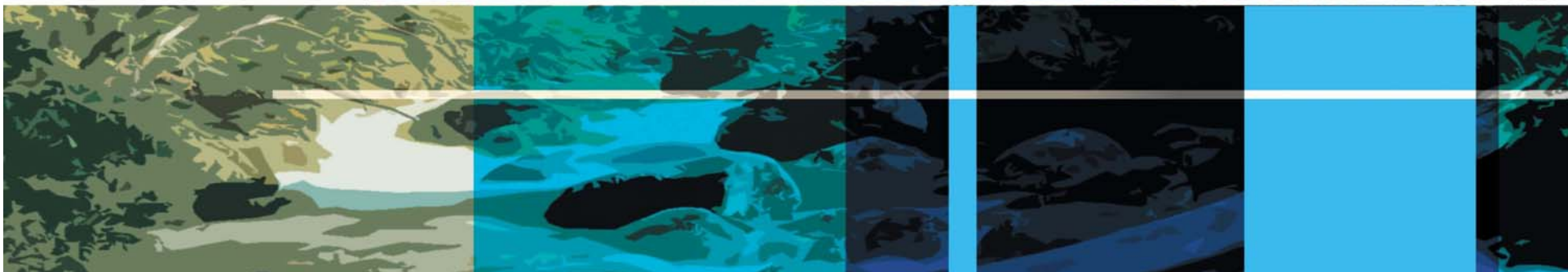


Customer Satisfaction Survey 2004



NORTH EAST WATER



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NORTH EAST WATER

The 2004 Customer Satisfaction Survey

Methodology

Computer Aided Telephone Interviewing (C.A.T.I)

Domestic residents

In Victoria's North East

1053 domestic residents on the database

Achieved 1053 community responses



NORTH EAST WATER

Introduction

This report provides the results and analysis for the 2004 North East Region Water Authority 'Customer Satisfaction Survey'.

A total of 1053 NERWA customers were interviewed by Stieven Taylor and Associates telephone researchers during the months of May and June 2004 in the following areas:

Barnawartha	Glenrowan	Tallangatta
Beechworth	Goorambat	Tungamah
Bellbridge	Harrietville	Walwa
Benalla	Kiewa / Tangambalanga	Wandiligong
Bright	Mt Beauty /Tawonga	Wangaratta
Bundalong	Moyhu	Whitfield
Chiltern	Myrtleford	Wodonga
Corryong	Oxley	Yackandandah
Cudgewa	Porepunkah	Yarrawonga
Dartmouth	Rutherglen / Wahgunyah	
Devenish	Springhurst	
Ebden	St James	

A minimum sample of 1% for each town was achieved.



NORTH EAST WATER

Q1.

Are you an employee of North East Water ?

Yes	No
0%	100%

This question was purely for screening purposes. If the telephone researcher encountered a person who worked for North East Water, the survey was terminated.

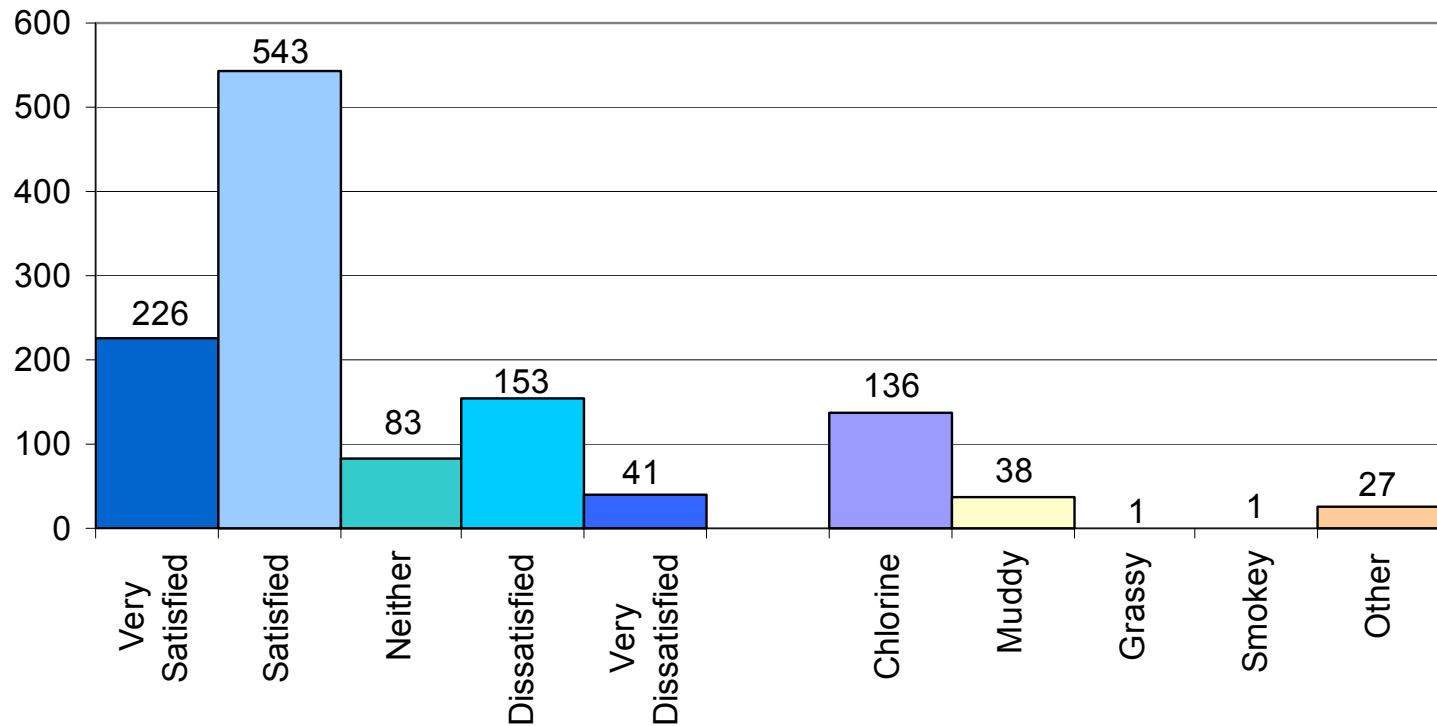
Only one person was identified as being an external contractor for North East Water. Our telemarketer professionally explained the reason why we have this rule and the call was terminated.



NORTH EAST WATER

Q2a - 1

How would you rate your satisfaction with the taste of your water?



Extra comments total 27 - *additional comments offered*

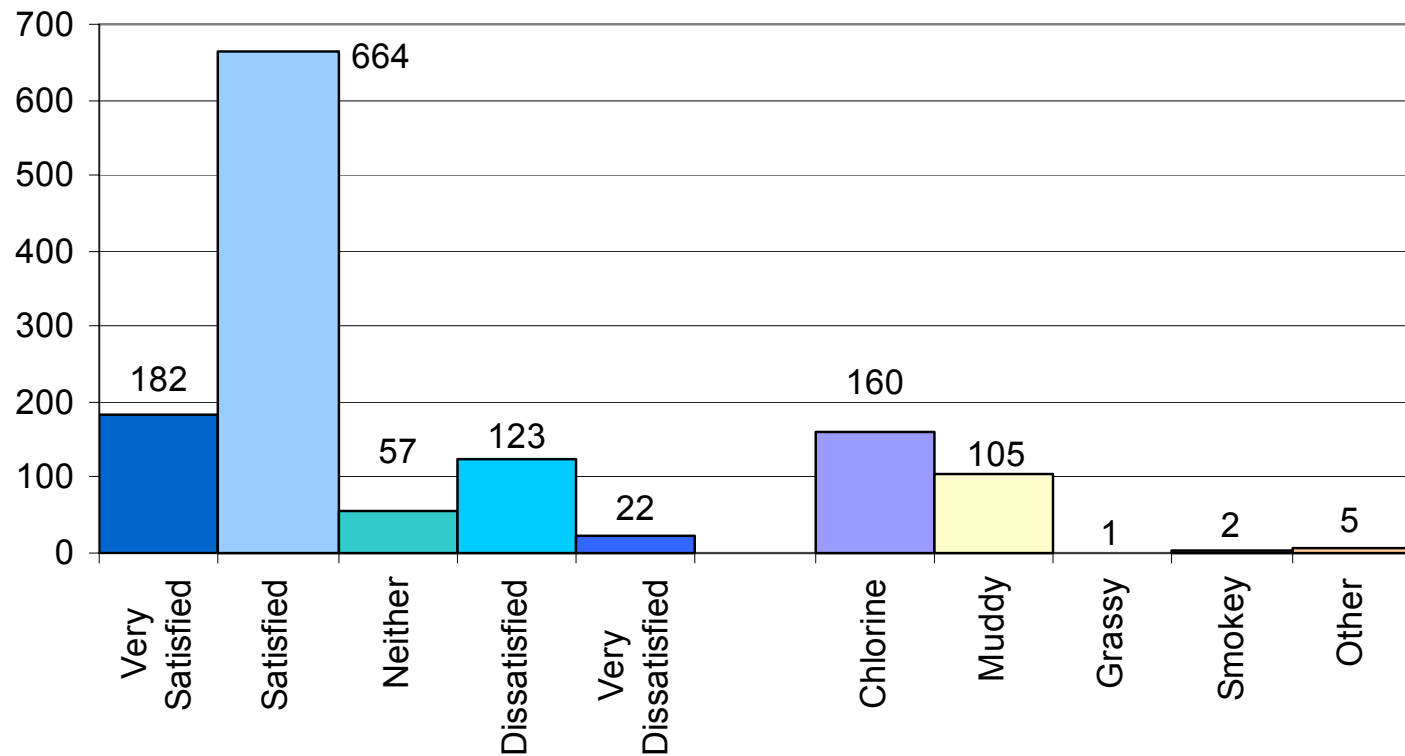
7 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q2a - 2

How would you rate your satisfaction with the smell of your water?



Extra comments total 5 - *additional comments offered*

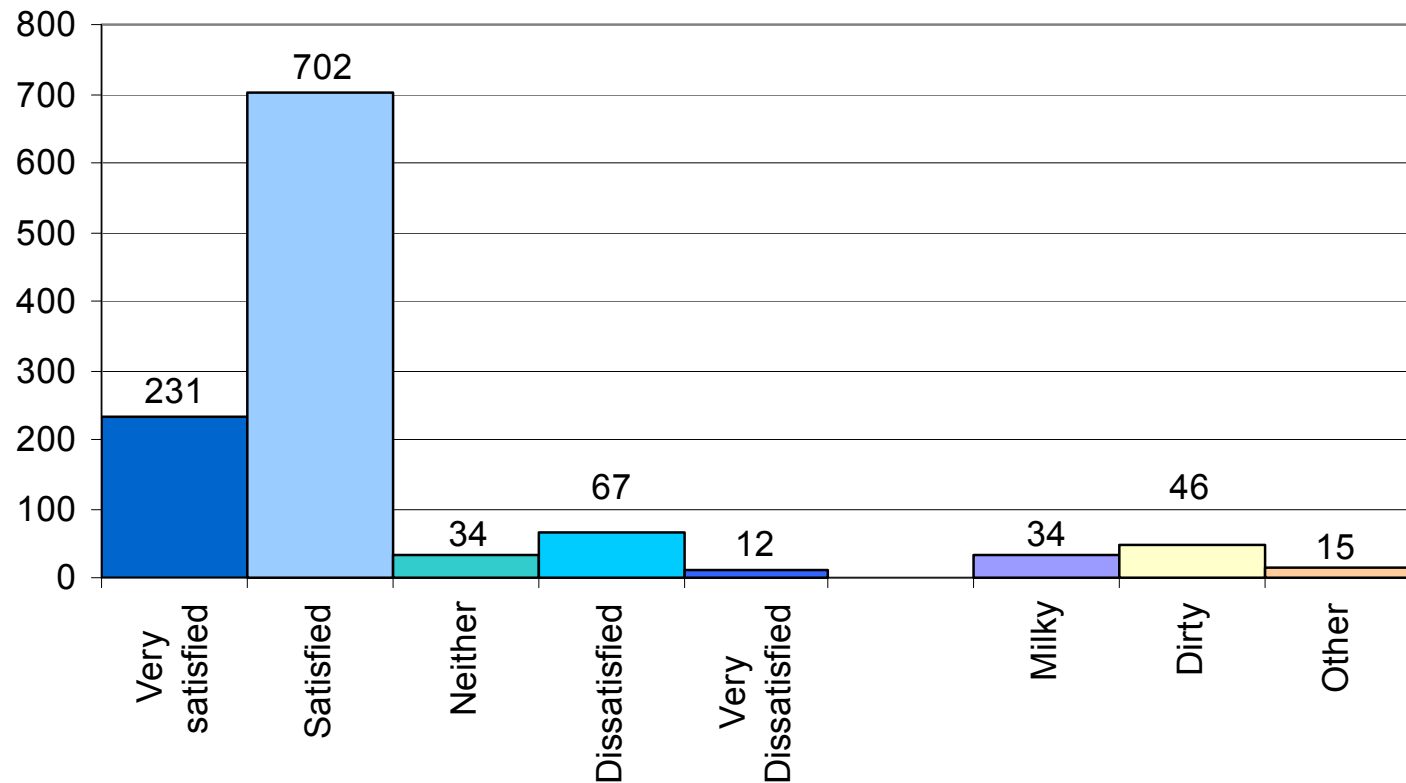
5 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q2a - 3

How would you rate your satisfaction with the clarity of your water?



Extra comments total 15 - *additional comments offered*

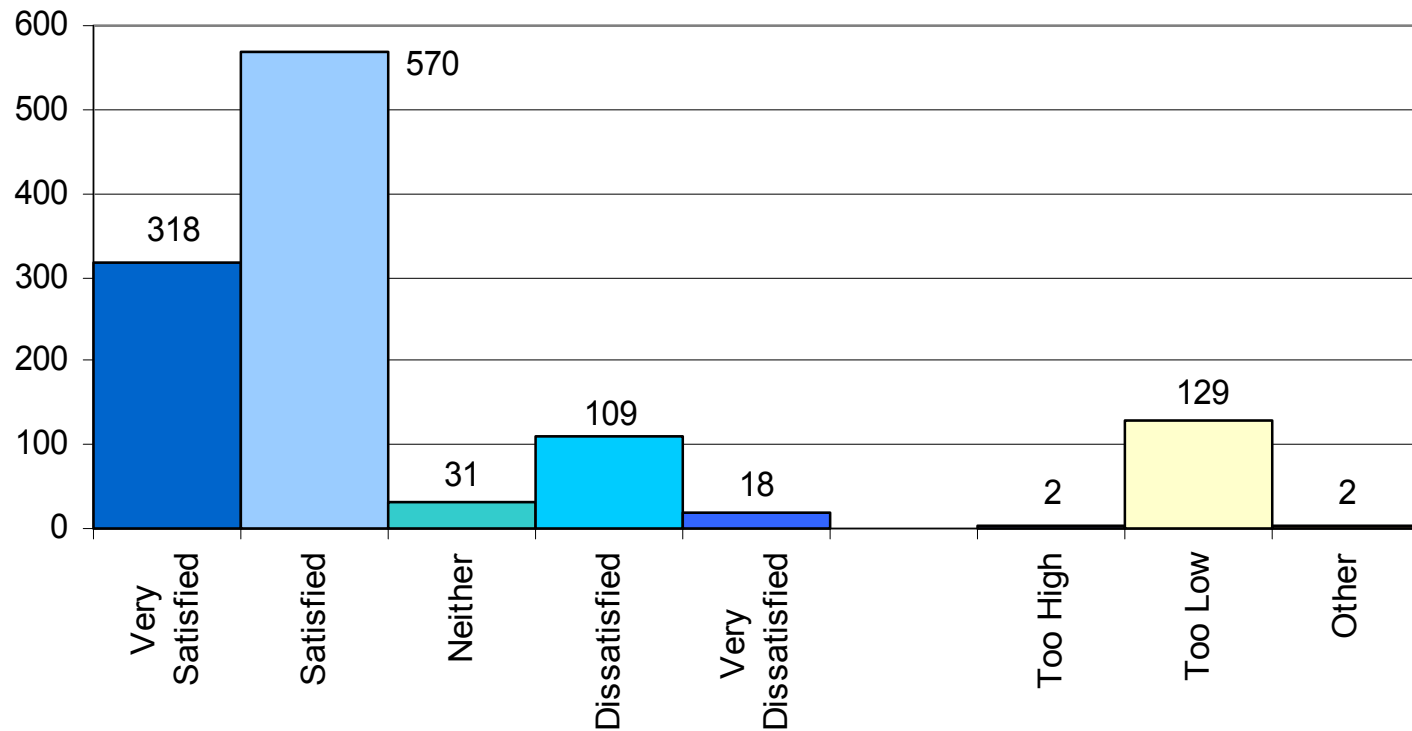
7 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q2a - 4

How would you rate your satisfaction with the pressure of your water?



Extra comments total 2 - *additional comments offered*

7 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q2a 1-4

How would you rate your satisfaction with the following characteristics of your water?

Summary of Q2a 1-4 compared to previous survey periods

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Taste 2004	21.5%	51.6%	7.9%	14.5%	3.9%
2003	13%	38%	8%	19%	21%
2002	17%	56%	14%	9%	4%
2001	20%	48%	16%	13%	3%
Smell 2004	17.3%	63.1%	5.4%	11.7%	2.1%
2003	8%	50%	8%	21%	13%
2002	12%	67%	12%	8%	1%
2001	13%	62%	14%	10%	1%
Clarity 2004	21.9%	66.7%	3.2%	6.4%	1.1%
2003	12%	69%	7%	10%	2%
2002	19%	68%	7%	5%	1%
2001	14%	72%	8%	5%	1%
Pressure 2004	30.2%	54.1%	2.9%	10.4%	1.7%
2003	21%	60%	6%	9%	3%
2002	31%	50%	8%	9%	3%
2001	20%	62%	9%	7%	2%



NORTH EAST WATER

Q2_b

Are you connected to the sewerage system?

Year	Yes	No	Don't Know
2004	84.2%	15.5%	0.3%
Responses 2004	887	163	3
2003	81%	9%	9%
Responses 2003	820	92	95
2002	86%	9%	5%
2001	84%	13%	3%

A higher proportion of those surveyed are connected to the sewerage system at 84.2% compared to 81% for 2003.

The no response registered a percentage of 15.5% compared to 9% for 2003.

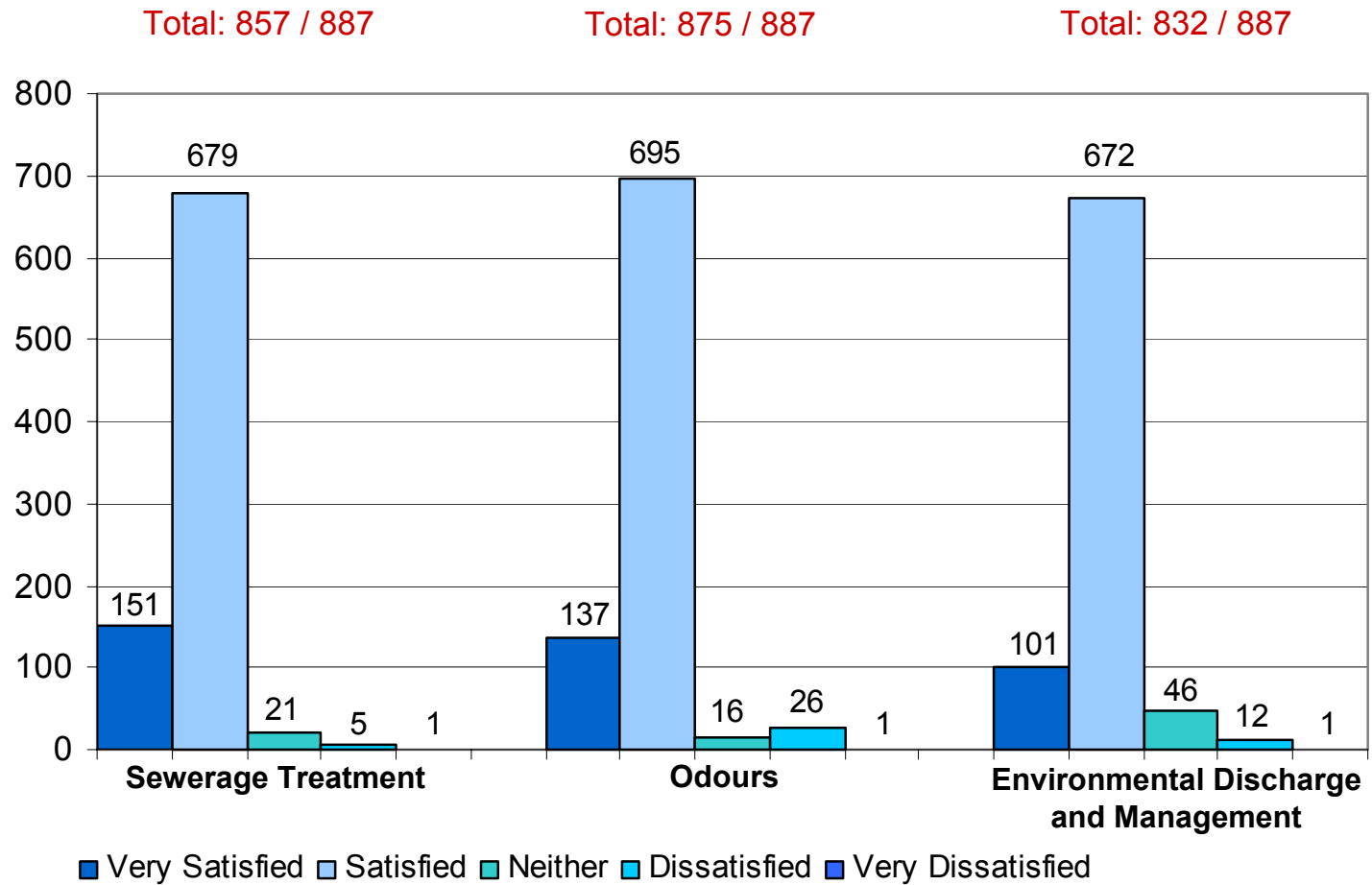
Don't know recorded a total of 0.3%, compared to 9% in 2003.



NORTH EAST WATER

Q2_c

How satisfied are you with the sewerage services provided by North East Water?



30 customers declined to make comment in relation to the sewerage treatment question. 12 customers declined to make comment to the odours question, and 55 customers declined to make comment to the environmental discharge and management question.



NORTH EAST WATER

Q2_c

How satisfied are you with the sewerage services provided by North East Water?

Summary of Q2c compared to previous survey periods

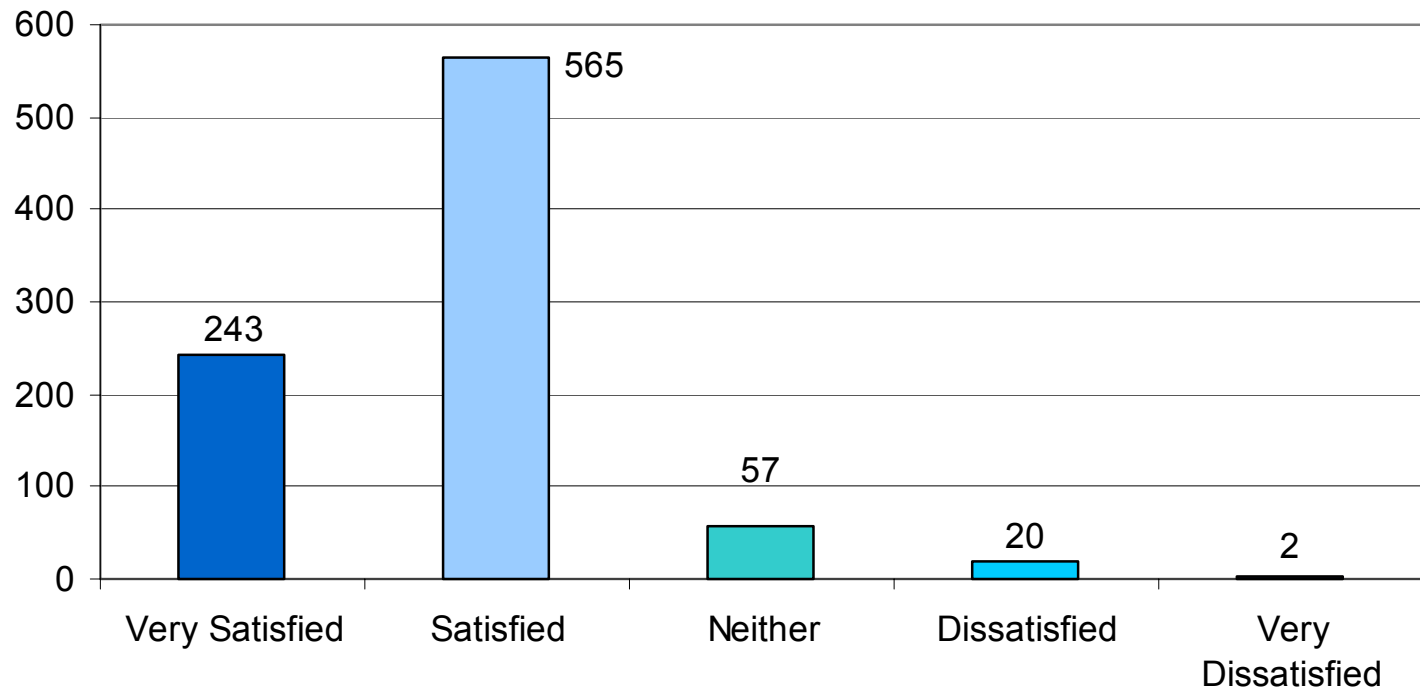
Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Sewerage Treatment 2004	17.0%	76.6%	2.4%	0.6%	0.1%
2003	12%	76%	12%	1%	0%
2002	10%	81%	8%	0.4%	0.4%
2001	7%	88%	4%	1%	0%
Odours 2004	15.4%	78.4%	1.8%	2.9%	0.1%
2003	6%	85%	4%	4%	0.4%
2002	9%	83%	5%	2%	1%
2001	5%	89%	4%	2%	0%
Environmental Discharge and Management 2004	11.4%	75.8%	5.2%	1.4%	0.1%
2003	8%	62%	27%	3%	0%
2002	8%	80%	11%	1%	0.1%
2001	4%	89%	6%	1%	0%



NORTH EAST WATER

Q2_d

How satisfied are you with the overall quality of water and sewerage services you receive from North East Water?



NORTH EAST WATER

Q2_d

How satisfied are you with the overall quality of water and sewerage services you receive from North East Water?

Summary of Q2d for comparisons to previous survey periods

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
2004	27.4%	63.7%	6.4%	2.3%	0.2%
2003	21%	66%	5%	6%	2%
2002	15%	80%	3%	1%	0.5%
2001	15%	78%	4%	2.98%	0.02%

A total customer satisfaction level of 91.1% was recorded in 2004, compared to 2003 at 87%.

Customer dissatisfaction levels have reduced from 8% recorded in 2003, to 2.5% in 2004 achieving figures close to the pre-bush fire periods of 1.5% in 2002 and 2% in year 2001.

Neither satisfied nor dissatisfied recorded 6.4% in 2004 compared to 5% in 2003

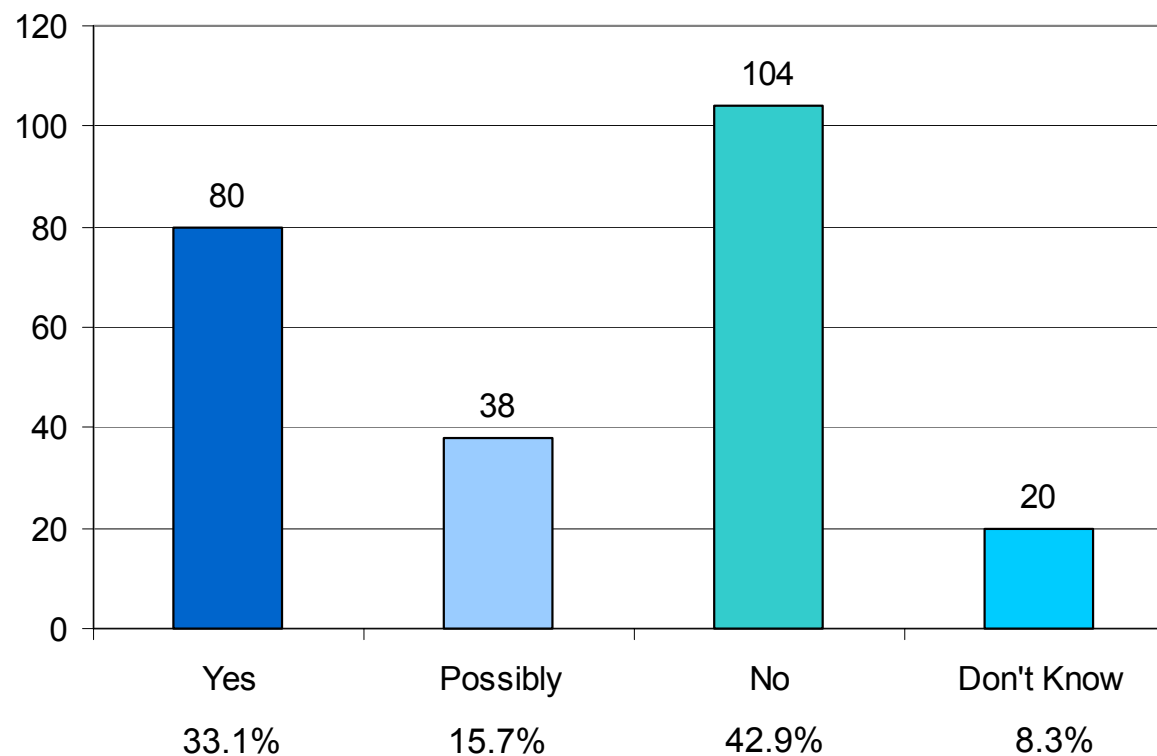


NORTH EAST WATER

Q2_{e-1}

Do you believe the water quality in your town should be improved?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



The combined Yes and Possibly response values are 118 or 48.9%.



NORTH EAST WATER

Q2_{e-2}

Do you believe the water quality in your town should be improved?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.

Year	Yes	Possibly	No	Don't Know
2004	33.1%	15.7%	42.9%	8.3%

The designated areas are divided over the issue of improving water quality with the NO result at 42.9%, YES at 33.1% and POSSIBLY at 15.7% with 8.3% offering no opinion either way. Combining the Yes and Possibly response give a result of 48.9%



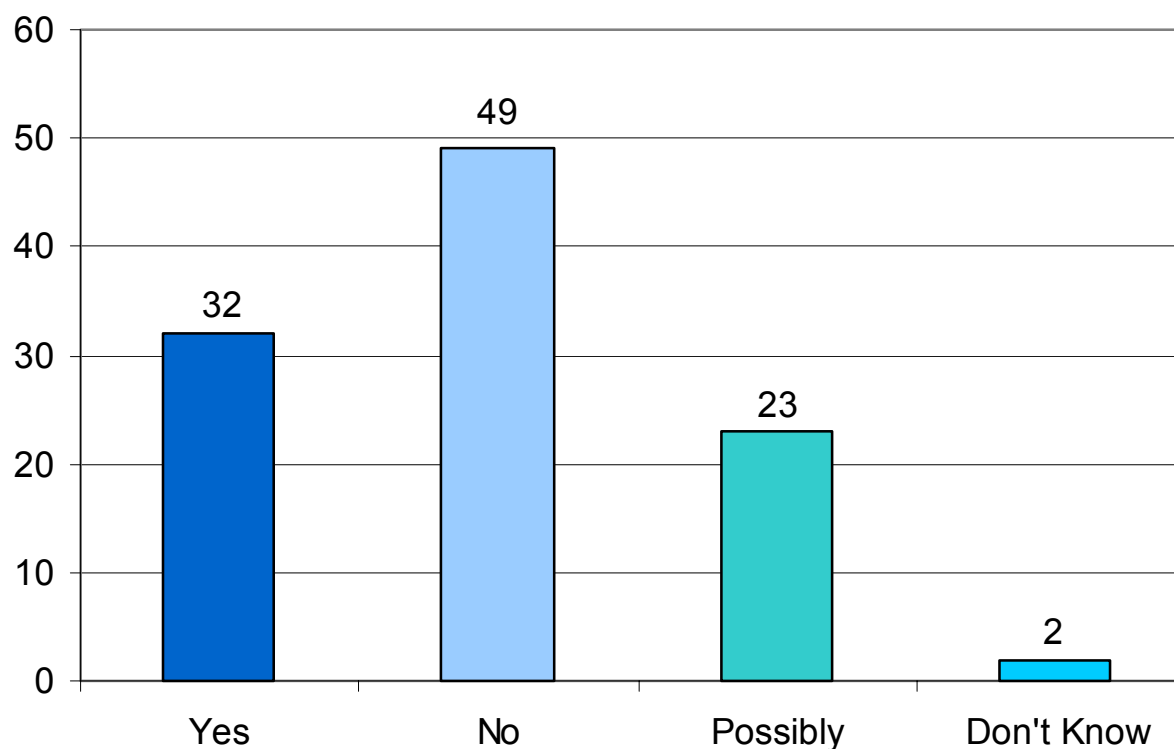
NORTH EAST WATER

Q2_{f-1}

If yes, would you be prepared to pay additional charges to ensure higher quality of water supplied?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.

The results below relate to a combination of the YES and POSSIBLY responses from Q2e.



12 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q2_{f-2}

If yes, would you be prepared to pay additional charges to ensure higher quality of water supplied?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.

Year	Yes	No	Possibly	Don't Know
2004	27.1%	41.5%	19.5%	1.7%

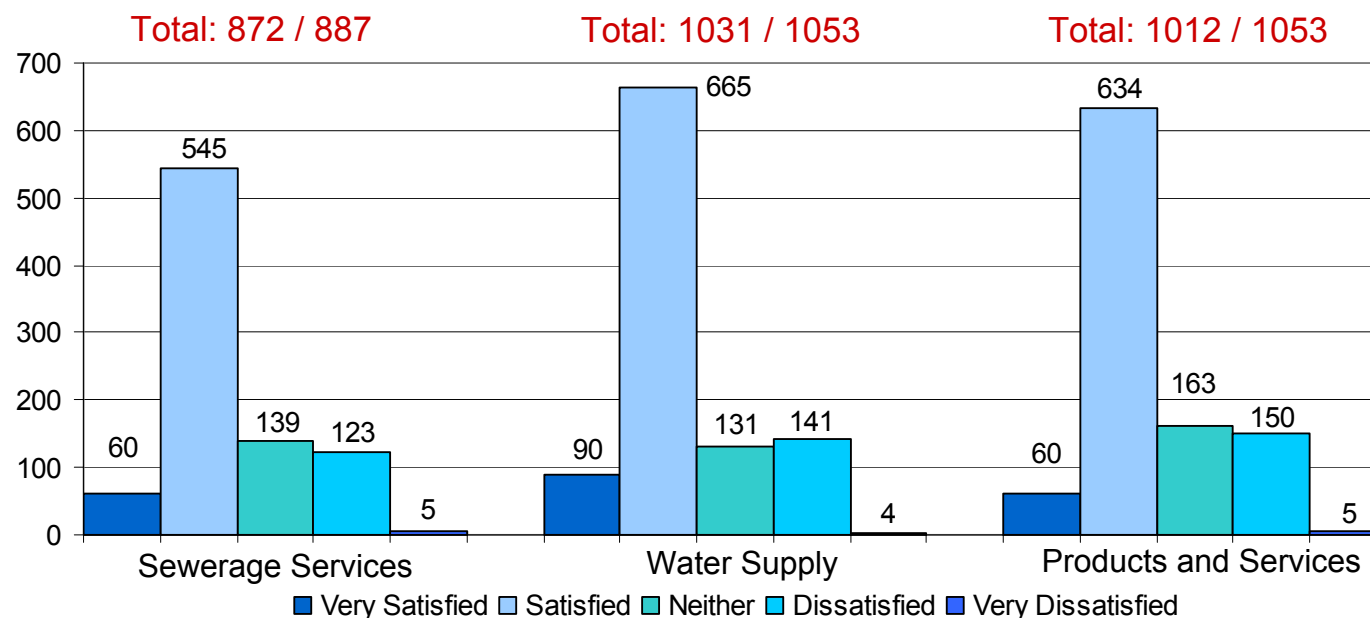
12 customers declined to make comment in relation to this question or 10.2%.



NORTH EAST WATER

Q3_{a,b,c}

How satisfied are you with the value for money you receive on the following services:



15 / 887 customers declined to make comment in relation to the sewerage services question.

22 / 1053 customers declined to make comment to the water supply question.

41 / 1053 customers declined to make comment to the product and services question.



NORTH EAST WATER

Q3_{a,b,c}

How satisfied are you with the value for money you receive on the following services:

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Sewerage Services 2004 (872 / 887)	6.8%	61.4%	15.7%	13.9%	0.6%
2003 (768 / 820)	5%	68%	13%	12%	3%
2002 (855)	3%	56%	25%	13%	3%
2001 (855)	2%	56%	24%	17%	1%
Water Supplied 2004 1031/1053	8.5%	63.2%	12.4%	13.4%	0.4%
2003 (968 / 1011)	8%	58%	10%	19%	6%
2002 (991)	4%	53%	20%	17%	6%
2001 (1021)	3%	56%	19%	20%	2%
Products and Services 2004 1012/1053	5.7%	60.2%	15.5%	14.2%	0.5%
2003 (962 / 1011)	3%	66%	14%	14%	3%
2002 (991)	3%	53%	25%	17%	3%
2001 (1021)	2%	50%	30%	17%	2%



NORTH EAST WATER

Q4a

Have you contacted North East Region Water Authority in the last 12 months?

Year	Yes	No	Total
2004 (173)	16%	84%	100%
2004 Response	173	880	1053
2003 (218)	22%	78%	100%
2003 Response	218	793	1011
2002 (151)	15%	85%	100%
2001 (177)	17%	83%	100%

Of those surveyed, 173 said that they had contacted North East Water in the past 12 months, this amounts to 16% compared to 218 in 2003, which represented 22% of those surveyed.

**NORTH EAST WATER**

Q4_b

How did you contact them?

Year	In Person	Telephone	Letter	Email	Web
2004 Responses	10	165	0	0	0
2003 Responses	17	203	1	1	1
2002 Responses	18	127	5	0	1
2001 Responses	17	157	5	1	0
2004 Percentage	5.7%	94.3%	0.0%	0.0%	0.0%
2003 Percentage	7.6%	91%	0.45%	0.45%	0.45%
2002 Percentage	12%	84%	3%	0%	1%
2001 Percentage	10%	89%	1%	0%	0%

The results show a further decrease in personal visitation to 5.7%, compared to 2003 results of 7.6%.

Telephone contact has further increased from 91% in 2003, to 94.3% in 2004.

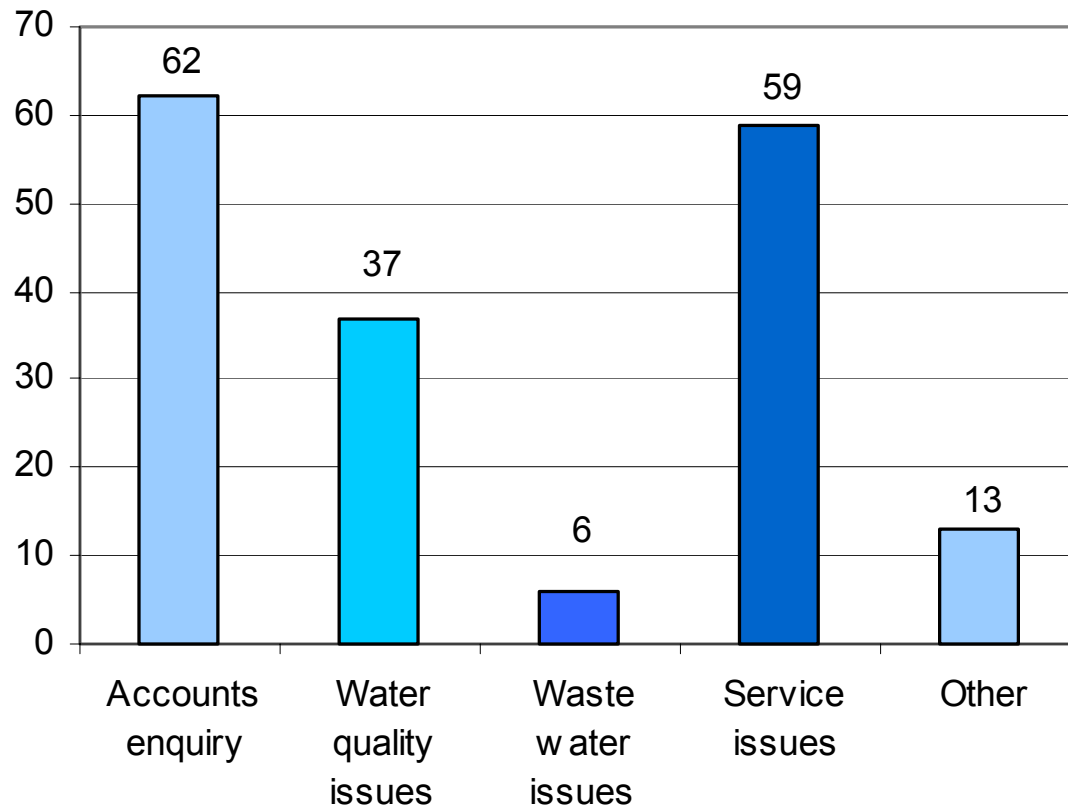
Email and Web contact has reduced further and still remains very low.



NORTH EAST WATER

Q4c

Your reason/s for calling North East Water?



Please refer to attached comment report for 'Other' for Question 4C.



NORTH EAST WATER

Q4c

Your reason/s for calling North East Water?

Year	Accounts Enquiry	Water Quality Issues	Waste Water Issues	Service Issues	Other
2004	35.0%	20.9%	3.4%	33.3%	7.3%
2003	19%	14%	2%	26%	39%

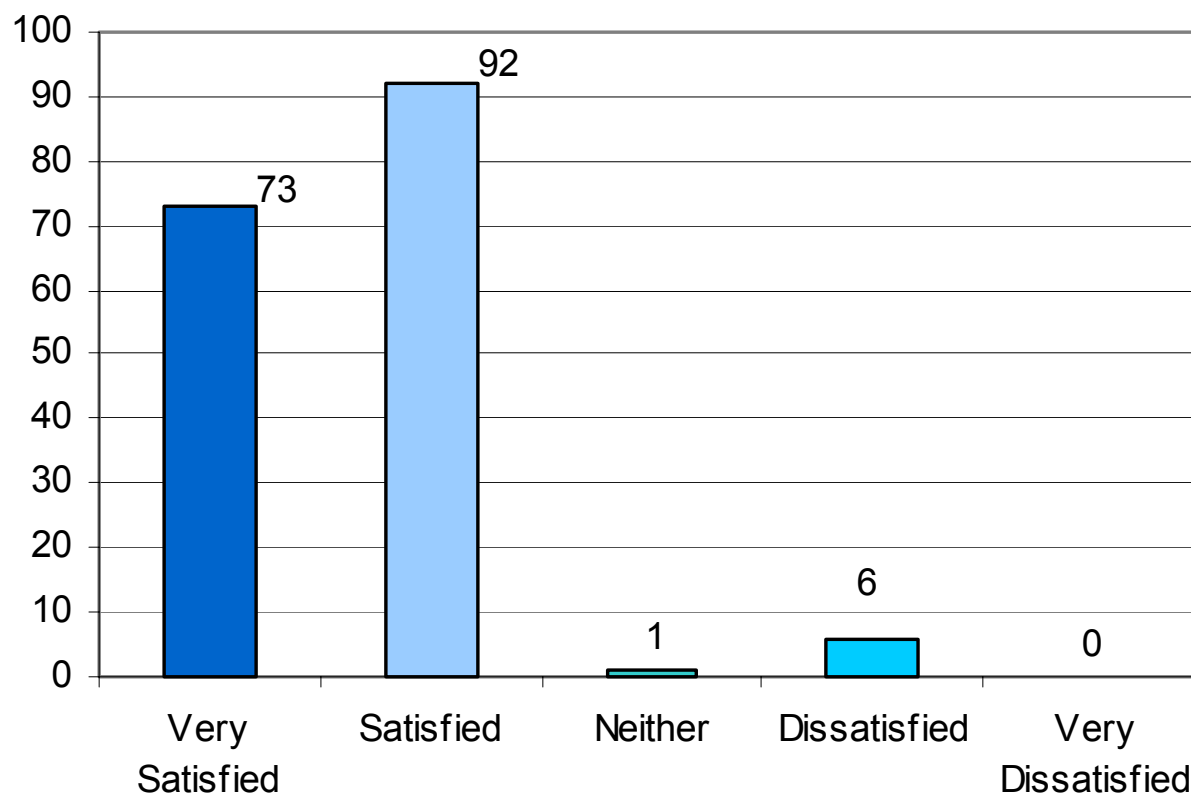
Service issues were identified as the main reason for calling NERWA followed by Accounts enquiries.



NORTH EAST WATER

Q4_d

How satisfied are you with ease of access you have to North East Water when you need to contact them?



1 customer declined to make comment in relation to this question.



NORTH EAST WATER

Q4_d

How satisfied are you with ease of access you have to North East Water when you need to contact them?

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
2004	42%	53%	1%	4%	0%
2003	28%	60%	4%	5%	3%
2002	28%	62%	4%	3%	2%
2001	17%	75%	2%	5%	1%

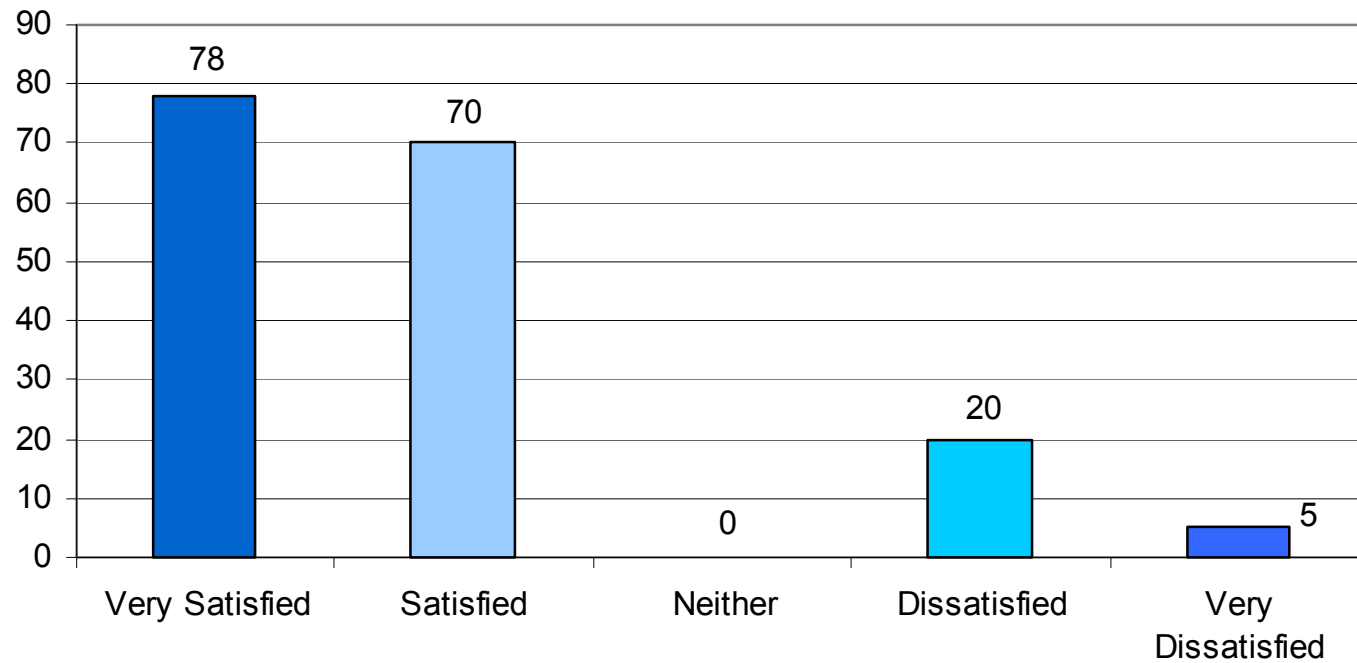
Customer satisfaction levels with ease of access to North East Water has increased significantly to a very satisfied 42% and combined VS and S of 95% compared to 2003 at 28% very satisfied and a VS and S result of 88%



NORTH EAST WATER

Q5

How satisfied were you with the service you received?



NORTH EAST WATER

Q5

How satisfied were you with the service you received?

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
2004	45.1%	40.5%	0.0%	11.6%	2.9%
2003	33%	51%	6%	6%	3%
2002	28%	62%	4%	3%	2%
2001	24%	61%	6%	6%	4%

An increase in the very satisfied category for customer satisfaction was recorded in 2004 compared to previous years.

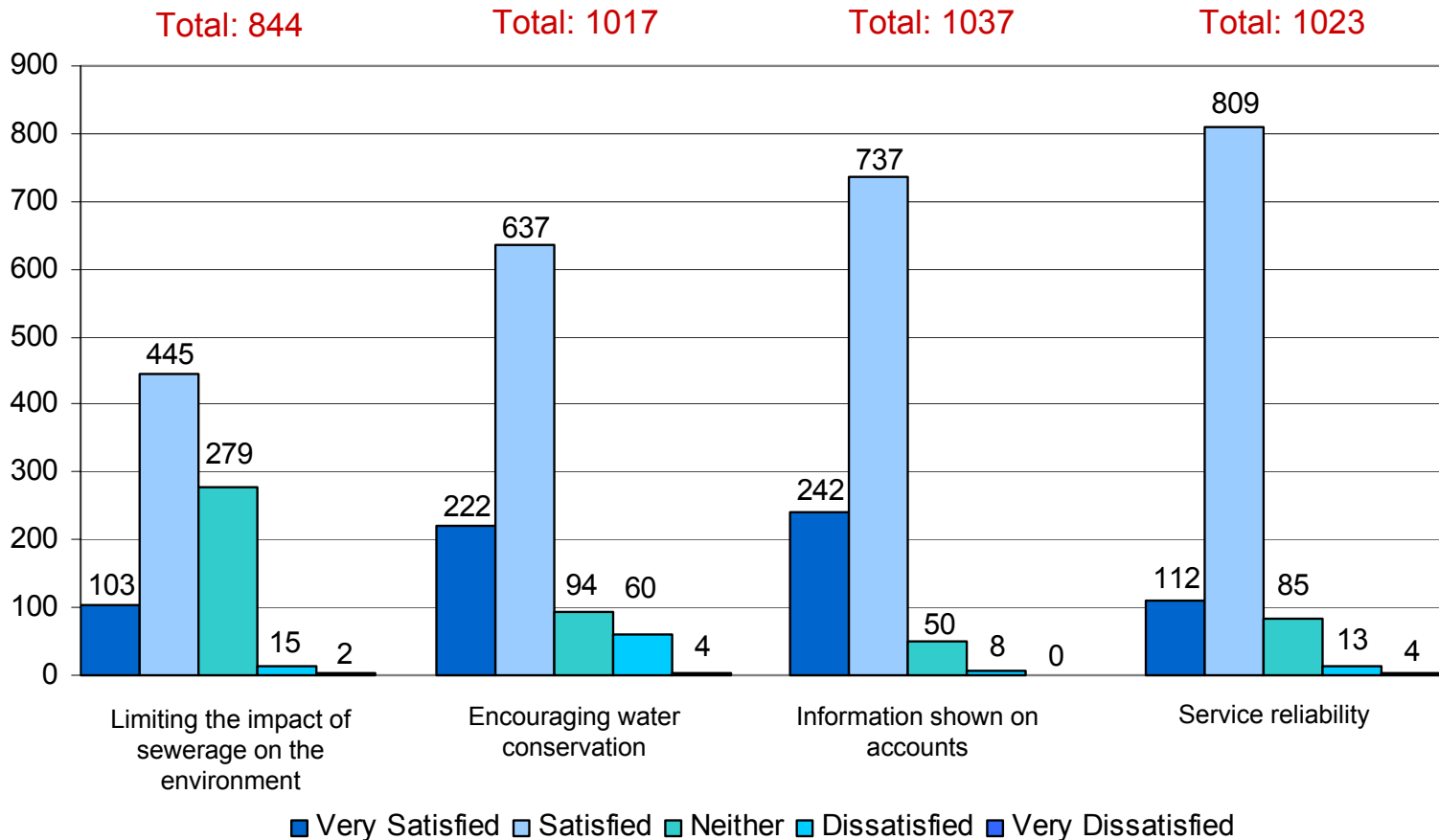
Total dissatisfaction level is up to 14.5% compared to 9% in 2003 and 5% in 2002.



NORTH EAST WATER

Q6_{a,b,c,d}

How satisfied are you with North East Water's performance in the following areas:



209 customers declined to make comment in relation to limiting the impact of sewerage on the environment question.

36 customers declined to make comment to encouraging water conservation question.

16 customers declined to make comment to information shown on accounts question.,

30 customers declined to make comment to service reliability question.



NORTH EAST WATER

Q6_{a,b,c,d}

How satisfied are you with North East Water's performance in the following areas:

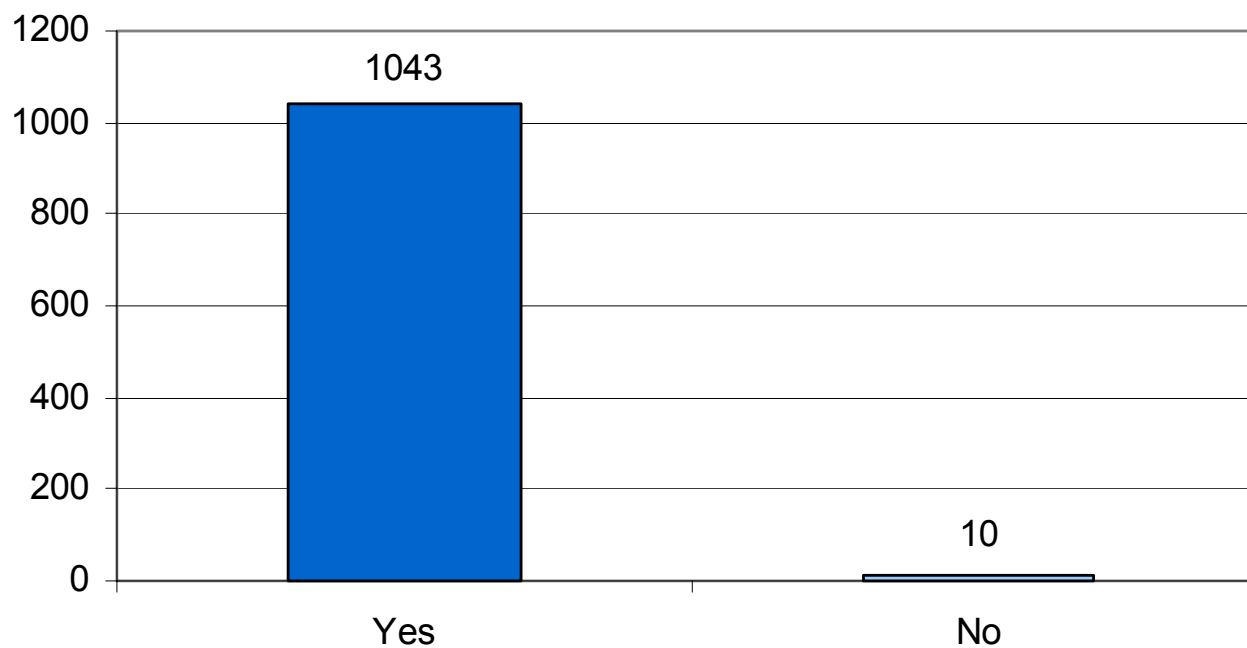
Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Limiting the impact of sewerage on the environment 2004	9.8%	42.3%	26.5%	1.4%	0.2%
2003	5%	55%	36%	2%	1%
2002	4%	42%	51%	1%	0.2%
2001	1%	51%	45%	2%	<1%
Encouraging water conservation 2004	21.1%	60.5%	8.9%	5.7%	0.4%
2003	12%	68%	10%	10%	1%
2002	13%	55%	28%	3%	1%
2001	3%	58%	29%	9%	<1%
Information shown on accounts 2004	23.0%	70.0%	4.7%	0.8%	0.0%
2003	9%	84%	5%	2%	0%
2002	13%	75%	11%	2%	0.1%
2001	2%	89%	7%	1%	0%
Service reliability 2004	10.6%	76.8%	8.1%	1.2%	0.4%
2003	9%	69%	19%	2%	1%
2002	11%	79%	9%	1%	0.1%
2001	2%	77%	19%	1%	<1%



NORTH EAST WATER

Q6_e

Are you happy with the range of payment options available?



Year	Yes	No
2004	99%	1%
2003	98%	2%
2002	98%	2%
2001	99%	1%



NORTH EAST WATER

Q6f

If no, what payment options would you prefer?

The payment options were similar to that of 2002 as follows:

Payment Option	Total
Easy payment option plan	1
Fortnightly plan	1
Quarterly payment plan	1
Payment plan	1
Reduced payment for low income earners	1
Instalments	1
Advertise payment options better	1
No comment by respondent	3

10 respondents made comment relating to payment options.



NORTH EAST WATER

Q7_a

Do you recall receiving a newsletter from North East Water?

Year	Yes	No
2004	69.8%	30.2%
Responses 2004	735	318
2003	72%	28%
Responses 2003	697	273
2002	62%	38%
2001	72%	28%

The 2004 results indicate that a similar number of people recall receiving the North East Water newsletter.

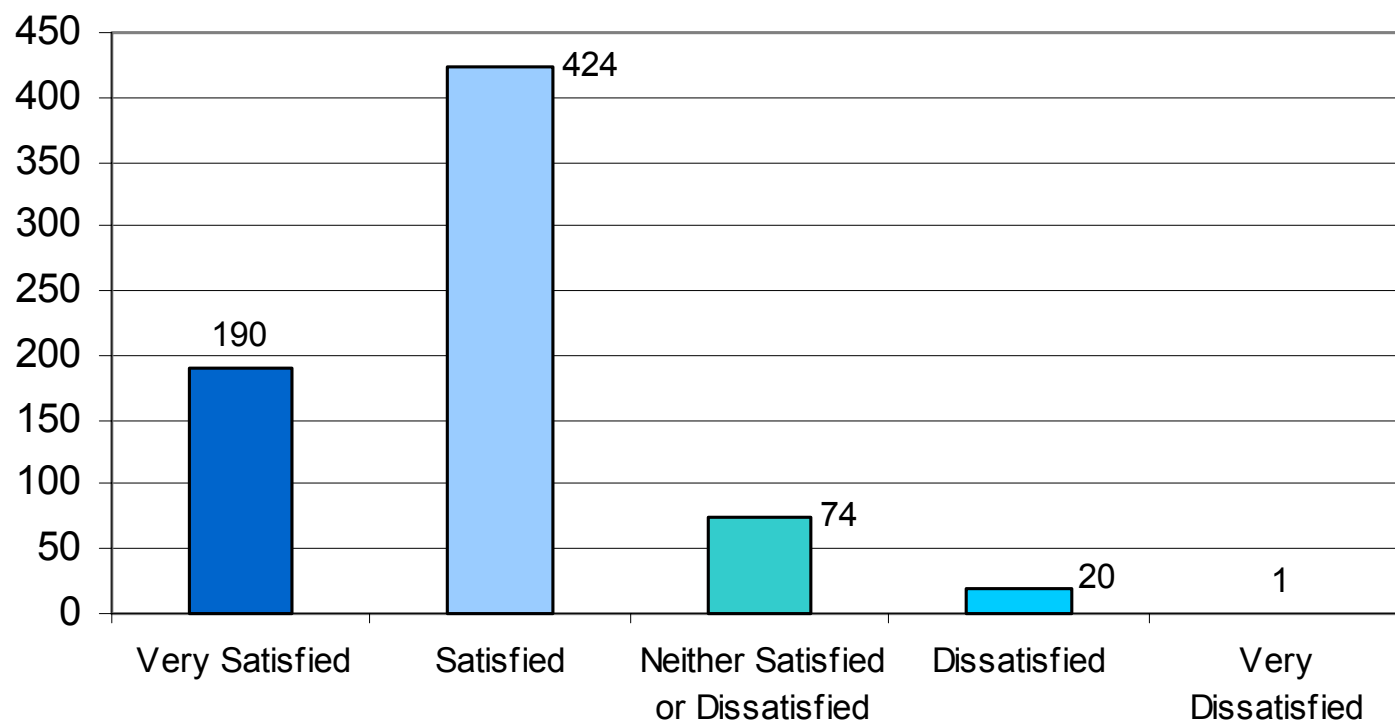
69.8% of those surveyed recall receiving a newsletter in 2004, compared to 72% in 2002.



NORTH EAST WATER

Q7_b

How satisfied are you with the usefulness of the information provided in the newsletter?



26 out of 735 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q7_b

How satisfied are you with the usefulness of the information provided in the newsletter?

Year	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
2004	25.9%	57.7%	10.1%	2.7%	0.1%
2003	14%	61%	22%	2%	0%
2002	11%	56%	32%	2%	0%
2001	4%	64%	31%	1%	0%

Customers displayed a level of satisfaction of 83.6% in 2004 for the usefulness of the information provided compared to 75% in 2003 and 67% in 2002.

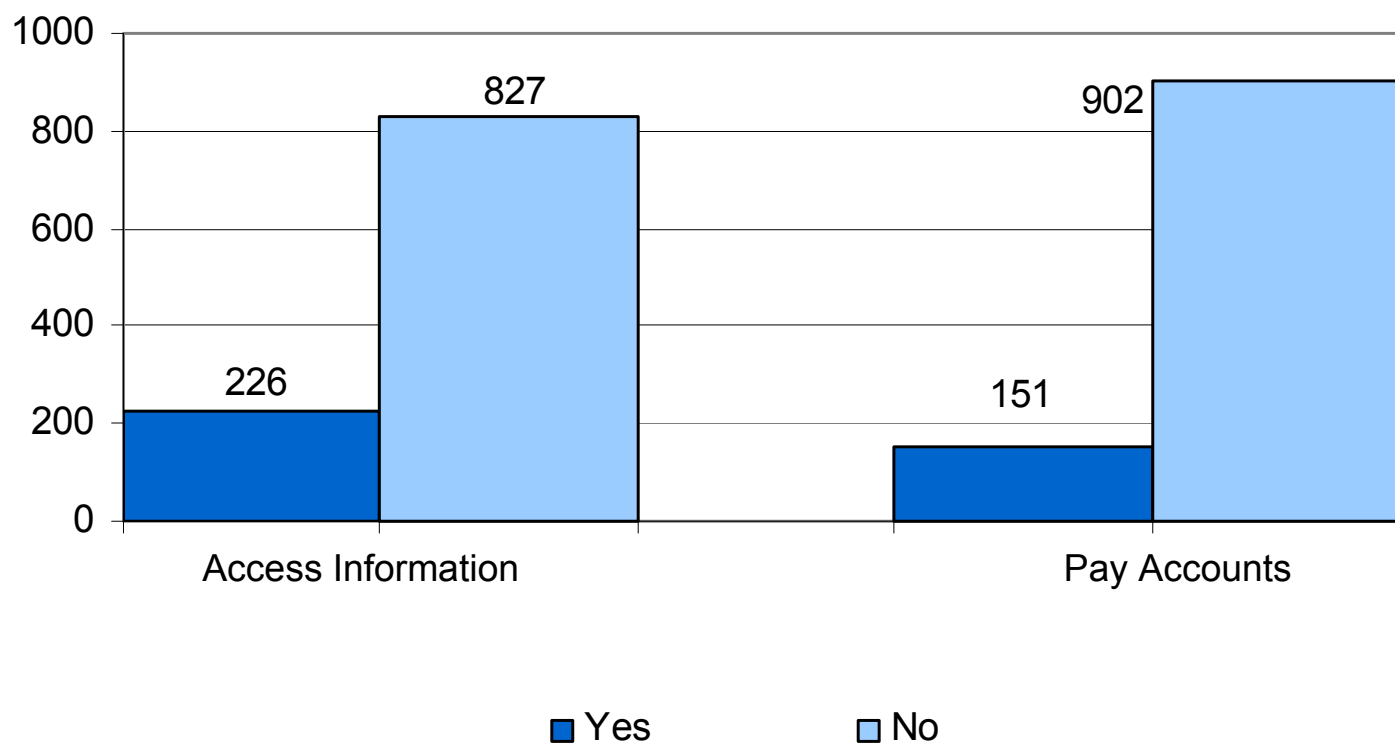
Dissatisfaction is slightly higher at 2.8%.



NORTH EAST WATER

Q8_{a,b}

Would you use the Internet to access information about North East Water and pay your account?



NORTH EAST WATER

Q8_{a,b}

Would you use the Internet to access information about North East Water and pay your account?

Year	Yes	No
Would you use the Internet to access information about NERWA? 2004	21.5%	78.5%
2003	24%	76%
2002	19%	81%
2001	11%	89%
Would you use the Internet to pay your account? 2004	14.3%	85.7%
2003	14%	86%
2002	13%	87%
2001	7%	93%

A decrease in the yes response was recorded in in 2004 compared to 2003.



NORTH EAST WATER

Q9_{a,b}

Are you aware of what you should not place down the toilet, sink or drain?

Awareness Level	Yes	No	Yes	No
Toilet 2004	1040	13	98.8%	1.2%
Toilet 2003	985	26	98%	2%
Sink / Drain 2004	1044	9	99.1%	0.9%
Sink / Drain 2003	992	19	98%	2%

The results 2004 again records an increase in the awareness of the community as to what should not be placed down the toilet, sink or drain, with most customers volunteering examples.

Please refer to the following main issues summary and to the attached complete comments report.



NORTH EAST WATER

Q9_a

Are you aware of what you should not place down the toilet?

Main Issues:

Toilet	No. of responses
Sanitary products	467
Nappies	73
Syringes / Needles	57
Medicine	42
Oils / Fats / Grease	41
Chemicals	40

Please refer to the attached complete list



NORTH EAST WATER

Q9_b

Are you aware of what you should not wash down the sink or drain?

Main Issues:

Drain/Sink	No. of responses
Grease / Fats / Oils	772
Chemicals	83
Paints / Paint Thinners / Turps	66
Food	62
Tea leaves / Coffee grounds	12
Harsh detergents / Disinfectants	11

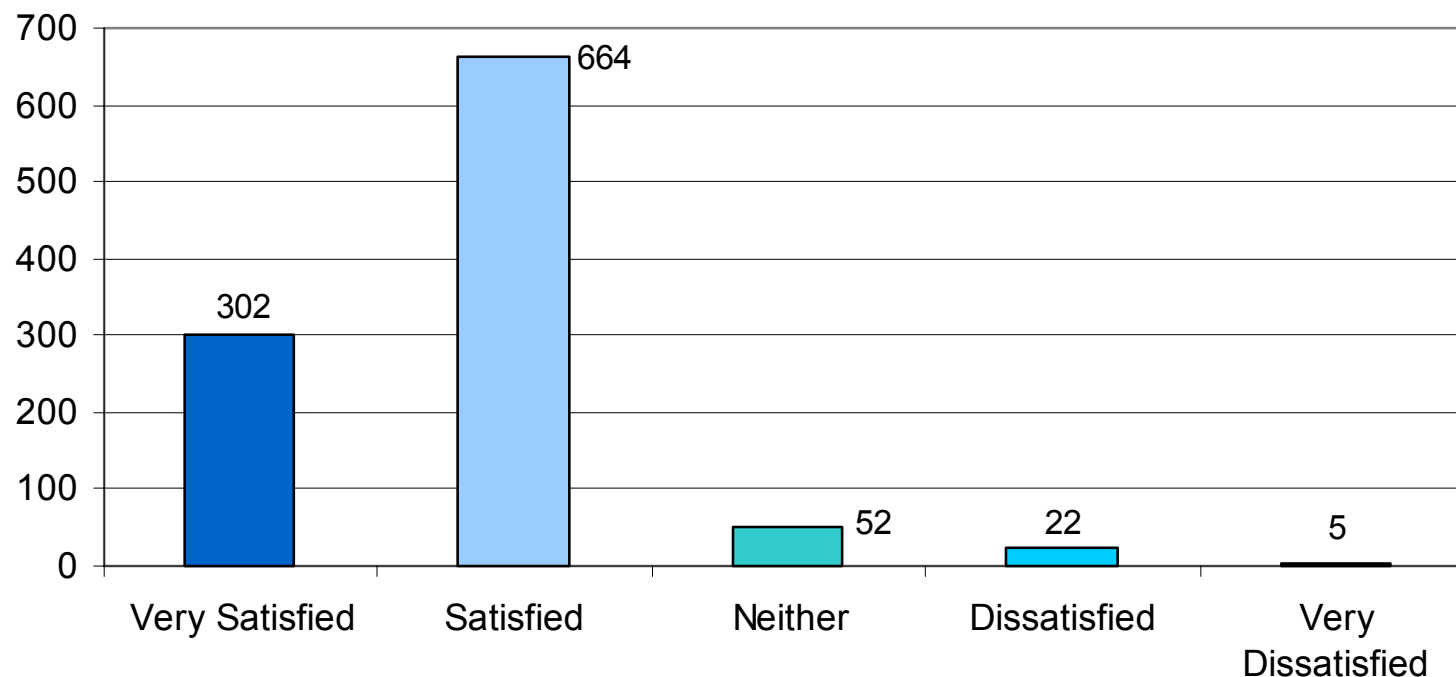
Please refer to the attached complete list



NORTH EAST WATER

Q10

How satisfied are you with the way North East Water manages all your water and sewerage needs?



8 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q10

How satisfied are you with the way North East Water manages all your water and sewerage needs?

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
2004	28.7%	63.1%	4.9%	2.1%	0.5%
2003	12%	78%	4%	4%	2%
2002	17%	77%	4%	2%	0.4%
2001	19%	72%	6%	3%	<1%

A level of overall customer satisfaction was recorded for 2004 at 91.8% compared to 2003 at 90%. The very satisfied category increased in 2004 to 28.7% from 12% in 2003.

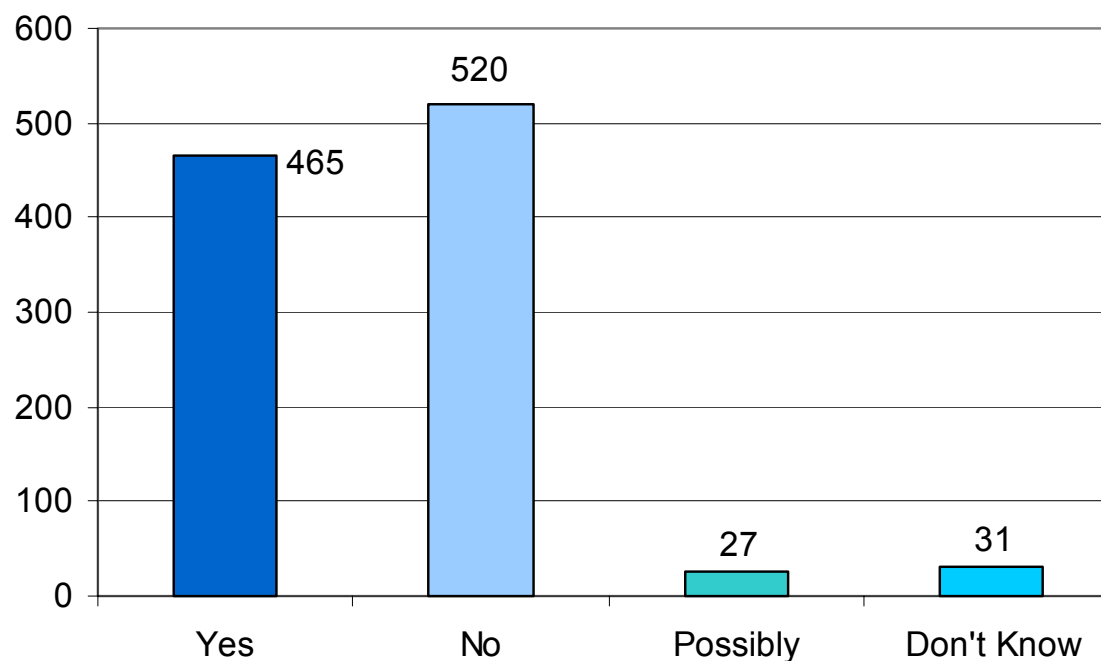
A reduction in the dissatisfied and very dissatisfied category was recorded in 2004 at 2.6% compared to 2003 at 6%.



NORTH EAST WATER

Q11a

Does pricing influence your water consumption?



10 customers declined to make comment in relation to this question.

Year	Yes	No	Possibly	Don't Know
2004	44.2%	49.4%	2.6%	2.9%

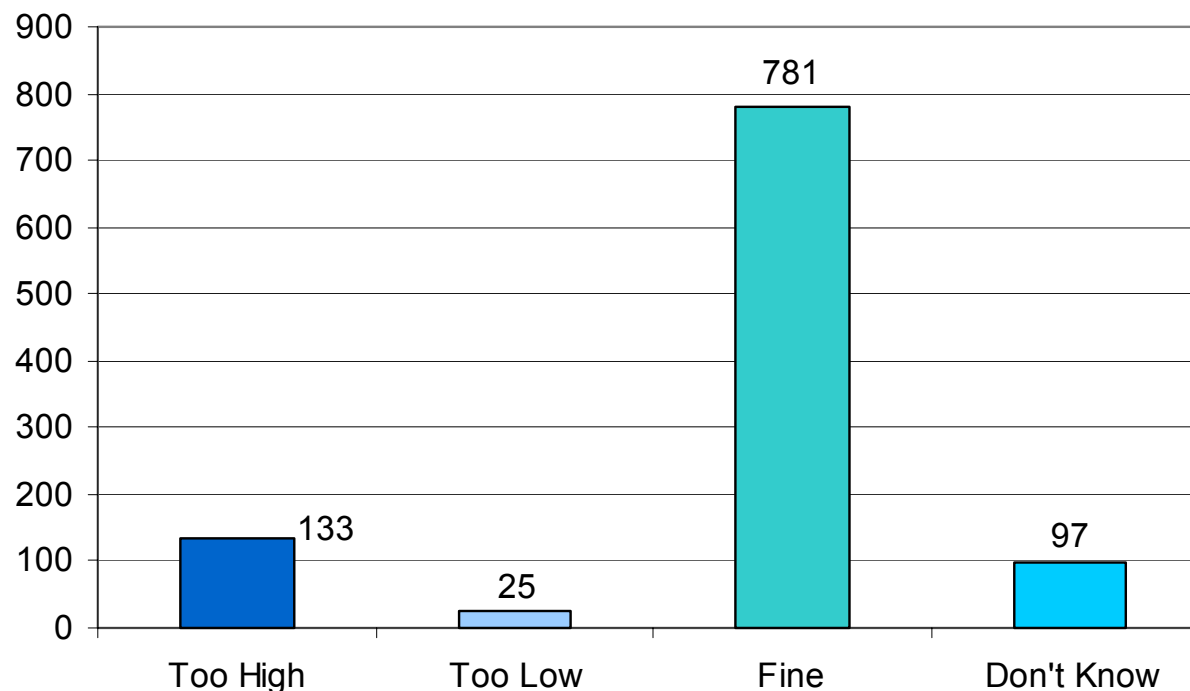
0.9% of customers declined to make comment in relation to this question.



NORTH EAST WATER

Q11_b

Do you feel the current price of about 47 cents per kilolitre is:



17 customers declined to make comment in relation to this question.

Year	Too High	Too Low	Fine	Don't Know
2004	12.6%	2.4%	74.2%	9.2%

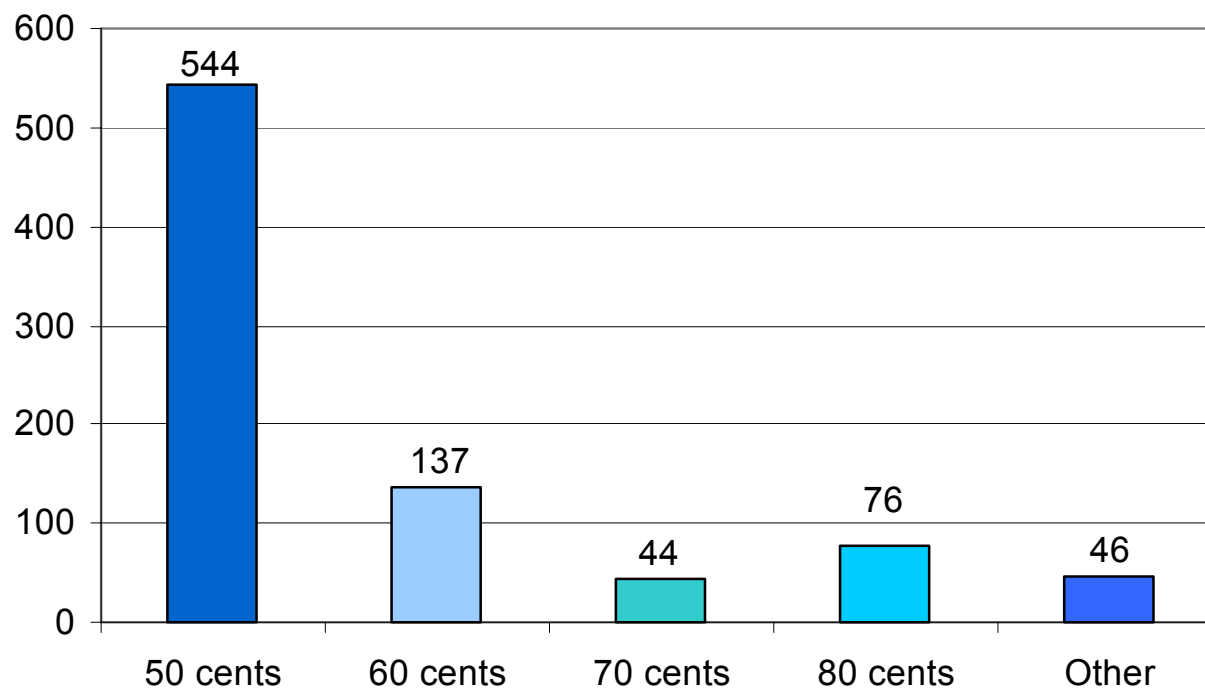
1.6% of customers declined to make comment in relation to this question.



NORTH EAST WATER

Q11_c

At what price of water would you look to reduce your current water consumption and usage?



206 customers declined to make comment in relation to this question.

Year	50 cents	60 cents	70 cents	80 cents	Other
2004	51.7%	13.0%	4.2%	7.2%	4.4%

19.6% of customers declined to make comment in relation to this question.

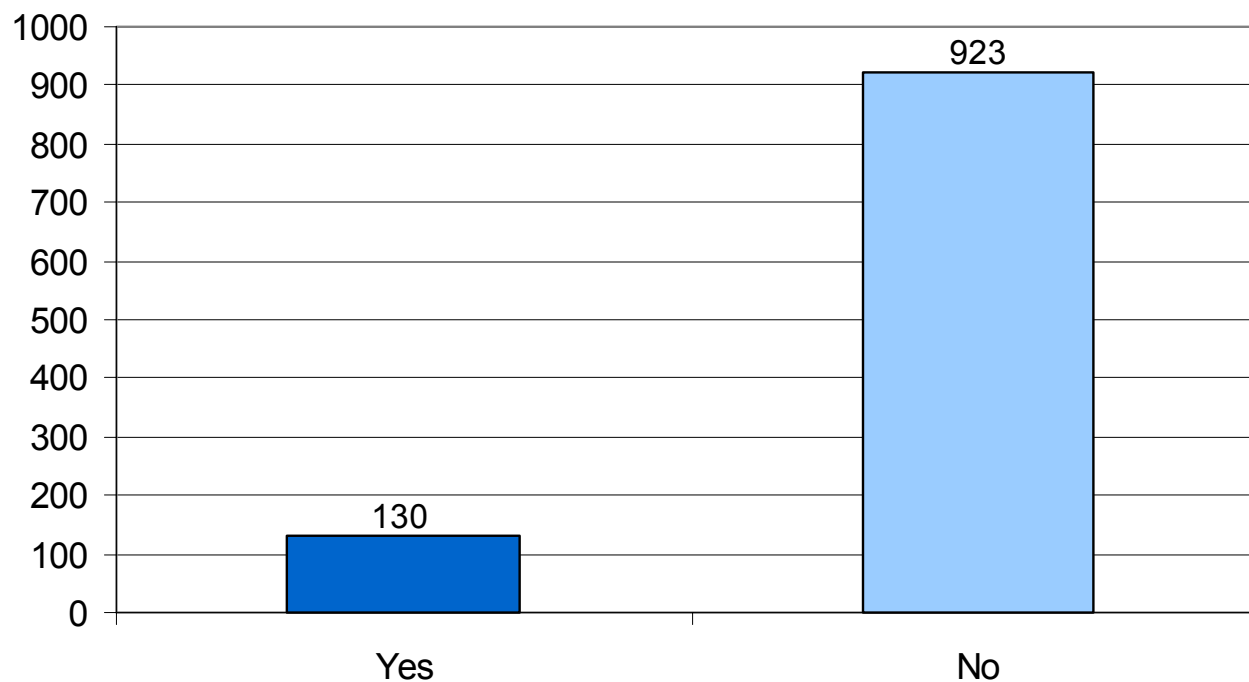
Please refer to the attached complete list of comments



NORTH EAST WATER

Q12a

Are you aware of what a stepped tariff is?



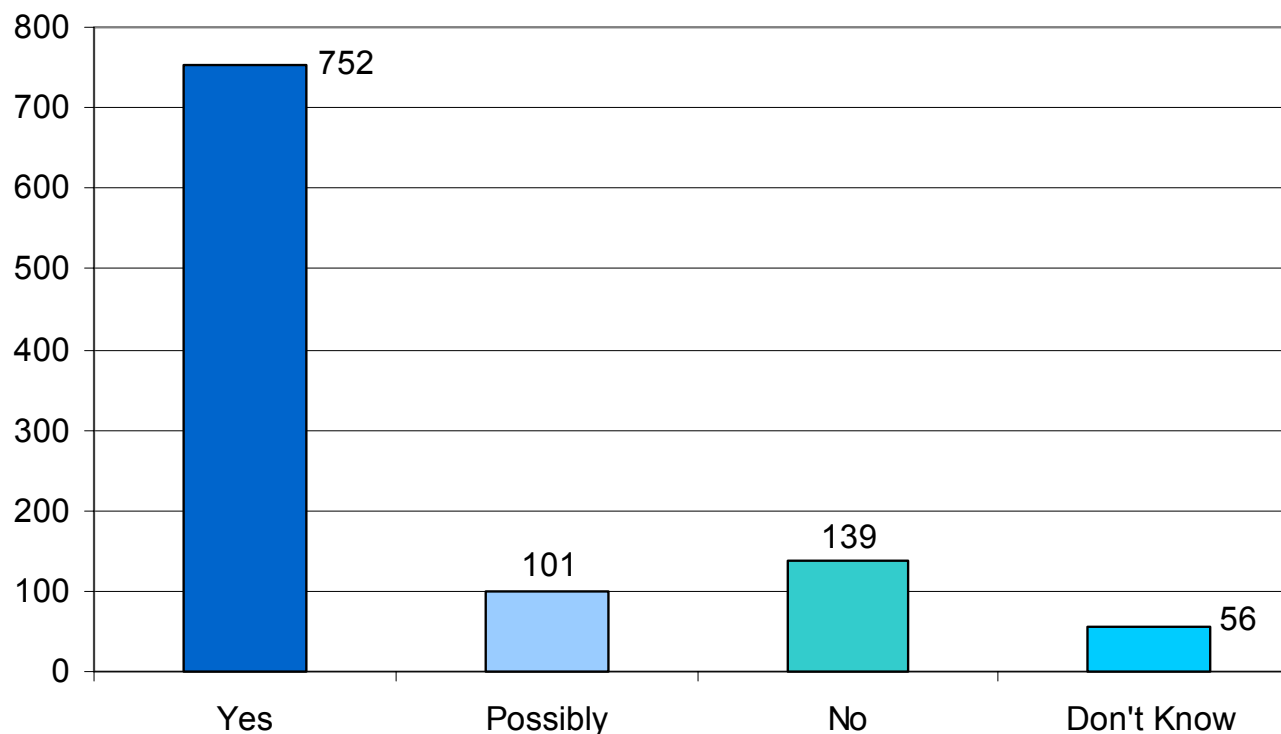
Year	Yes	No
2004	12.3%	87.7%



NORTH EAST WATER

Q12_b

Do you support the idea of adopting Stepped Tariffs to encourage households to conserve water?



5 customers declined to make comment in relation to this question.

Year	Yes	Possibly	No	Don't Know
2004	71.4%	9.6%	13.2%	5.3%

0.5% of customers declined to make comment in relation to this question.

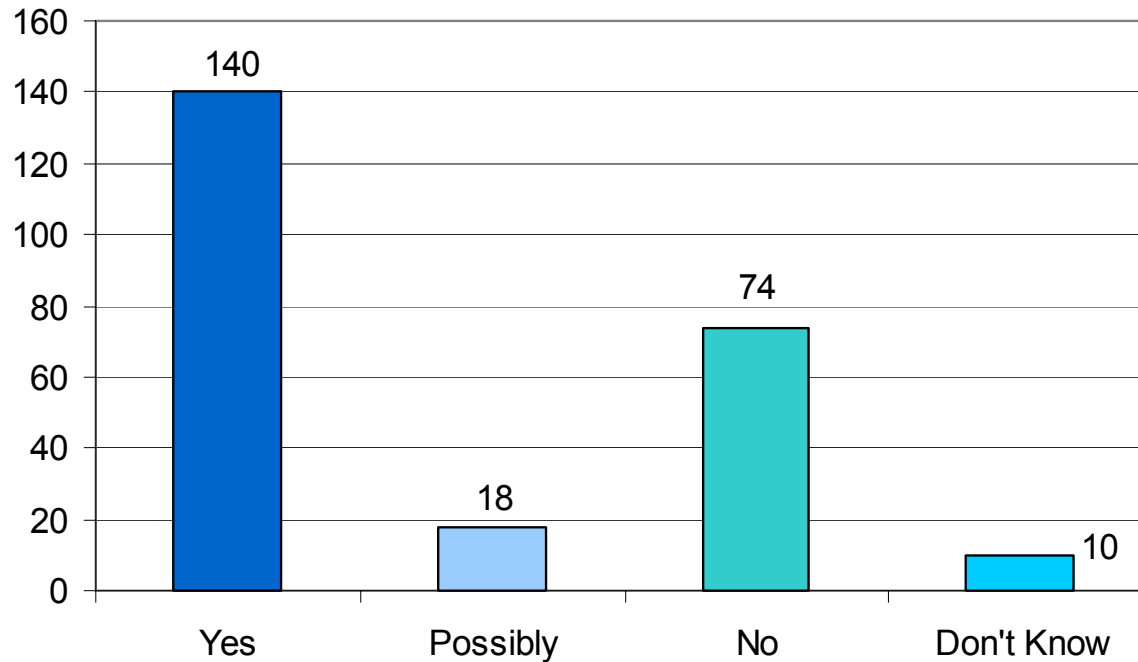


NORTH EAST WATER

Q13a

Are you concerned about your town's future water supply?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



Year	Yes	Possibly	No	Don't Know
2004	57.9%	7.4%	30.6%	4.1%



NORTH EAST WATER

Q13b

If yes to Q13a, why?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.

Please refer to comment report for a complete list of additional reasons for concern.

Listed below are the main reasons identified by respondents who selected other in Q13a.

Reason for Concern	Total
Population / Town growth	31
Drought	26
Limited water storage	21
Limited rainfall	19
Low water levels	19
Waste of water	7
Tourist area	5

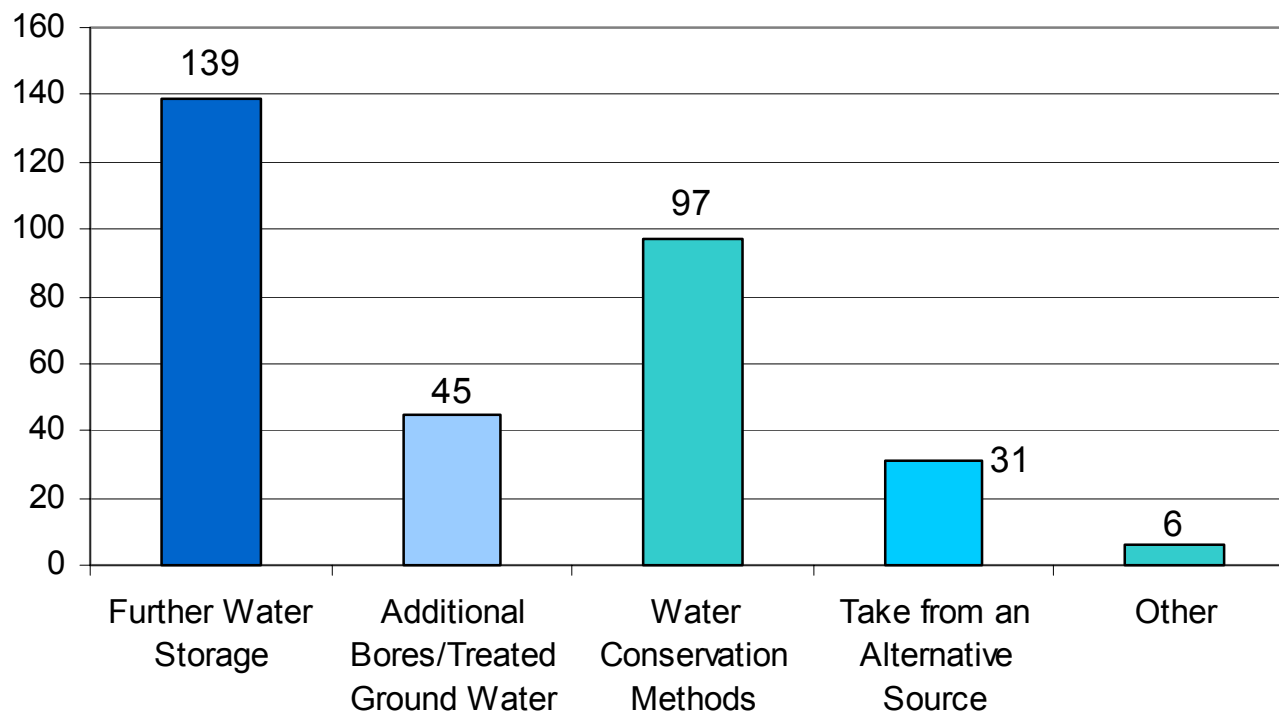


NORTH EAST WATER

Q13c

What measures would you support to ensure a greater security of your town's water supply?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



7 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q13_c

What measures would you support to ensure a greater security of your town's water supply?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.

Year	Further Water Storage	Additional Bores / Treated Ground Water	Water Conservation Methods	Take from an Alternative Source	Other
2004	42.8%	13.8%	29.8%	9.5%	1.8%

2.2% of customers declined to make comment in relation to this question.

A complete list of the 1.8% respondents who selected other made the additional comments below:

Supported Measures	Total
Protect from pollution	1
Managing the land catchment areas	1
Less garden use	1
Shorter showers	1
Encouraging a check system for illegal pumping from river	1
No comment listed by respondent	1

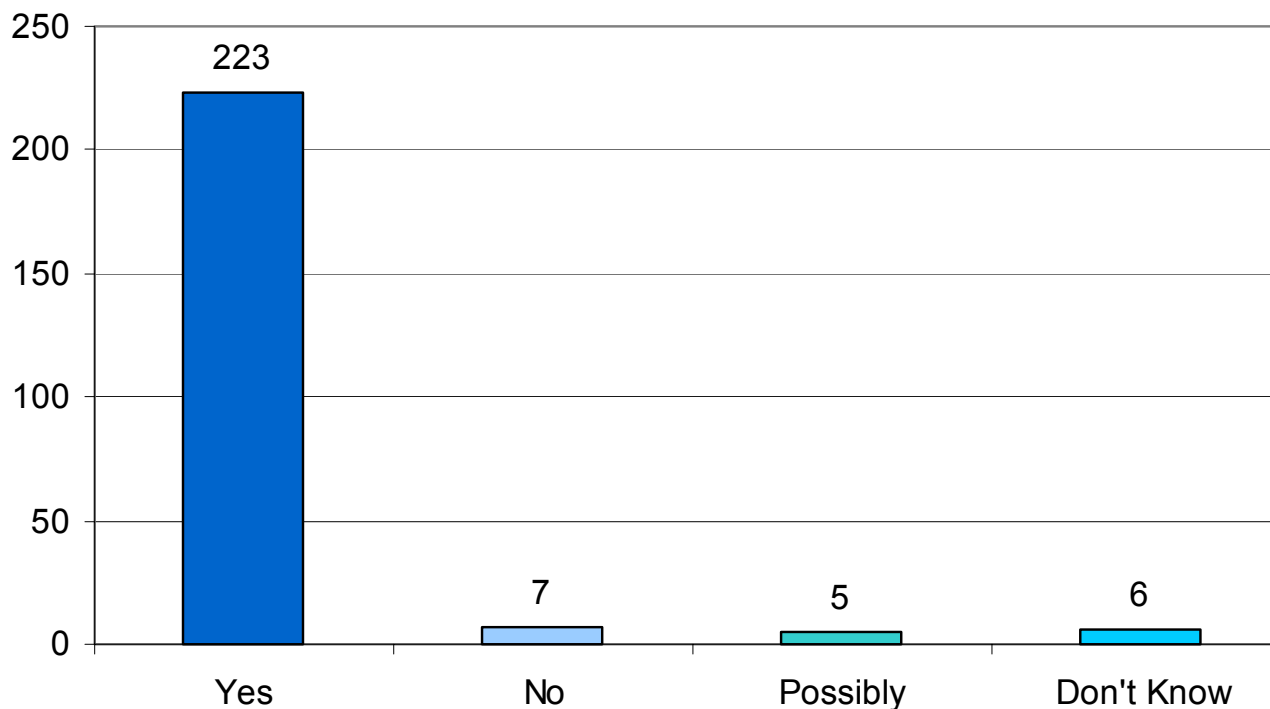


NORTH EAST WATER

Q13_d

Do you support regulations being put in place to promote water conservation activities?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



1 customer declined to make comment in relation to this question.

Year	Yes	No	Possibly	Don't Know
2004	92.1%	2.9%	2.1%	2.5%

0.4% of customers declined to make comment in relation to this question.

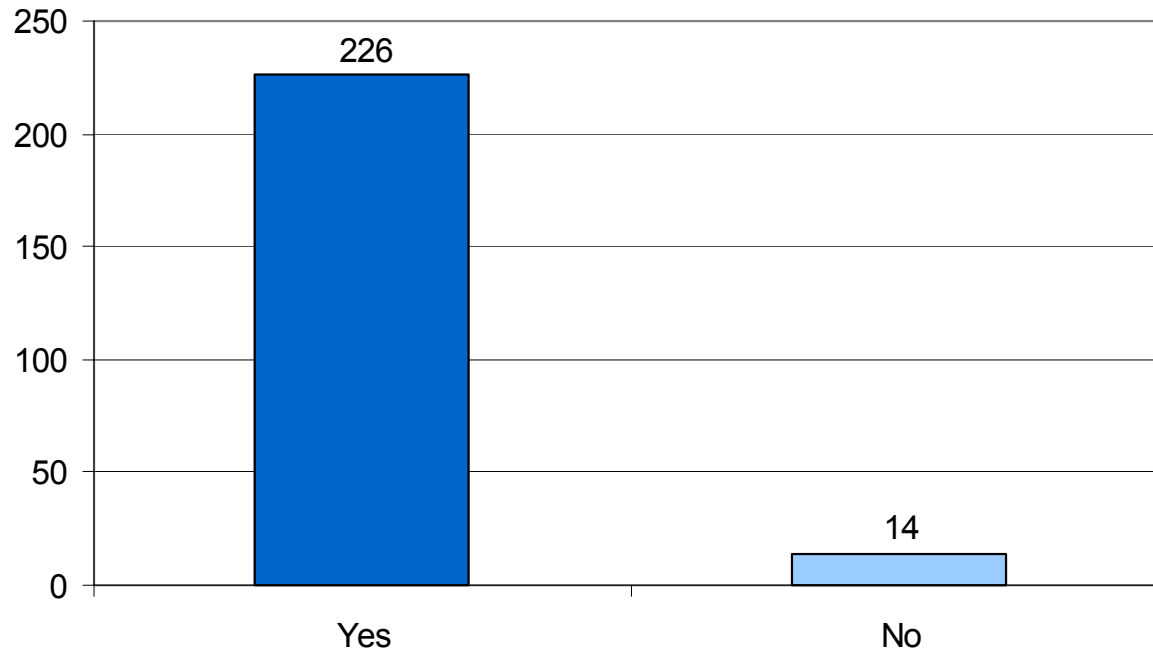


NORTH EAST WATER

Q13e

Do you currently practice water conservation measures?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



2 customers declined to make comment in relation to this question.

Year	Yes	No
2004	93.4%	5.8%

0.8% of customers declined to make comment in relation to this question.

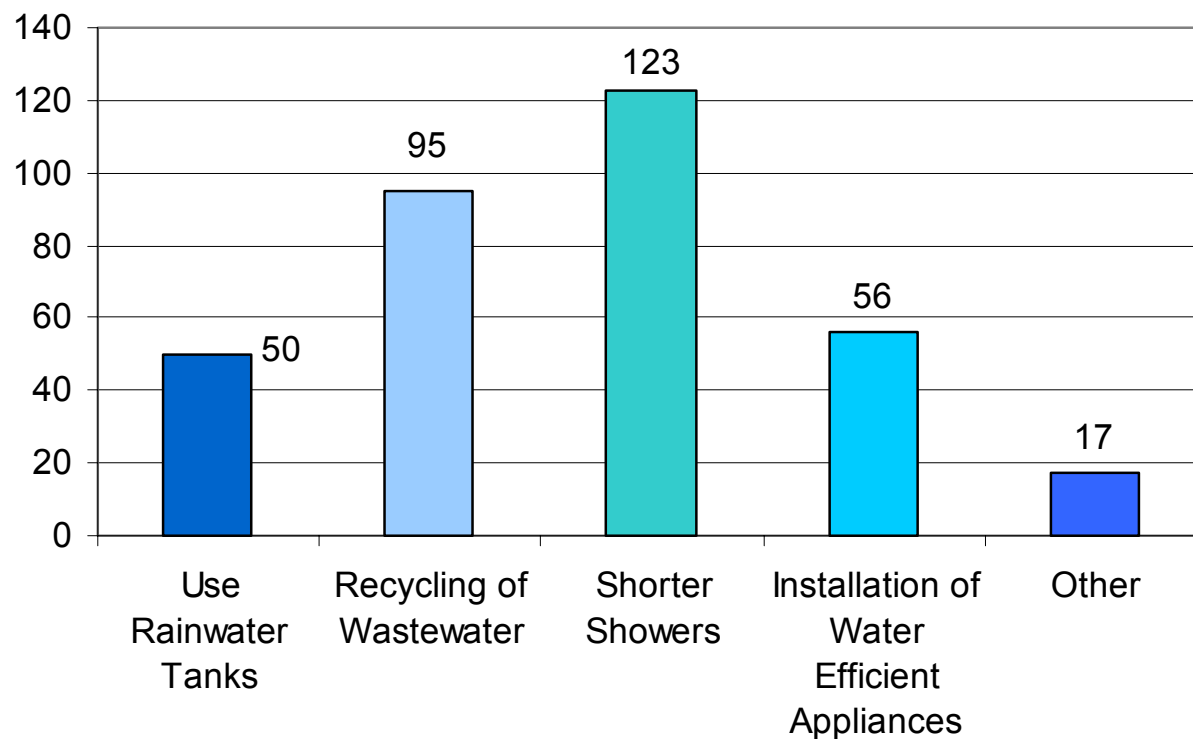


NORTH EAST WATER

Q13f

What water conservation measures do you practice?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



3 customers declined to make comment in relation to this question.

Year	Use Rainwater Tanks	Recycling of Wastewater	Shorter Showers	Installation of Water Efficient Appliances	Other
2004	14.5%	27.6%	35.8%	16.3%	4.9%

0.9% of customers declined to make comment in relation to this question.

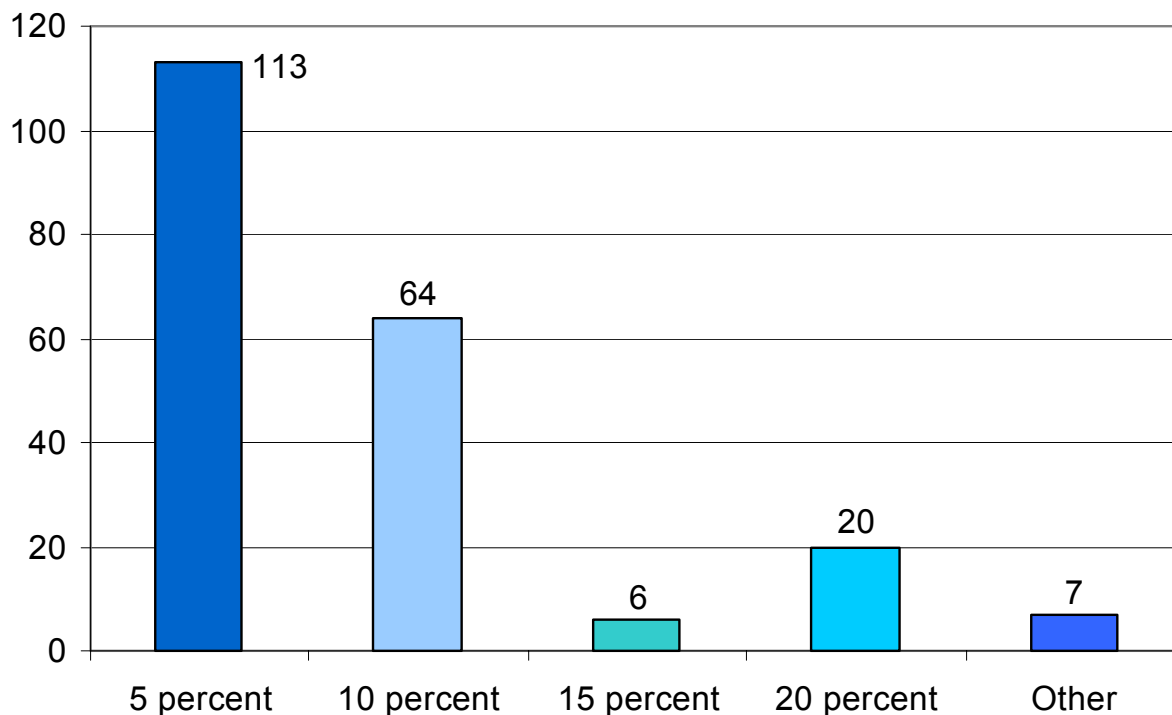


NORTH EAST WATER

Q13g

If you were asked to reduce or conserve water, what do you believe is a reasonable percentage reduction target?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



32 customers declined to make comment in relation to this question.

Year	5 percent	10 percent	15 percent	20 percent	Other
2004	46.7%	26.4%	2.5%	8.3%	2.9%

13.2% of customers declined to make comment in relation to this question.

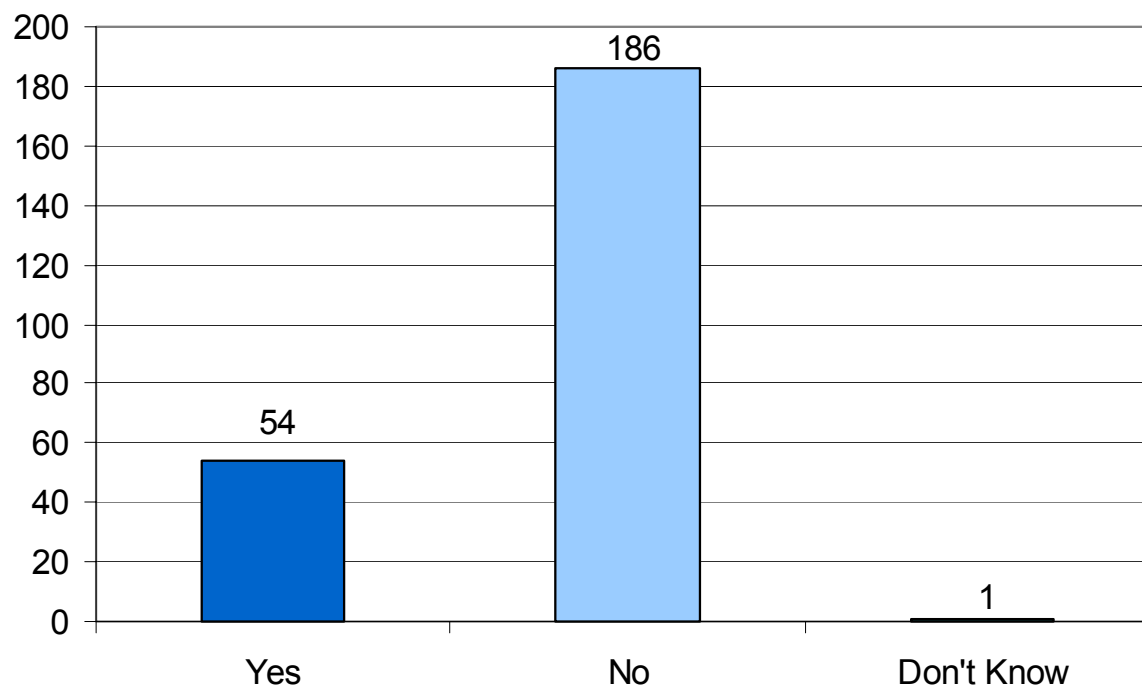


NORTH EAST WATER

Q13h

Are you aware of the committee currently investigating water supply issues and treatment in your town?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



1 customer declined to make comment in relation to this question.

Year	Yes	No	Don't Know
2004	22.3%	76.9%	0.4%

0.4% of customers declined to make comment in relation to this question.

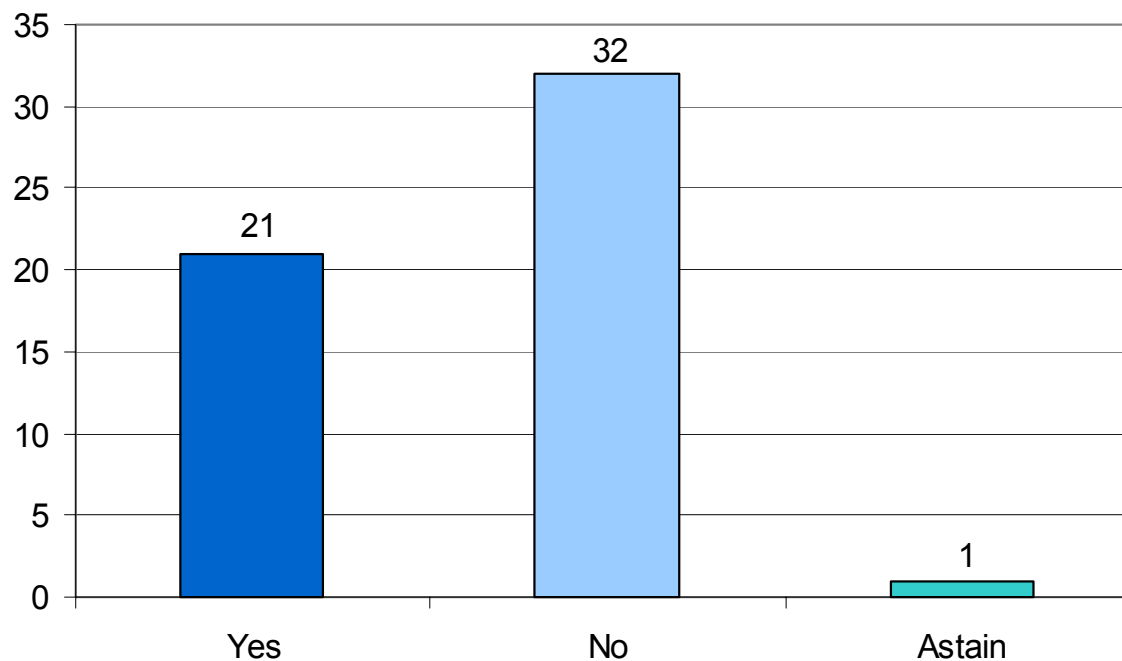


NORTH EAST WATER

Q13i

If yes to Q13h, Are you aware of how to contact committee members?

This question was only asked to residents living in the Bright, Wandiligong, Harrietville, Porepunkah and Wangaratta townships.



1 customer declined to make comment in relation to this question.

Year	Yes	No
2004	38.9%	59.3%

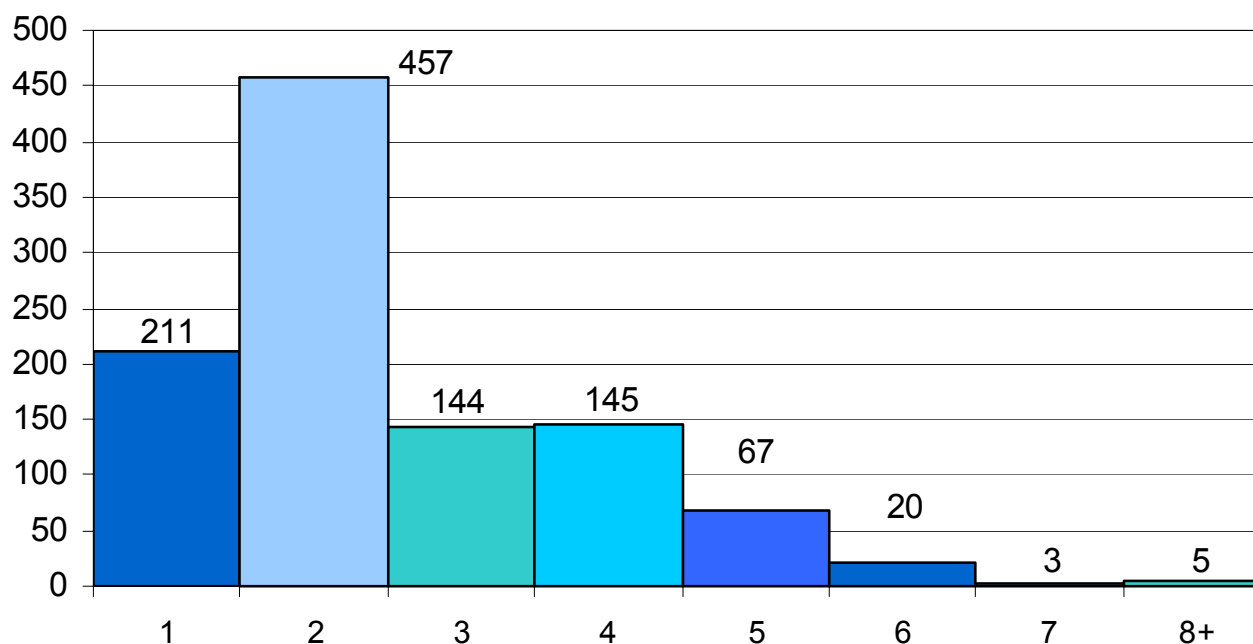
1.9% of customers declined to make comment in relation to this question.



NORTH EAST WATER

Q14a

The number of persons in household?



Year	1	2	3	4	5	6	7	8
2004	20.0%	43.4%	13.7%	13.8%	6.4%	1.9%	0.3%	0.5%
2003	20%	42%	14%	14%	7%	2%	1%	0.4%
2002	21%	42%	13%	13%	11%	-	-	-

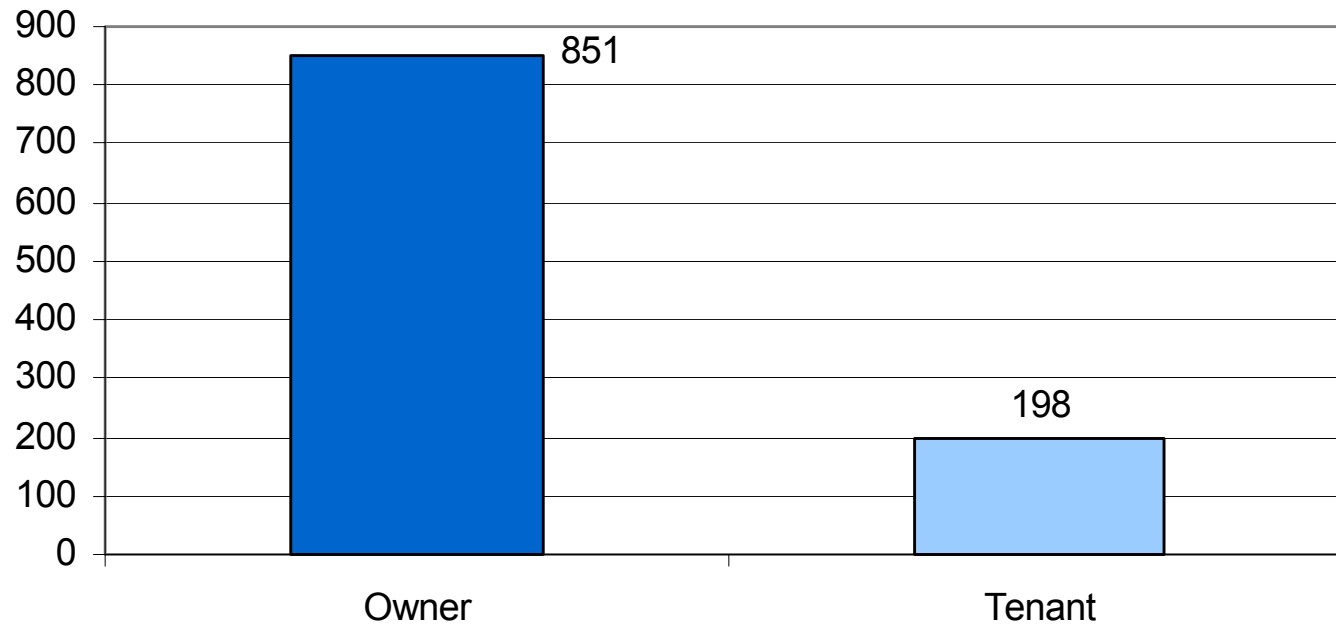
1 customer declined to make comment in relation to this question.



NORTH EAST WATER

Q14_b

Are you the owner or tenant?



Year	Owner	Tenant
2004	80.8%	18.8%
2003	80%	20%
2002	85%	15%

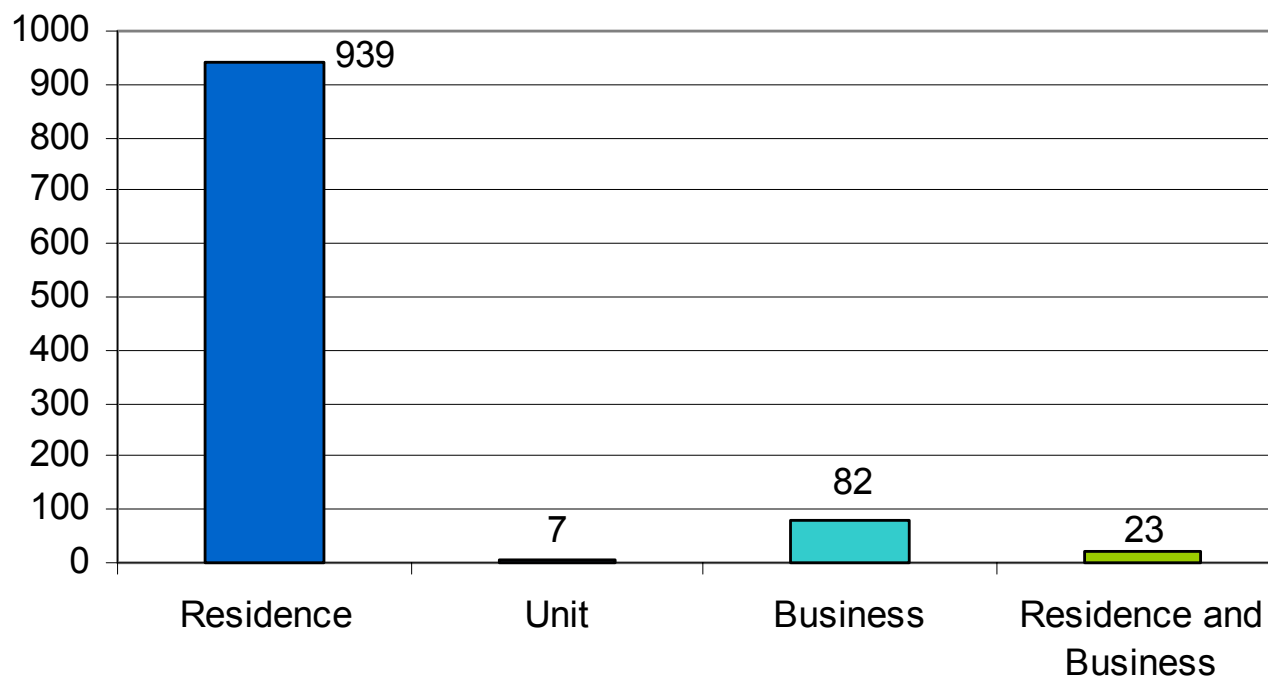
4 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q14c

Is this a residence, unit or business?



Year	Residence	Unit	Business	Residence and Business
2004	89.2%	0.7%	7.8%	2.2%
2003	90.2%	9.4%	0.4%	0.0%
2002	90%	9.8%	0.2%	0.0%

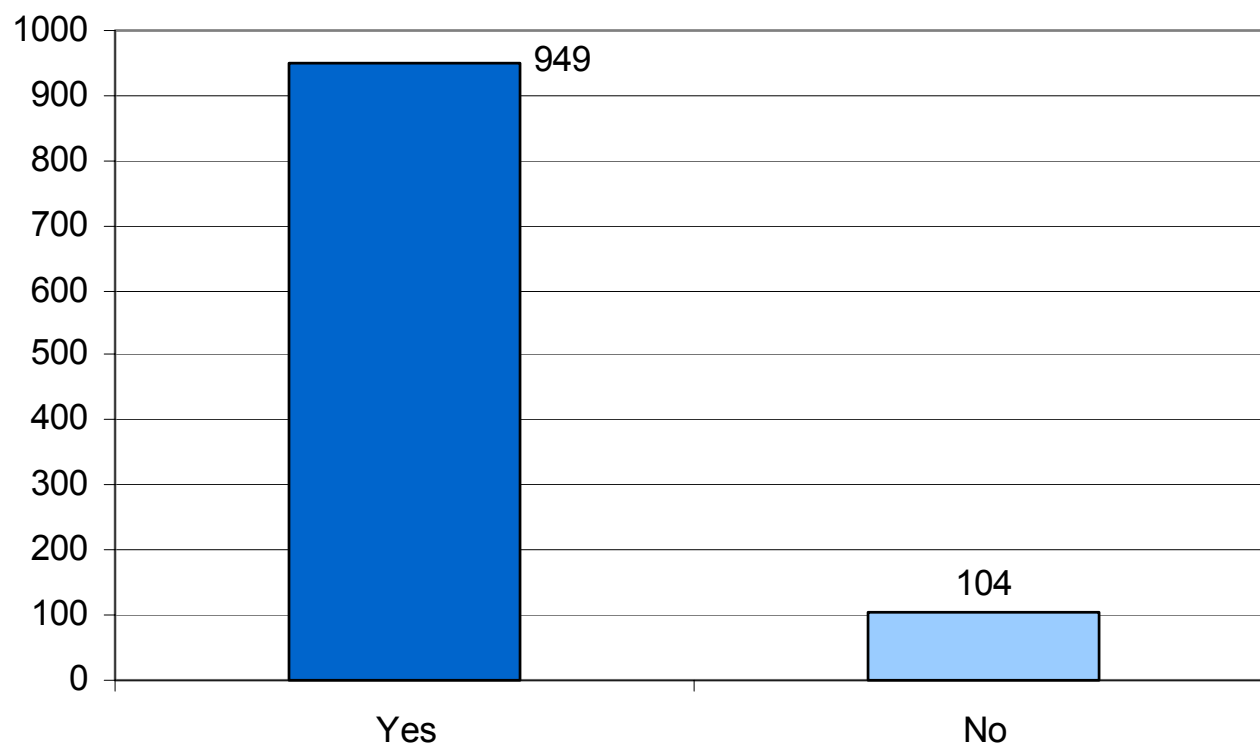
2 customers declined to make comment in relation to this question.



NORTH EAST WATER

Q14_d

Can we record your details for possible future or follow up surveys?

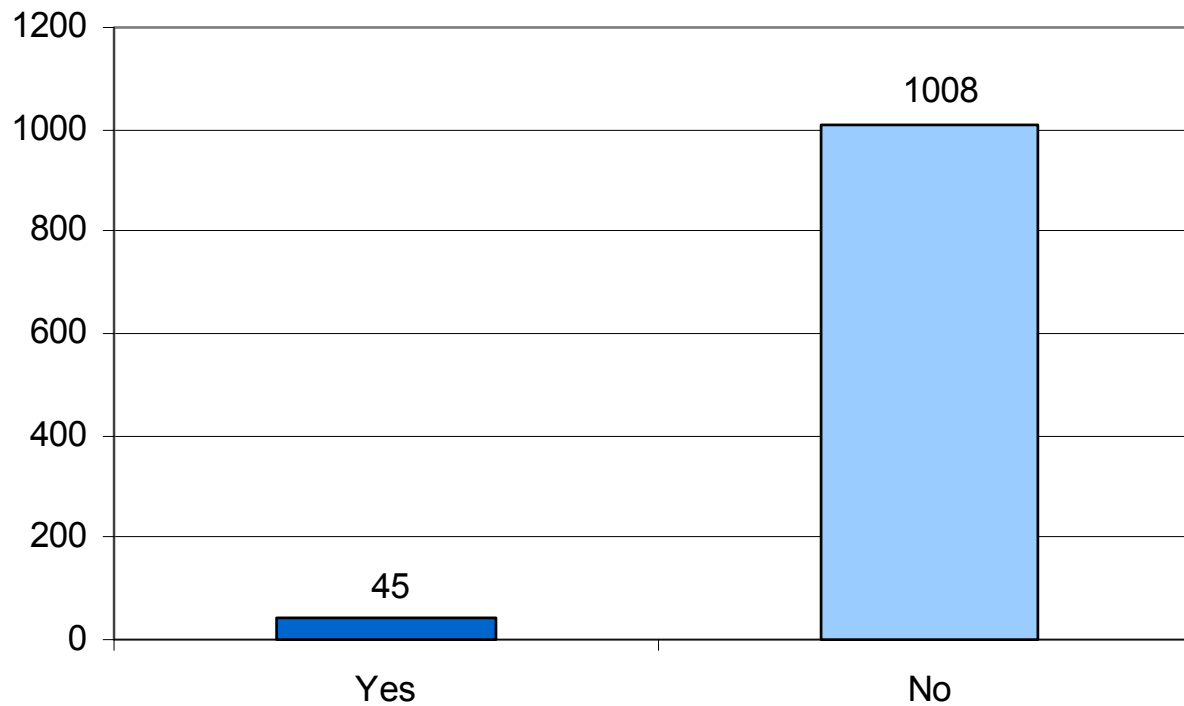


NORTH EAST WATER

Year	Yes	No
2004	90.1%	9.9%
2003	93%	7%
2002	88.4%	11.6%

Q15

Would you like a North East Water representative to contact you in respect to any point of this survey?



Year	Yes	No
2004	4%	96%
2003	7%	93%
2002	6%	94%



NORTH EAST WATER

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Thankyou

Customer

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