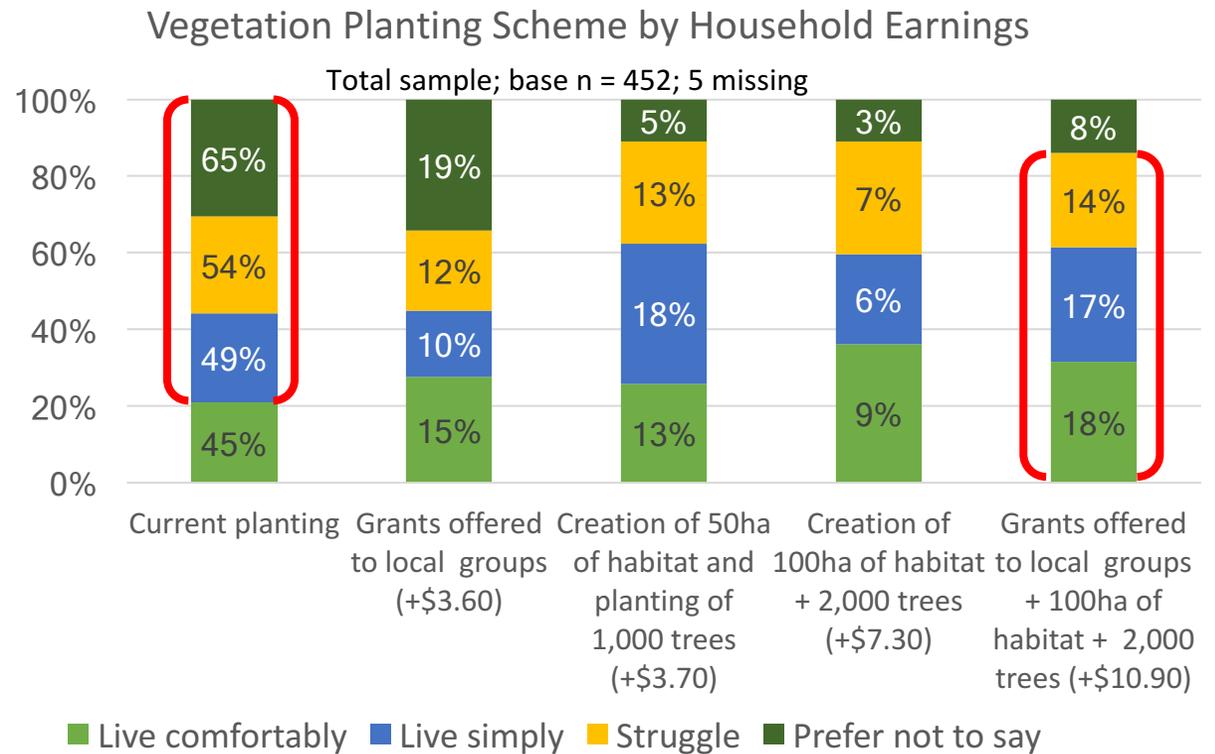
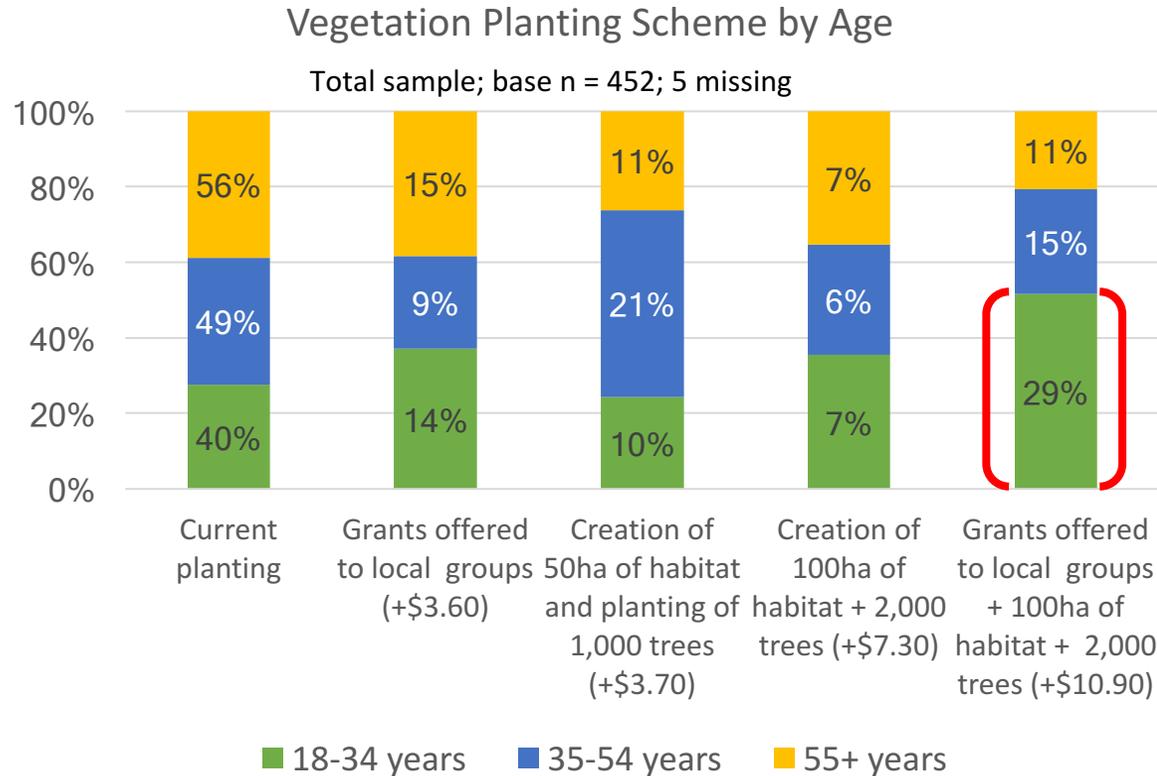
- 50% of respondents were prepared to pay at least an extra \$3.60 more p.a. for grants to plant trees for local groups. (Choices 2,3,4, & 5).
- 50% of respondents wanted to pay nothing extra (Choice 1).

- Continued planting of vegetation around water treatment plants CHOICE 1
- Grants offered to local schools and community groups (+\$3.60) CHOICE 2
- Creation of 50ha of habitat and planting of 1,000 trees (+\$3.70) CHOICE 3
- Creation of 100ha of habitat and planting of 2,000 trees (+\$7.30) CHOICE 4
- Grants to local schools & community groups plus the creation of 100ha of habitat & planting of 2,000 trees (+\$10.90) CHOICE 5

Q11 Environmental Sustainability

18-34 show most support for grants and planting.

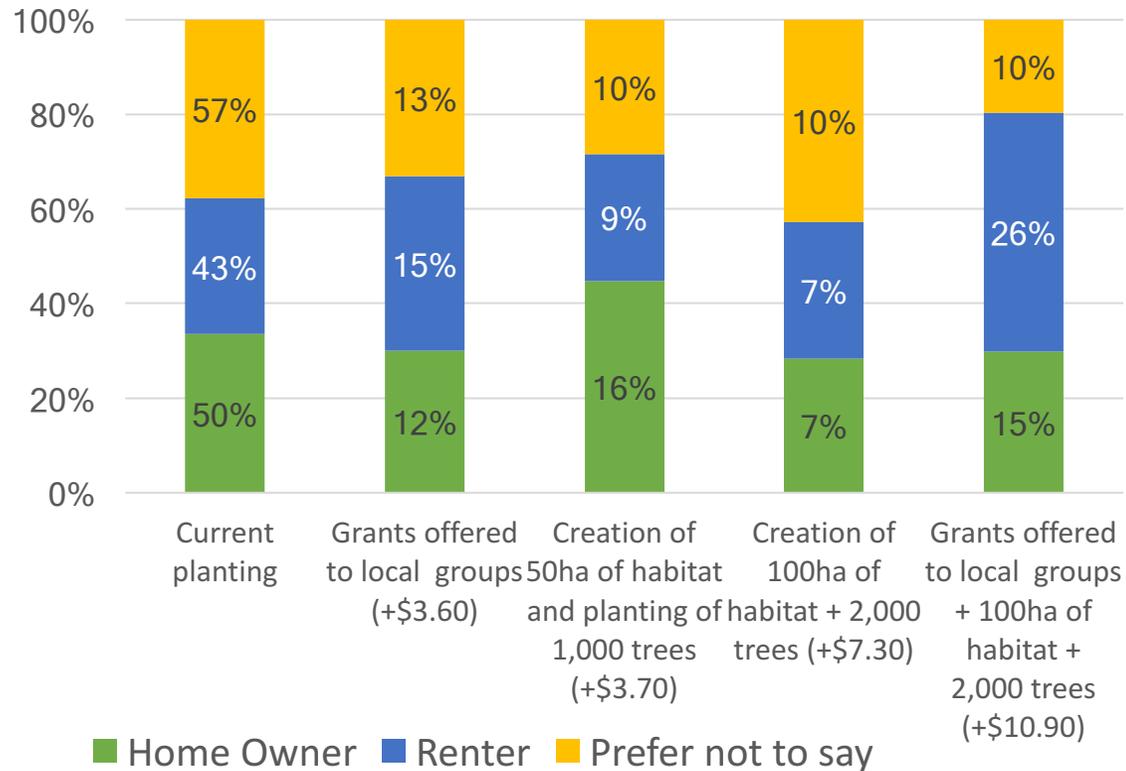
Good support across all economic groups for increased vegetation planting and community group involvement



Q11 Environmental Sustainability

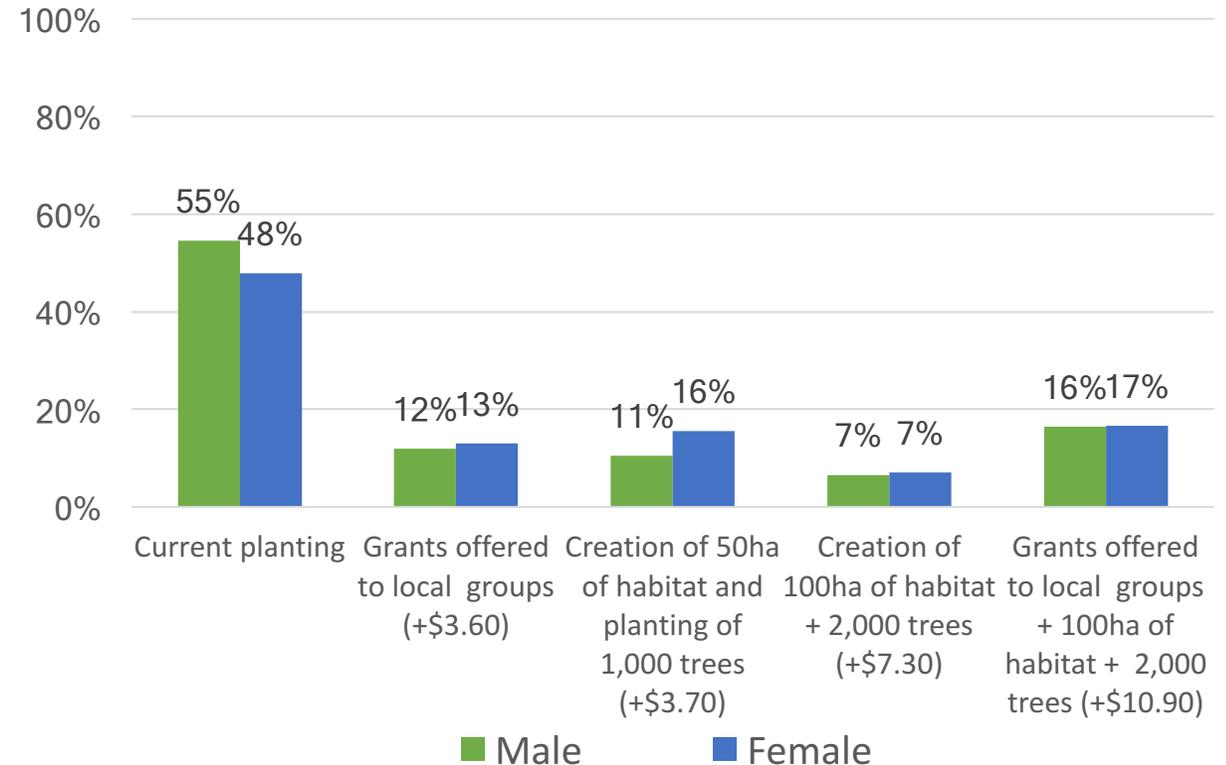
Similar support from both female and males for grants and creation of habitat.

Vegetation Planting Scheme by Home Ownership



Total sample; base n = 452; 5 missing

Vegetation Planting Scheme by Gender



Total sample; base n = 454; 3 missing

Q12 Environmental Sustainability

East Gippsland Water will provide increased availability of products that support a reduction in water use and incentives for customers.

Which of the following would be your preferred option?

Please select one option.

Choice 1

We will provide information and education about water efficient products and water efficiency measures at current levels.

= **No change to your bill**

Choice 2

We will provide rebates of up to \$500 for community groups who install water efficient products such as water tanks, dual flush toilets or water efficient washing machines or dishwashers at their site. The \$500 rebate can only be applied for once during the period 2018-2023.

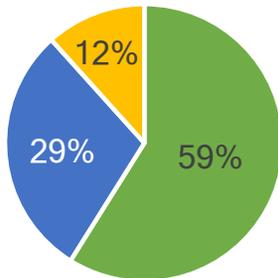
= **Additional \$1.00 on your bill per year**

Choice 3

We will provide rebates of up to \$500 for customers who install water efficient products such as water tanks, dual flush toilets or water efficient washing machines or dishwashers. The \$500 rebate can only be applied for once during the period 2018-2023.

= **Additional \$18.00 on your bill per year**

Water Use Reduction Incentive as Percentage of total.

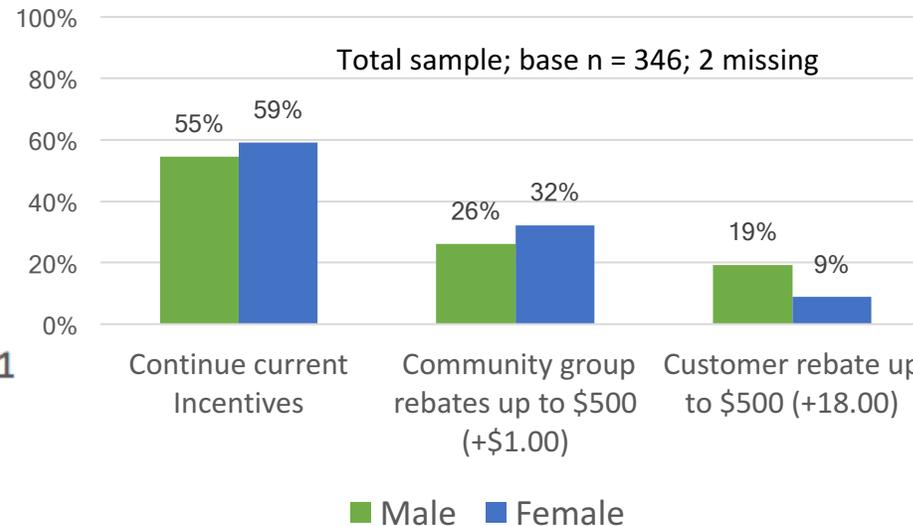


59% support for remaining at current information and education levels (Choice 1)

- Continue current levels of information and education CHOICE 1
- Community group rebates up to \$500 (+\$1.00) CHOICE 2
- Customer rebates up to \$500 (+18.00) CHOICE 3

Total sample; base n = 455; 2 missing

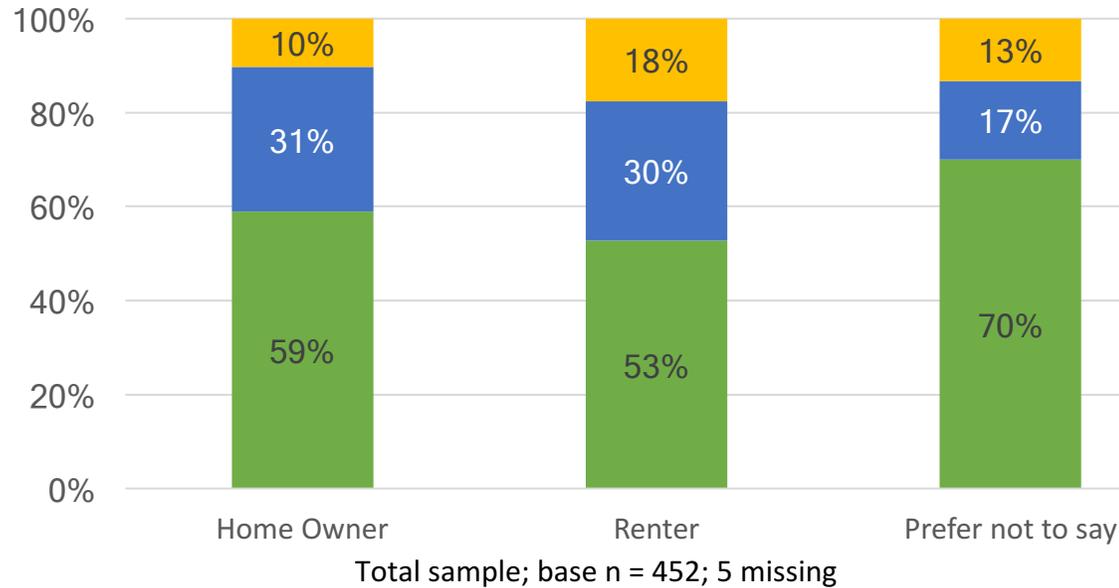
Water Use Reduction Incentive by Gender



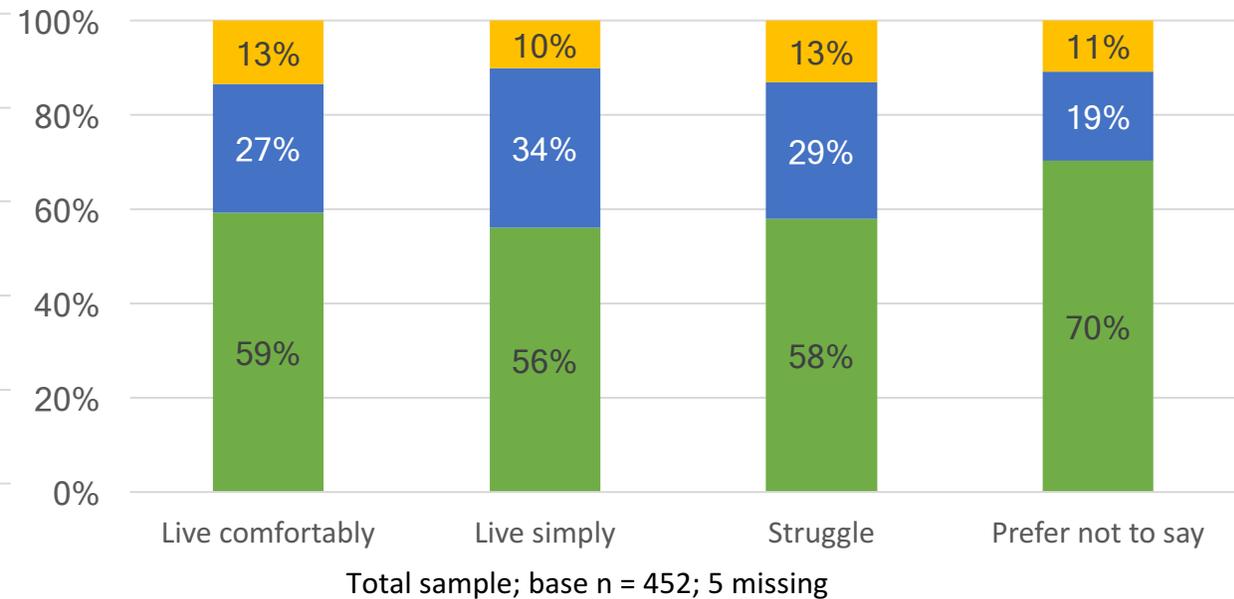
Similar support from both males and females for information at current levels.

Q12 Environmental Sustainability

Water Use Reduction Incentive by Home Ownership

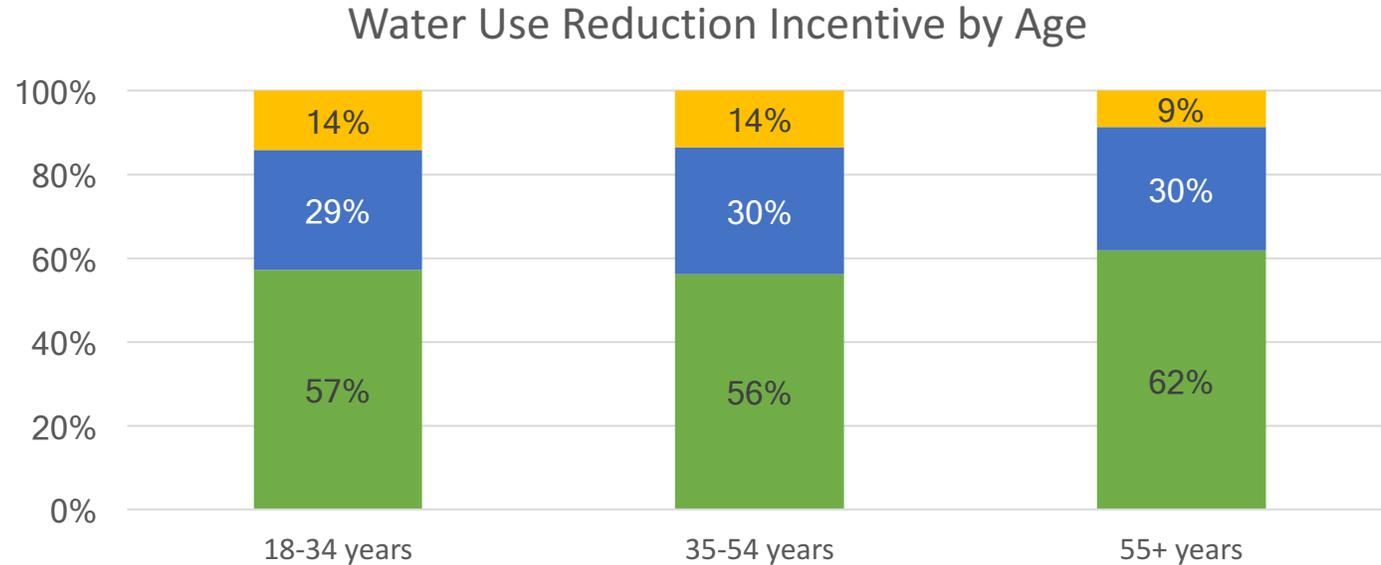


Water Use Reduction Incentive by Household Earnings



- Continue current levels of information and education CHOICE 1
- Community group rebates up to \$500 (+\$1.00) CHOICE 2
- Customer rebates up to \$500 (+18.00) CHOICE 3

Q12 Environmental Sustainability



Total sample; base n = 451; 6 missing

- Continue current levels of information and education CHOICE 1
- Community group rebates up to \$500 (+\$1.00) CHOICE 2
- Customer rebates up to \$500 (+18.00) CHOICE 3

Q13 Environmental Sustainability

East Gippsland Water is committed to reducing their greenhouse gas emissions in line with the Victorian State Government Policy. The baseline information being used is an average emissions figure between 2011/12-2015/16 as regulated by the Victorian Government.

Which of the following would be your preferred option?

Please select one option.

Choice 1

We will do this by reducing our emissions by 21% by 2025. This will be completed in the cheapest way possible by implementing efficiency

- improvements in electricity consumption, local investment in renewable energy, investment in tree planting initiatives and other opportunities with regional and water industry partners.
= **No change to your bill**

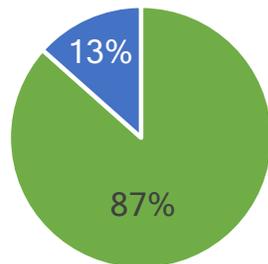
Choice 2

In addition to the above, we will invest in additional emissions reduction initiatives to go beyond East Gippsland Water's pledge of a reduction of 21% by 2025, increasing our target to 30% by 2025.

= **Additional \$7.80 on your bill per year**

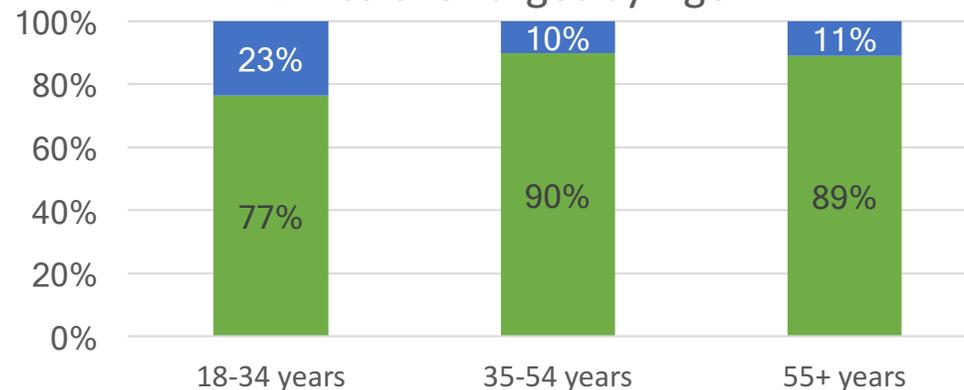
Emissions Target as Percentage of Total

Most customers are happy with existing emissions plan (Choice 1)



Total sample; base n = 455; 2 missing

Emissions Target by Age



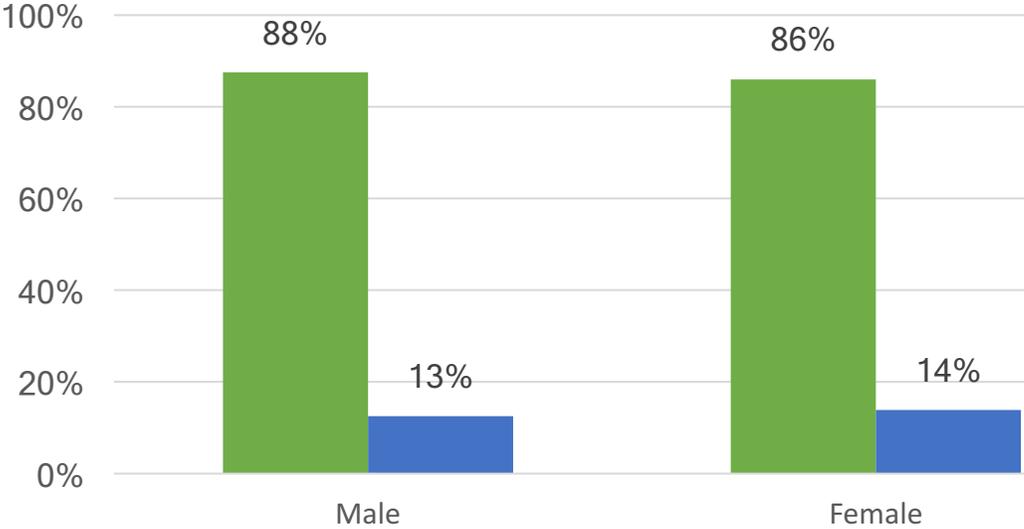
Total sample; base n = 451; 6 missing

- Reduce emissions by 21% by 2025 CHOICE 1
- Reduce emissions by 30% by 2025 (+\$7.80) CHOICE 2

Above 35s had most support to stick with current target of reducing emissions by 21% (Choice 1)

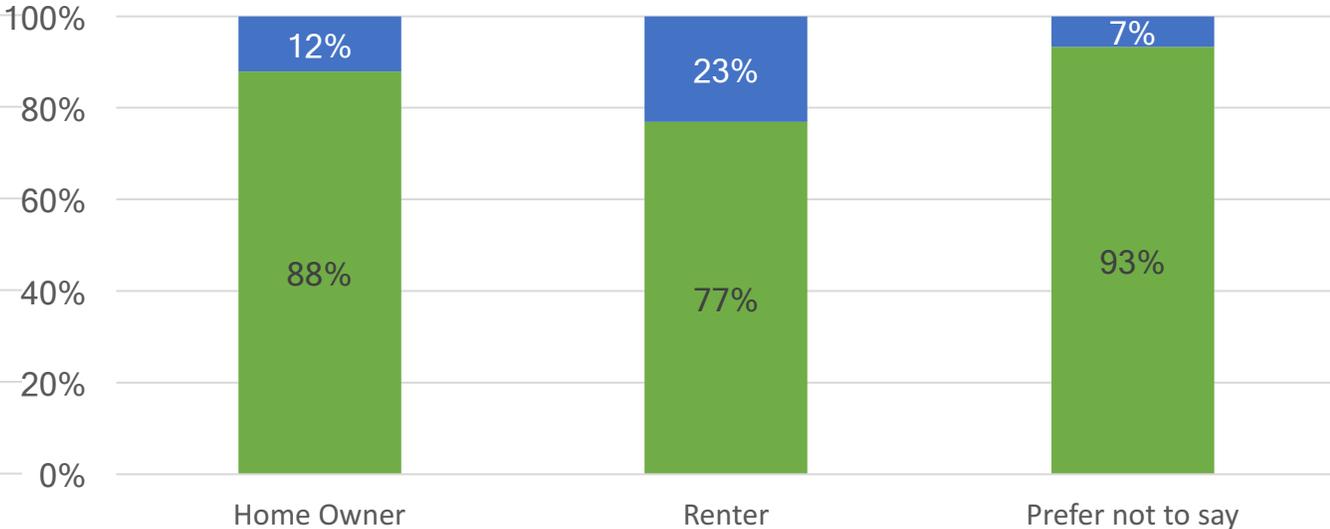
Q13 Environmental Sustainability

Emissions Target by Gender



Total sample; base n = 454; 3 missing

Emissions Target by Home Ownership



Total sample; base n = 452; 5 missing

- Reduce emissions by 21% by 2025 CHOICE 1
- Reduce emissions by 30% by 2025 (+\$7.80) CHOICE 2



Q14 Environmental Sustainability Comments

Q14: In a few words please type in the box below any comments or suggestions you'd like to make about East Gippsland Water's Sustainability and Environmental commitments.

Overall, 56 (10% of survey respondents) responses to this question, typically, falling into three clear categories:

1. Why should customers pay extra to EGW when they already support these through taxation?

"Happy as long as proposals come out of existing funds paid to EGW."

"The community already pay taxes why are you pushing to increase the costs by introducing sustainable and environmental commitments on to rate payers?"

2. EGW should increase commitment to environment, especially utilising community groups.

"I think you do a good job but could plant a few trees with school children and the people in the justice system (but not at the same time)."

"Our environment should be protected and suggested target is a good start."

"I think it would be fantastic for East Gippsland to drive innovation in this space. If we can pay a small amount to help this happen, the outcomes will be valuable to our whole community."

3. Happy with the way it is

"No problems at all. Can't see any thing broken from my end so why try and fix it ?"

Q15 Liveability

East Gippsland Water will work to increase liveability in our region. They will do this by providing rebates to community run *not for profit* recreational groups (community groups). The rebate will be based on the water and wastewater service charges for the property. This rebate would be in addition to the State Revenue Office water and sewerage rebate program.

Which of the following would be your preferred option?

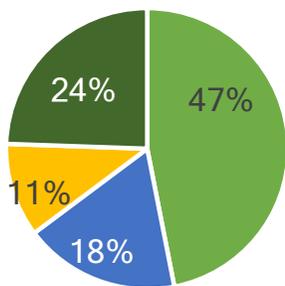
Please select one option.

- Choice 1**
We will continue with our current program - no rebates for community groups.
= **No change to your bill**
- Choice 2**
We will introduce a rebate of 15% of the fixed charges on the bill for community groups, after the grant has been applied.
= **Additional \$0.25 on your bill per year**
- Choice 3**
We will introduce a rebate of 30% of the fixed charges on the bill for community groups, after the grant has been applied.
= **Additional \$0.45 on your bill per year**
- Choice 4**
We will introduce a rebate of 50% of the fixed charges on the bill for community groups, after the grant has been applied.
= **Additional \$0.75 on your bill per year**

35-54 age group least support for providing community group rebates .

53% support a rebate to community groups on water (Choice 2,3,& 4).

Community Group Rebate as Percentage of Total



Total sample; base n = 455; 2 missing

- No community group rebate CHOICE 1
- Community group rebate of 15% (+\$0.25) CHOICE 2
- Community group rebate of 30% (+\$0.45) CHOICE 3
- Community group rebate of 50% (+\$0.75) CHOICE 4

Preferred Community Group Rebate by Age

Total sample; base n = 451; 6 missing



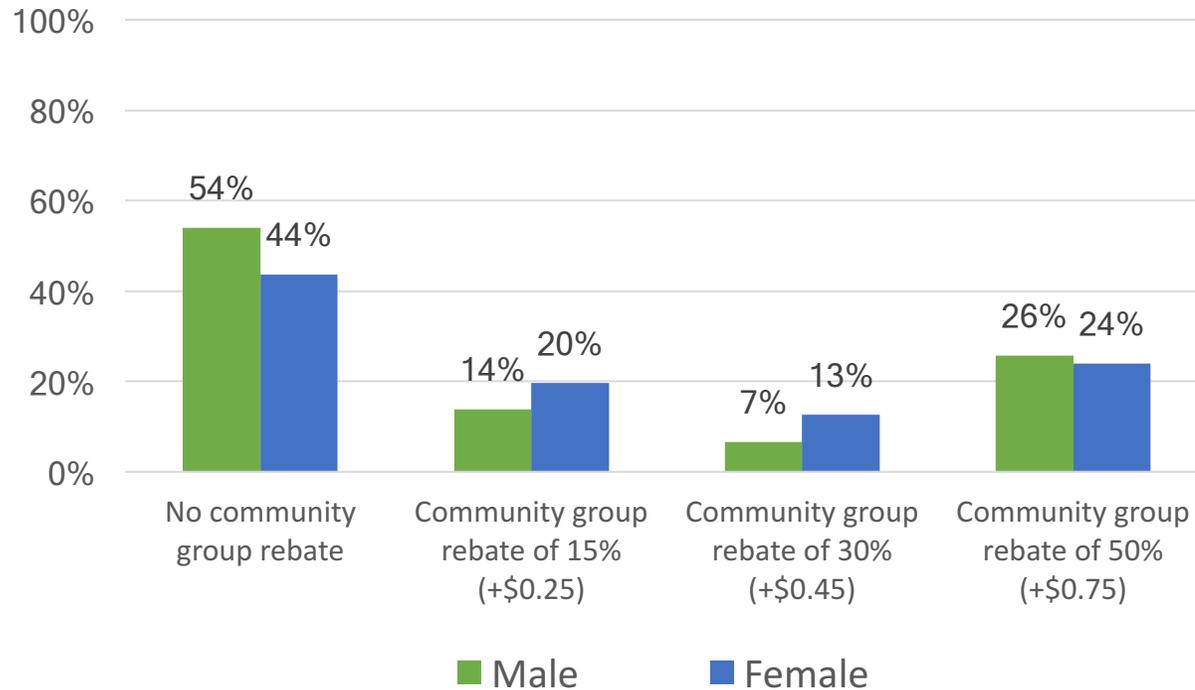
No community group rebate Community group rebate of 15% (+\$0.25) Community group rebate of 30% (+\$0.45) Community group rebate of 50% (+\$0.75)

■ 18-34 years ■ 35-54 years ■ 55+ years



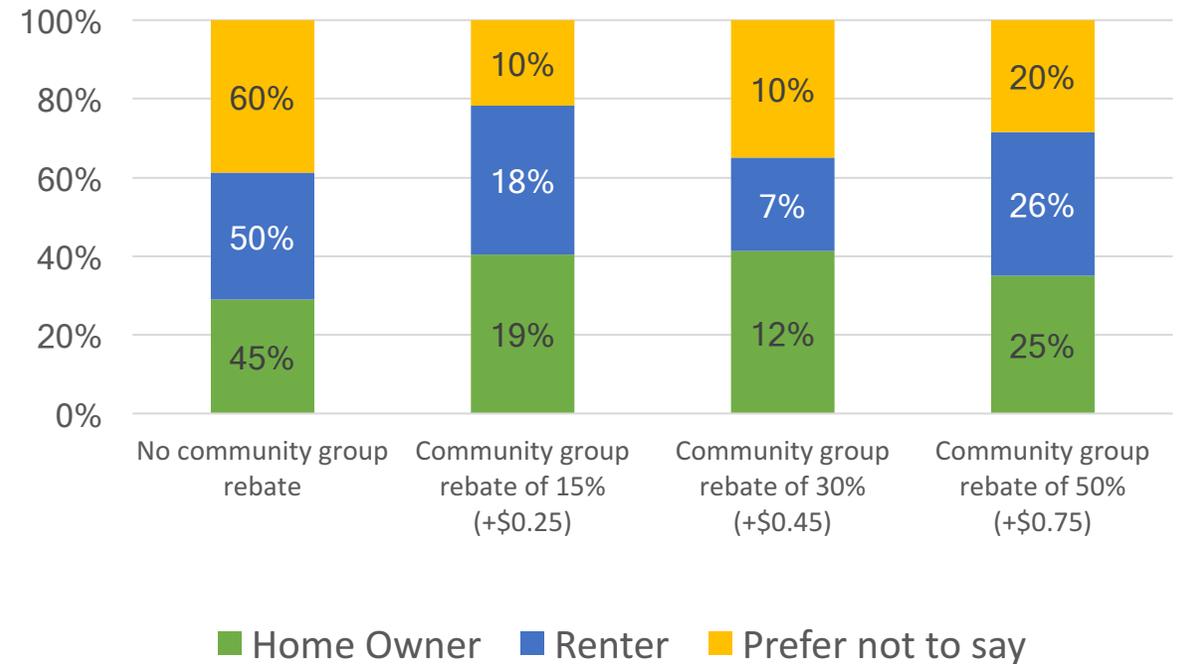
Q15 Liveability

Preferred Community Group Rebate by Gender



Total sample; base n = 454; 3 missing

Preferred Community Group Rebate by Home Ownership



Total sample; base n = 452; 5 missing

Q16 Liveability

East Gippsland Water will work to increase liveability in our region. They will do this by working with communities to provide drinking water fountains across the region.

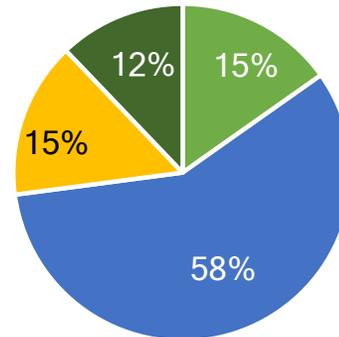
Which of the following would be your preferred option?

Please select one option.

- Choice 1**
We will reduce the amount of fountains installed to two (2) fountains per year, each year between 2018-2023.
= Saving of \$0.50 cents on your bill per year
- Choice 2**
We will continue to install three (3) fountains each year between 2018-2023.
= No change to your bill
- Choice 3**
We will increase the amount of fountains installed to six (6) fountains per year, each year between 2018-2023.
= Additional \$1.00 on your bill per year
- Choice 4**
We will increase the amount of fountains installed to eight (8) fountains per year each year between 2018-2023.
= Additional \$1.50 on your bill per year

Preference for Drinking Fountain Installations

85% support maintaining or increasing installations



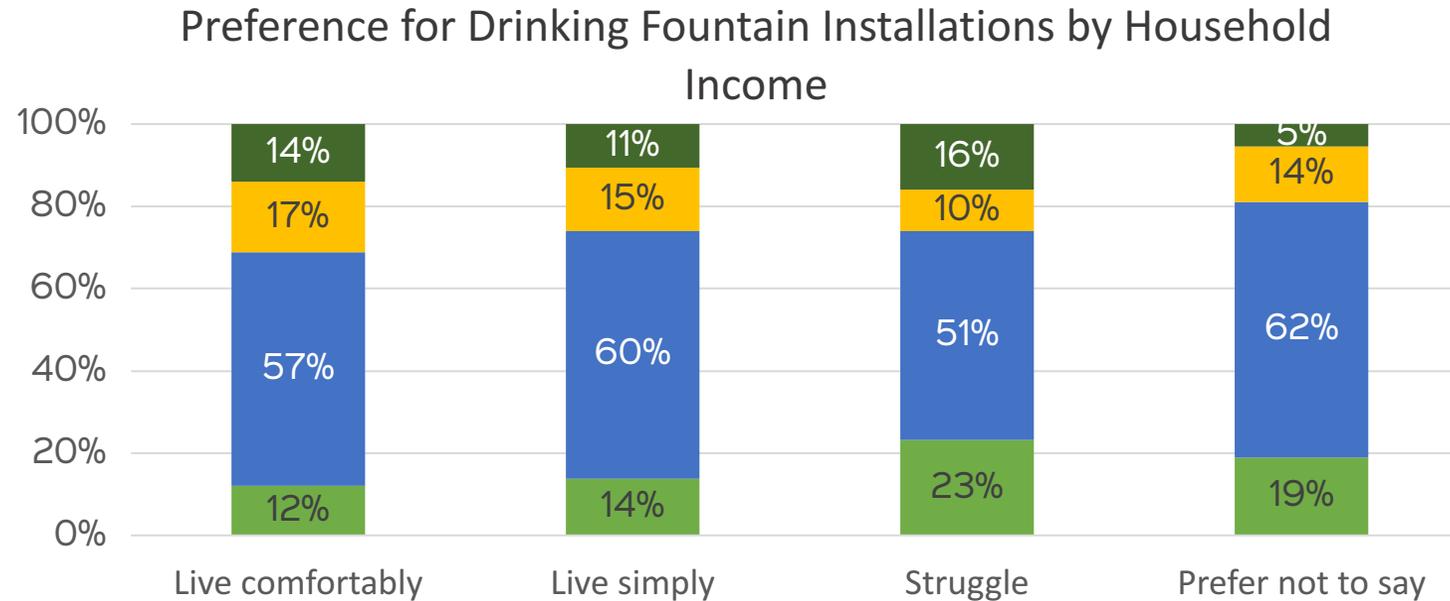
• 58% of respondents happy to maintain current rate of three installations per year at no change to their bill

Total sample; base n = 455; 2 missing

- Reduce installations to 2 per year (-\$0.50) CHOICE 1
- Continue installing 3 per year CHOICE 2
- Increase installations to 6 per year (+\$1.00) CHOICE 3
- Increase installations to 8 per year (+\$1.50) CHOICE 4



Q16 Liveability

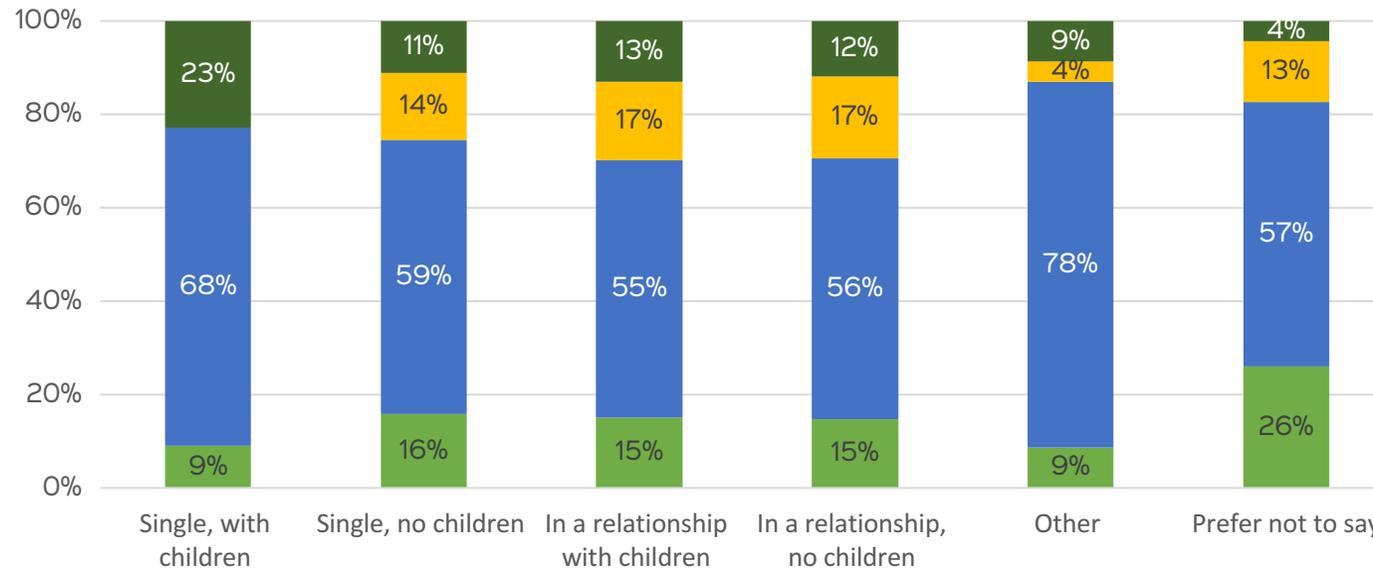


Total sample; base n = 452; 5 missing

- Reduce installations to 2 per year (-\$0.50) CHOICE 1
- Continue installing 3 per year CHOICE 2
- Increase installations to 6 per year (+\$1.00) CHOICE 3
- Increase installations to 8 per year (+\$1.50) CHOICE 4

Q16 Liveability

Preference for Drinking Fountain Installations by Household Makeup



Total sample; base n = 452; 5 missing

- Reduce installations to 2 per year (-\$0.50) CHOICE 1
- Continue installing 3 per year CHOICE 2
- Increase installations to 6 per year (+\$1.00) CHOICE 3
- Increase installations to 8 per year (+\$1.50) CHOICE 4

Q17 Liveability

Q17: In a few words please type in the box below any comments or suggestions you'd like to make about East Gippsland Water's commitments to improving the area's liveability.

Overall, 48 (8%) responses to this question, typically, falling into three main categories:

1. Help make the community healthier.

"I think it is important to make fresh drinking water available to the general public to promote water as the drink of choice."

"People might improve Health... a) drink more water b) drink less sugary drinks."

2. The quantity of drinking fountains should be increased.

"Eight fountains a year? Across your whole region? Hope I don't get thirsty! Surely you can do better than that!"

"More water fountains please. The ones installed are great."

"More than adequate."

"There needs to be more access to water Fountains across east gippsland and water bottle refill stations."

3. EGW should retain focus on providing lowest cost water to residents.

"Your major concern should be to provide water at the lowest possible cost, not doing works etc that have nothing to do with providing water."

"As a customer I feel the cost for our water rates have increased significantly and I do not want to see any extra charges added to our bills."

"Reduce our bills."

Q18 Average Total Prepared to Pay

Q18: All your chosen options either add or subtract the following amount to your yearly bill. Are you happy to pay?

RESPONSES

- 86% of respondents were happy to pay their first nominated change to their bill. Only 13 respondents wanted to review their original responses to adjust the final bill charge.
- The average yearly amount the sample indicated preparedness to pay was within the range - \$8.60 to +\$74).

Observations

Observations and Conclusions

1. Customer Financial Assistance (Hardship)

- **Observation**

- **Preference for status quo and strong desire to establish “need for genuine financial assistance hardship”.**
 - The results indicate a resistance for customers to pay extra to increase support of those in need of genuine financial assistance (hardship). Respondents expressed need for clarity of definition and process to have confidence that they were not going to subsidise those that “chose” not to pay their water bill.
 - The 35-54 year age group are less interested in financially subsidising the less advantaged than either the over 55 or the 18-34 age groups.

- **Conclusion**

- EGW should retain status quo on level of hardship assistance, eg up to \$500 pa.
- EGW should clearly document the guidelines for defining hardship and work closely with key community support organisations.
- Communicate to the community that this assistance is available for “genuine hardship”.

Observations and Conclusions

2. Service Levels

- **Observations**

- **Preference for status quo and unwillingness to pay for future benefit:**

- The results indicate a resistance for customers to pay extra for services they do not see value in. Even more clearer is the reluctance to pay more now for some long term promised cost reduction i.e. The online customer portal.
 - There was little support to change billing arrangements or customer communication methods for increased charges. Even nominal charges faced resistance by the majority of respondents.
 - The 18-34 year age group are far more accepting of using technology for electronic billing, supply notification and account payment.

- **Conclusions**

- 56% of respondents were satisfied with the current practice of sending a bill reminder then a separate final notice. 44% were willing to accept no reminder if there was a corresponding reduction in costs. 58% of respondents would accept bills by email with a reduction in charges. This was supported more strongly in the 18-34 year olds(74%). 39% of respondents wanted to retain the status quo, of billing by either post or email. With further research it may be possible to determine what proportion of the 39% would choose email bills in preference to mailed bills. The research indicates that EGW still needs to provide conventional forms of communication, particularly for the over 55 year age group.
 - The research strongly rejects the concept of an online account portal if the cost is to be borne by the customers.

Observations and Conclusions

3. Environmental Sustainability

- **Observations**

- Moderate support for environmental improvement as long as customers are not double paying through state and federal tax as well as water rates:

- **Conclusions**

- Had 50:50 support level.
- Rate payers have a moderate to strong willingness to support investment in revegetation, particularly working with community groups. EGW public relations should include this area as a key focus. It seems an emotive issue and alignment with the rate payers' values here suggests that any commitment to sustainability could be supported and valued by customers.

Observations and Conclusions

4. Liveability

• Observations

- **Moderate support for community groups and support of status quo on drinking fountains installation:**
 - Customers generally content with EGW current water fountain installation rate but not wanting to pay more to increase the rate.

• Conclusions

- EGW should continue supporting community groups and installing water fountains at the current rate of 3 per year. Extra effort should be made to communicate the existing and proposed locations to the rate payers. A strong PR campaign could gain extra recognition for EGW's current level of investment in the community which will build stronger relationships with rate payers.

5. General Behaviour:

- The percentage of respondents to the open ended questions dropped dramatically from the start of the survey (Q5 32%) down to Q17 (12%). This may have been due to survey fatigue, particularly as the sustainability, environmental and liveability commitment questions appeared to have the most emotional connection with the respondents which should have attracted more comments.

Appendices

Appendix 1, Data Collection Details

Day	Date	Details		Surveys complete / evidence
Saturday	Mar - 11	Metung Market	6am - 3pm	23
Sunday	Mar-12	Paynesville Market	6am - 3pm	28
Monday	Mar-13	Orbost Show	6am - 5pm	60
Saturday	Mar-18	Bruthen Market	6am -2pm	13
Thursday	Mar-23	Survey link to Exec, Staff, plan trips to depots re staff participation. Posters around office and depots Survey link to customer Ctee, Board members, Link to BHRS to Therese, Call Bree re GEGAC, arrange resourcing for Sunday	Completed	CC - DOC/17/13472 Staff / Board - DOC/17/13477 Customers - DOC/17/13499 Posters DOC/17/13739, DOC/17/13742, BRHS - DOC/17/13521
Friday	Mar-24	Approach Patties to undertake surveys, CMA, Shire Pick up all 60 first round, from list. Surveys out to neighbourhood houses. Parks, Delwp, Ports. Omeo and Orbost hospitals	Completed	Manual drop of boxes + 8 mates DELWP B'dale - DOC/17/13532
Sunday	Mar-26	Howitt Park Bairnsdale	6am - 3pm	65
Monday	Mar-27	Approach Large employers EGSC email Groups invited to complete survey, Birdlife East Gippsland, Westdale kinder	Completed	EGSC - DOC/17/13687 Westdale kinder - DOC/17/13683 Birdlife - surveys left with the group to complete
Tuesday	Mar-28	Play in the park - activities with children 10-1	Work day	15
Friday	Mar-31	Omeo		11

Appendix 1, Data Collection details (continued)

Day	Date	Details	Surveys complete / evidence
Saturday	Apr-01	Swifts Creek 10 – 2pm at secondary campus at school	6am – 3pm 16
Sunday	Apr-02	Lakes Entrance market not water café	6.30am – 2pm 62
Tuesday	Apr-04	Media Release	DOC/17/14520
Wednesday	Apr-05	Chase up reminder	Staff and Board - DOC/17/14978 CC - DOC/17/14979
Thursday	Apr-06	Mallacoota Collect surveys from neighbourhood houses	M'coota advice DOC/17/15422 13 surveys completed in town
Friday	Apr-07	Collect surveys from neighbourhood houses	
Sunday	Apr-09	Survey Closes	
Monday	Apr-10	Complete surveys online for paper versions	

Bairnsdale – 0	Buchan – 0	Mallacoota – 3	Paynesville – 6
East Bairnsdale – 1	Cann River – 0	Orbost – 2	Swifts Creek - 1
Bemm River - 1	Lakes Entrance – 2		

Neighbourhood / Community Houses - surveys completed ,
Head office – 14

Appendix 2 -Survey Questions. Two survey platforms

Two very similar questionnaires were administered to participants. The first series of questions were delivered using Survey Monkey Platform 1 (P1) before a second (slightly more sophisticated data collection approach was used Platform 2 (P2) where n=348 responses were collected). What follows are the questions used in both platforms.

Survey P1 was very similar to P2 except that P2 allowed for the cumulative tallying of participants responses to questions and calculation of a 'final' cost that participants were shown and asked to assess whether they would be prepared to pay.

Q1. Are you an East Gippsland Water customer?

Please select one option.

- Yes
- No

Q2. Are you..?

Please select one option.

- Male
- Female
- Prefer not to say

Q3. Which of the following age groups do you fall into?

Please select one option.

- Under 18
- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55 years and over
- Prefer not to say

Q4 Customer Financial Assistance (Hardship)

East Gippsland Water will continue to assist customers experiencing genuine financial hardship. They will do this by increasing the benefits for customers experiencing financial hardship and in turn reduce the amount of bad debt in the community.

Which of the following would be your preferred option?

Please select one option.

- | | | |
|---|---|--|
| <input type="radio"/> Choice 1
We will continue with our current financial assistance program to customers in genuine financial need - capped up to \$500 per annum.
= No change to your bill | <input type="radio"/> Choice 2
We will increase the value of assistance available to customers in genuine financial need to a greater level - capped up to \$750 per annum.
= Additional \$1.10 on your bill per year | <input type="radio"/> Choice 3
We will increase the value of assistance available to customers in genuine financial need to a maximum level - capped at \$1,000 per annum.
= Additional \$2.20 on your bill per year |
|---|---|--|

Q5 Customer Financial Assistance (Hardship)

In a few words please type in the box below any comments or suggestions you'd like to make about East Gippsland Water's commitment to increasing financial help to customers in genuine need.

Q6 Service Levels

East Gippsland Water is committed to increasing efficiency. They will do this by restructuring their account/billing arrangements to increase efficiency to you, their customers.

Which of the following would be your preferred option?

Please select one option.

Choice 1

- We will only send a final notice to customers who have not paid their account by the due date, rather than a reminder and a final notice.
= **Saving of \$0.50 cents on your bill per year**

Choice 2

- We will maintain our current account/bill processes with both a reminder and a final notice being sent.
= **No change to your bill**

Q7 Service Levels

East Gippsland Water is committed to increase efficiency and/or service improvements. They will do this by restructuring their account/billing arrangements to improve their services and increase efficiency to you the customers.

Which of the following would be your preferred option?

Please select one option.

Choice 1

- If you chose to receive your bill by email (starting 1 July 2018), you will not be charged postage fees - paper bills will still be available.
= **Saving of \$7.60 on your bill per year**

Choice 2

- Maintain current account/bill processes - bills currently sent via paper or email.
= **No change to your bill**

Choice 3

- We will introduce monthly billing with account/bill being sent via email only.
= **Additional \$21.90 on your bill per year**

Choice 4

- We will introduce monthly billing with account/bill being sent via post.
= **Additional \$29.50 on your bill per year**

Q8 Service Levels

East Gippsland Water will improve the ways they communicate with you. To do this they will increase their online customer access to your account/bill information, which will reduce costs in the longer term.

Which of the following would be your preferred option?

Please select one option.

Choice 1

- Maintain current procedure where forms for changes to account details and general information enquiries are completed online and emailed to staff for action.
= **No change to your bill**

Choice 2

- A customer service portal to be available via our website which will provide details for customer billing, change of ownership information, change of tenancy details including payment arrangements, extensions and concession registration. The portal will also include the development of an app to allow for direct communication with customers.
= **Additional \$2.80 on your bill per year**

Q9 Service Levels

East Gippsland Water will improve the ways they notify you of planned and unplanned service interruptions to both the sewer and water network.

Which of the following would be your preferred option?

Please select one option.

Choice 1

- Notification in writing (via mail). For planned water or wastewater works we will notify affected customers at least 2 business days in advance. We will also publish planned and unplanned outages on our social media channels and the East Gippsland Water website.
= **No change to your bill**

Choice 2

- Plus SMS/Text message sent to the mobile phone number registered against the property for planned and unplanned water and sewer works.
= **Additional \$0.70 on your bill per year**

Q10 Service Levels

Q10: In a few words please type in the box below any comments or suggestions you'd like to make about East Gippsland Water's Service Level commitments.

Q11 Environmental Sustainability

East Gippsland Water will commit to being an environmental leader in our local area. They will do this by investing in more native vegetation planting within the region.

Which of the following would be your preferred option?

Please select one option.

Choice 1
We will continue to plant small pockets of native vegetation around our water and wastewater treatment plants.
= No change to your bill

Choice 2
We will offer grants to local schools and community groups to support native vegetation plantings and habitat creation throughout the region.
= Additional \$3.60 on your bill per year

Choice 3
We will create 50 hectares of habitat and plant 1,000 carbon offset approved trees on our own land every year over the next five years, between 2018-2023. This will offset 140 tonnes of greenhouse gases for every 1,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups.
= Additional \$3.70 on your bill per year

Choice 4
We will create 100 hectares of habitat and plant 2,000 carbon offset approved trees on our own land every year over the next five years, between 2018-2023. This will offset 285 tonnes of greenhouse gases for every 2,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups.
= Additional \$7.30 on your bill per year

Choice 5
We will offer grants to local schools and community groups to support native vegetation plantings and habitat creation throughout the region as well as create 100 hectares of habitat and plant 2,000 carbon offset approved trees on our own land every year over the five years, between 2018-2023. This will offset 285 tonnes of greenhouses gases for every 2,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups.
= Additional \$10.90 on your bill per year

Q12 Environmental Sustainability

East Gippsland Water will provide increased availability of products that support a reduction in water use and incentives for customers.

Which of the following would be your preferred option?

Please select one option.

Choice 1

- We will provide information and education about water efficient products and water efficiency measures at current levels.
= **No change to your bill**

Choice 2

- We will provide rebates of up to \$500 for community groups who install water efficient products such as water tanks, dual flush toilets or water efficient washing machines or dishwashers at their site. The \$500 rebate can only be applied for once during the period 2018-2023.
= **Additional \$1.00 on your bill per year**

Choice 3

- We will provide rebates of up to \$500 for customers who install water efficient products such as water tanks, dual flush toilets or water efficient washing machines or dishwashers. The \$500 rebate can only be applied for once during the period 2018-2023.
= **Additional \$18.00 on your bill per year**

Q13 Environmental Sustainability

East Gippsland Water is committed to reducing their greenhouse gas emissions in line with the Victorian State Government Policy. The baseline information being used is an average emissions figure between 2011/12-2015/16 as regulated by the Victorian Government.

Which of the following would be your preferred option?

Please select one option.

Choice 1

- We will do this by reducing our emissions by 21% by 2025. This will be completed in the cheapest way possible by implementing efficiency improvements in electricity consumption, local investment in renewable energy, investment in tree planting initiatives and other opportunities with regional and water industry partners.
= **No change to your bill**

Choice 2

- In addition to the above, we will invest in additional emissions reduction initiatives to go beyond East Gippsland Water's pledge of a reduction of 21% by 2025, increasing our target to 30% by 2025.
= **Additional \$7.80 on your bill per year**

Q14 Sustainability

Q14: In a few words please type in the box below any comments or suggestions you'd like to make about East Gippsland Water's Sustainability and Environmental commitments.

Q15 Liveability

East Gippsland Water will work to increase liveability in our region. They will do this by providing rebates to community run *not for profit* recreational groups (community groups). The rebate will be based on the water and wastewater service charges for the property. This rebate would be in addition to the State Revenue Office water and sewerage rebate program.

Which of the following would be your preferred option?

Please select one option.

- Choice 1**
We will continue with our current program - no rebates for community groups.
= No change to your bill
- Choice 2**
We will introduce a rebate of 15% of the fixed charges on the bill for community groups, after the grant has been applied.
= Additional \$0.25 on your bill per year
- Choice 3**
We will introduce a rebate of 30% of the fixed charges on the bill for community groups, after the grant has been applied.
= Additional \$0.45 on your bill per year
- Choice 4**
We will introduce a rebate of 50% of the fixed charges on the bill for community groups, after the grant has been applied.
= Additional \$0.75 on your bill per year

Q16 Liveability

East Gippsland Water will work to increase liveability in our region. They will do this by working with communities to provide drinking water fountains across the region.

Which of the following would be your preferred option?

Please select one option.

Choice 1

- We will reduce the amount of fountains installed to two (2) fountains per year, each year between 2018-2023.
= **Saving of \$0.50 cents on your bill per year**

Choice 2

- We will continue to install three (3) fountains each year between 2018-2023.
= **No change to your bill**

Choice 3

- We will increase the amount of fountains installed to six (6) fountains per year, each year between 2018-2023.
= **Additional \$1.00 on your bill per year**

Choice 4

- We will increase the amount of fountains installed to eight (8) fountains per year each year between 2018-2023.
= **Additional \$1.50 on your bill per year**

Q17 Liveability

Q17: In a few words please type in the box below any comments or suggestions you'd like to make about East Gippsland Water's commitments to improving the area's liveability.

Q18 Average Total Prepared to Pay

Q18: All your chosen options either add or subtract the following amount to your yearly bill. Are you happy to pay?

Q19 Which best describes your living situation?

- I own the property I live in
- I rent the property I live in
- Prefer not to say

Q20 Which best describes your household?

- Single, with children at home
- Single, with no children at home
- Married / in a relationship with children at home
- Married / in a relationship, with no children or children have left home
- Other (share house or other arrangement)
- Prefer not to say

Q21 Which best describes your 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

Q21a Do you identify as Aboriginal or Torres Strait Islander?

- Yes
- No
- Prefer not to say

Q22 What is the postcode where you currently live in East Gippsland

Q23 Would you like to be entered into the prize draw?

Yes

No

Appendix 3 Survey Monkey- Questions and Result summary Wave Platform 1

For Wave 1 of data gathering a Survey Monkey questionnaire was used. A total of n=109 responses were collected this way. This questionnaire was very similar to the subsequent data collection except approach except that the subsequent approach allowed for the cumulative tallying of participants responses to questions and calculation of a 'final' cost that participants were shown and asked to assess whether they would be prepared to pay. What follows is a summary of the Survey Monkey questions and raw data.

Q1: Are you an East Gippsland Water customer?

- Answered: 109 Skipped: 0

Answer Choices	Responses
Yes	96.33% 105
No	3.67% 4
Total	109

Q2: Are you..?

- Answered: 109 Skipped: 0

Answer Choices	Responses
Male	30.28% 33
Female	69.72% 76
Prefer not to say	0.00% 0
Total	109

Q3: Which of the following age groups do you fall into?

- Answered: 109 Skipped: 0

Answer Choices	Responses
Under 18	0.92% 1
18-24 years	0.00% 0
25-34 years	15.60% 17
35-44 years	19.27% 21
45-54 years	16.51% 18
55 years and over	46.79% 51
Prefer not to say	0.92% 1
Total	109

Q4: From the following, please select your preferred option.

- Answered: 108 Skipped: 1

Answer Choices	Responses
Choice 1. We will continue with our current financial assistance program to customers in genuine financial need - capped up to \$500 per annum = No change to your bill	67.59% 73
Choice 2. We will increase the value of assistance available to individual hardship customers to a greater level - capped up to \$750 per annum. = Additional \$1.10 on your bill per year	17.59% 19
Choice 3. We will increase the value of assistance available to individual hardship customers to a maximum level - capped at \$1,000 per annum. = Additional \$2.20 on your bill per year	14.81% 16
Total	108

Q6: Service Levels Commitment One: East Gippsland Water is committed to increasing efficiency. East Gippsland Water will do this by restructuring their account/billing arrangements to increase efficiency to you, their customers. Which of the following would be your preferred option?

- Answered: 107 Skipped: 2

Answer Choices	Responses
Choice 1. We will only send a final notice to customers who have not paid their account by the due date, rather than a reminder and a final notice. = Saving of \$0.50 cents on your bill per year	51.40% 55
Choice 2. We will maintain our current account/bill processes with both reminder and final notices being sent. = No change to your bill	48.60% 52
Total	107

Q7: Service Levels Commitment Two: East Gippsland Water is committed to increase efficiency and/or service improvements. They will do this by restructuring their account/billing arrangements to improve their services and increase efficiency to you the customers. Which of the following would be your preferred option?

- Answered: 107 Skipped: 2

Answer Choices	Responses
Choice 1. If you chose to receive your bill by email (starting 1 July 2018), you will not be charged postage fees - paper bills still available. = Saving of \$7.60 on your bill per year	60.75% 65
Choice 2. Maintain current account/bill processes - bills currently sent via paper or email. = No change to your bill	35.51% 38
Choice 3. We will introduce monthly billing with account/bill being sent via email only. = Additional \$21.90 on your bill per year	2.80% 3
Choice 4. We will introduce monthly billing with account/bill being sent via post. = Additional \$29.50 on your bill per year	0.93% 1
Total	107

Q8: Service Levels Commitment Three: East Gippsland Water will improve the ways they communicate with you. To do this East Gippsland will increase their online customer access to your account/bill information which will reduce costs in the longer term. Which of the following would be your preferred option?

- Answered: 107 Skipped: 2

Answer Choices	Responses
Choice 1. Maintain current procedure where forms for changes to account details and general information enquiries are completed online and emailed to staff for action. = No change to your bill	82.24% 88
Choice 2. Customer service portal to be available via our website which will provide details for customer billing, change of ownership information, change of tenancy details including payment arrangements, extensions and concession registration. The portal will also include the development of an app to allow for direct communication with customers. = Additional \$2.80 on your bill per year	17.76% 19
Total	107

Q9: Service Levels Commitment Four: East Gippsland Water will improve the ways they notify you of planned and unplanned service interruptions to both the sewer and water network. Which of the following is your preferred option?

- Answered: 107 Skipped: 2

Answer Choices	Responses
Choice 1. Notification in writing (via mail). For planned water or wastewater works we will notify affected customers at least 2 business days in advance. We will also publish planned and unplanned outages on our social media channels and the East Gippsland Water website. = No change to your bill	77.57% 83
Choice 2. Plus SMS/Text message sent to the mobile phone number registered against the property for planned and unplanned water and sewer works. = Additional \$0.70 on your bill per year	22.43% 24
Total	107

Q11: Environmental Commitment One East Gippsland Water will commit to being an environmental leader in our local areas. They will do this by investing in more native vegetation planting within the region. Which of the following would be your preferred option?

- Answered: 107 Skipped: 2

Answer Choices	Responses
Choice 1. We will continue to plant small pockets of native vegetation around our water and wastewater treatment plants = No change to your bill	59.81% 64
Choice 2. We will offer grants to local schools and community groups to support native vegetation plantings and habitat creation throughout the region. = Additional \$3.60 on your bill per year	13.08% 14
Choice 3. We will create 50 hectares of habitat and plant 1,000 carbon offset approved trees on our own land every year over the next five years, between 2018-2023. This will offset 140 tonnes of greenhouse gases for every 1,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups. = Additional \$3.70 on your bill per year	14.02% 15
Choice 4. We will create 100 hectares of habitat and plant 2,000 carbon offset approved trees on our own land every year over the next five years, between 2018-2023. This will offset 285 tonnes of greenhouse gases for every 2,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups. = Additional \$7.30 on your bill per year	4.67% 5
Choice 5. We will offer grants to local schools and community groups to support native vegetation plantings and habitat creation throughout the region as well as create 100 hectares of habitat and plant 2,000 carbon offset approved trees on our own land every year over the five years, between 2018-2023. This will offset 285 tonnes of greenhouses gases for every 2,000 trees we plant. Planning and on ground works will be undertaken in partnership with local schools and community groups. = Additional \$10.90 on your bill per year	8.41% 9
Total	107

Q12: Environmental Commitment Two East Gippsland Water will provide increased availability of products that support a reduction in water use and incentives for customers. Which of the following would be your preferred option?

- Answered: 107 Skipped: 2

Answer Choices	Responses
Choice 1. We will provide information and education about water efficient products and water efficiency measures at current levels. = No change to your bill	62.62% 67
Choice 2. We will provide rebates of up to \$500 for community groups who install water efficient products such as water tanks, dual flush toilets or water efficient washing machines or dishwashers at their site. The \$500 rebate can only be applied for once during the period 2018-2023. = Additional \$1.00 on your bill per year	28.04% 30
Choice 3. We will provide rebates of up to \$500 for customers who install water efficient products such as water tanks, dual flush toilets or water efficient washing machines or dishwashers. the \$500 rebate can only be applied for once during the period 2018-2023. = Additional \$18.00 on your bill per year	9.35% 10
Total	107

Q13: Environmental Commitment Three East Gippsland Water is committed to reducing our greenhouse gas emissions in line with Victorian State Government Policy. The baseline information being used is an average emissions figure between 2011/12-2015/16 as regulated by the Victorian Government Which of the following is your preferred option?

• Answered: 107 Skipped: 2

Answer Choices	Responses
<p>Choice 1. We will do this by reducing our emissions by 21% by 2025. this will be completed in the cheapest way possible by implementing efficiency improvements in electricity consumption, local investment in renewable energy, investment in tree planting initiatives and other opportunities with regional and water industry partners. = No change to your bill</p>	<p>87.85% 94</p>
<p>Choice 2. In addition to the above, we will invest in additional emissions reduction initiatives to go beyond East Gippsland Water's pledge of a reduction of 21% by 2025, increasing our target to 30% by 2025. = Additional \$7.80 on your bill per year</p>	<p>12.15% 13</p>
<p>Total</p>	<p>107</p>

Q15: Liveability Commitment One East Gippsland Water will work to increase liveability in our region. They will do this by providing rebates to community run not for profit recreational groups. The rebate will be based on the water and wastewater service charges for the property. This rebate would be in addition to the State Revenue Office water and sewerage rebate program. Which of the following is your preferred option?

• Answered: 106 Skipped: 3

Answer Choices	Responses
Choice 1. We will continue with our current program - no rebates for community groups. = No change to your bill	57.55% 61
Choice 2. We will introduce a rebate of 15% of the fixed charges on the bill for community groups, after the grant has been applied. = Additional \$0.25 on your bill per year	18.87% 20
Choice 3. We will introduce a rebate of 30% of the fixed charges on the bill for community groups, after the grant has been applied. = Additional \$0.45 on your bill per year	7.55% 8
Choice 4. We will introduce a rebate of 50% of the fixed charges on the bill for community groups, after the grant has been applied. = Additional \$0.75 on your bill per year	16.04% 17
Total	106

Q16: Liveability Commitment TwoEast Gippsland Water will work to increase liveability in our region. They will do this by working with communities to provide drinking water fountains across the region. Which of the following is your preferred option?

- Answered: 106 Skipped: 3

Answer Choices	Responses
Choice 1. We will reduce the amount of fountains installed to two (2) per year, each year, between 2018-2023. Saving of \$0.50 cents on your bill per year	17.92% 19
Choice 2. We will continue to install three (3) fountains each year between 2018-2023. = No change to your bill	56.60% 60
Choice 3. We will increase the amount of fountains installed to six (6) fountains each year, between 2018-2023. = Additional \$1.00 on your bill per year	15.09% 16
Choice 4. We will increase the amount of fountains installed to eight (8) fountains each year, between 2018-2023. = Additional \$1.50 on your bill per year	10.38% 11
Total	106

Q18: We would like to get an approximate idea of how much more or less you would be prepared to pay on top of your annual bill. Based on the options you have selected, how much are you prepared to pay?

- Answered: 106 Skipped: 3

Answer Choices	Responses
Prefer to save up to \$10	22.64% 24
\$0	16.04% 17
\$1-\$10	27.36% 29
\$11-\$20	24.53% 26
\$21-\$30	3.77% 4
\$31-\$40	0.94% 1
\$41-\$50	1.89% 2
More than \$50	2.83% 3
Total	106

Q19: Which best describes your living situation?

- Answered: 104 Skipped: 5

Answer Choices	Responses
I own the property I live in	86.54% 90
I rent the property I live in	10.58% 11
Prefer not to say	2.88% 3
Total	104

Q20: Which best describes your household?

- Answered: 104 Skipped: 5

Answer Choices	Responses	
Single, with children at home	5.77%	6
Single, with no children at home	10.58%	11
Married / in a relationship with children at home	50.96%	53
Married / in a relationship, with no children or children have left home	25.96%	27
Other (share house or other arrangement)	4.81%	5
Prefer not to say	1.92%	2
Total		104

Q21: Which of the following best describes your financial situation?

- Answered: 104 Skipped: 5

Answer Choices	Responses	
Live comfortably	45.19%	47
Meet basic expenses with a little left over for extras	35.58%	37
Just meet basic expenses	12.50%	13
Don't have enough to meet basic expenses	0.96%	1
Prefer not to say	5.77%	6
Total		104

Q22: What is the postcode where you currently live?

- Answered: 104 Skipped: 5

Showing 104 responses

<input type="checkbox"/>	3888	3/13/2017 6:30 AM	View respondent's answers	Categorize as... ▼
<input type="checkbox"/>	3888	3/13/2017 6:22 AM	View respondent's answers	Categorize as... ▼
<input type="checkbox"/>	3885	3/13/2017 6:12 AM	View respondent's answers	Categorize as... ▼
<input type="checkbox"/>	3885	3/13/2017 6:06 AM	View respondent's answers	Categorize as... ▼
<input type="checkbox"/>	3888	3/13/2017 6:06 AM	View respondent's answers	Categorize as... ▼
<input type="checkbox"/>	3888	3/13/2017 5:49 AM	View respondent's answers	Categorize as... ▼
<input type="checkbox"/>	3888	3/13/2017 5:44 AM	View respondent's answers	Categorize as... ▼

Q23: Would you like to be entered into the prize draw?

- Answered: 104 Skipped: 5

Answer Choices	Responses
Yes	76.92% 80
No	23.08% 24
Total	104



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