

The 2005  
**Customer**  
Perception Survey



**NORTH EAST WATER**



**Research Consultant.**

## **The 2005 NERWA Customer Perception Survey**

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## **The 2005 NERWA Customer Perception Survey**

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

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**Domestic residents**

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**In Victoria's North East**

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**2400 domestic residents on the database**

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**Achieved 1053 community responses**

## Contact Details:

This report provides the results and analysis for the 2005 North East Regional Water Authority 'Customer Perception Survey'.

A total of 1053 NERWA customers in 33 townships were interviewed by Stieven Taylor and Associates telephone researchers during May 2005.

The townships are as following areas:

1. Barnawartha	13. Glenrowan	25. Tallangatta
2. Beechworth	14. Goorambat	26. Tungamah
3. Bellbridge	15. Harrietville	27. Walwa
4. Benalla	15. Kiewa / Tangambalanga	28. Wandiligong
5. Bright	17. Mt Beauty /Tawonga	29. Wangaratta
6. Bundalong	18. Moyhu	29. Whitfield
7. Chiltern	19. Myrtleford	31. Wodonga
8. Corryong	20. Oxley	32. Yackandandah
9. Cudgewa	21. Porepunkah	33. Yarrawonga
10. Dartmouth	22. Rutherglen / Wahgunyah	
11. Devenish	23. Springhurst	
12. Ebdon	24. St James	



NORTH EAST WATER

## Contact Details:

**NERWA customers contacted in each township as follows:**

Barnawartha	10	Glenrowan	5	Tallangatta	21
Beechworth	42	Goorambat	5	Tungamah	5
Bellbridge	11	Harrietville	15	Walwa	5
Benalla	90	Kiewa / Tangambalanga	15	Wandiligong	8
Bright	25	Mt Beauty /Tawonga	38	Wangaratta	184
Bundalong	5	Moyhu	5	Whitfield	6
Chiltern	14	Myrtleford	36	Wodonga	329
Corryong	25	Oxley	5	Yackandandah	20
Cudgewa	5	Porepunkah	10	Yarrowonga	45
Dartmouth	6	Rutherglen / Wahgunyah	43	<b>Total</b>	<b>1053</b>
Devenish	5	Springhurst	5		
Ebden	5	St James	5		



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# Presentation Index:

Black type – All 33 research areas

Blue type – Benalla and Yarrawonga Only

Red type – Benalla, Yarrawonga, Wodonga and Wangaratta Only

<b>Q/no</b>	<b>Question</b>	<b>Page no</b>
<b>Q1</b>	Is there anyone in your household who works for NERWA	1.
<b>Q2A1-4</b>	How would you rate your satisfaction with the following characteristics of your water: 1. Taste. 2. Smell. 3. Clarity. 4. Pressure.	2.
<b>Q2B</b>	Are you connected to the sewerage system?	7.
<b>Q2C1-3</b>	How satisfied are you with the sewerage services provided by NERWA in regards to: 1. Sewerage treatment. 2. Odours. 3. Environmental discharge and management.	8.
<b>Q2D</b>	How satisfied you are with the overall quality of water and sewerage services you receive from North East Water.	12.
<b>Q2E</b>	Do you believe that the water quality in your township should be improved?	13.
<b>Q2F</b>	If yes, would you be prepared to pay additional charges to ensure higher quality water supplied?	14.
<b>Q3A,B,C</b>	How satisfied are you with the value for money that you receive in respect to: A, Sewerage services. B, Water Supplied. C, Products and Services.	15.



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## Presentation Index:

<b>Q/no</b>	<b>Question</b>	<b>Page no</b>
<b>Q4A</b>	Have you contacted North East Water in the last 12 months?	19.
<b>Q4B</b>	How did you contact them?	20.
<b>Q4C</b>	Can you please indicate your reason/s for calling North East Water?	21.
<b>Q4D</b>	How satisfied are you with the ease of access you have to North East Water when you need to contact them?	22.
<b>Q5</b>	When you contacted North East Water, how satisfied were you with the service you received?	23.
<b>Q6A,B,C,D</b>	How satisfied are you with NERWA's performance in: A, Limiting the impact of sewerage on the environment. B, Encouraging water conservation. C, Information shown on accounts. D, Service reliability	24.
<b>Q7A</b>	How satisfied are you with the way NERWA manages all of your water and sewerage needs?	26.
<b>Q7B</b>	Would you like someone from NERWA to contact you?	28.
<b>Q8A</b>	Do you recall receiving a newsletter from NERWA?	29.
<b>Q8B</b>	Are you satisfied with the usefulness of the information provided in the newsletter?	30.
<b>Q9A</b>	Are you concerned about your town's future water supply	31.
<b>Q9B</b>	If yes, why?	32.
<b>Q9C</b>	What measures would you support to ensure a greater security of your water supply?	33.
<b>Q9D</b>	Do you currently practice water conservation measures?	34.
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## Presentation Index:

<b>Q/no</b>	<b>Question</b>	<b>Page no</b>
<b>Q11A</b>	Would you be willing to contribute towards NERWA sourcing green power to provide water and waste services?	39.
<b>Q11B</b>	What amount are you willing to contribute?	40.
<b>Q13A</b>	When thinking about resource sustainability and what concerns you – Greenhouse Gas Emissions and Energy Consumption.	44.
<b>Q13B</b>	When thinking about resource sustainability and what concerns you – Water Consumption	45.
<b>Q13C</b>	When thinking about resource sustainability and what concerns you – Job growth limited by lack of water	46.
<b>Q13D</b>	When thinking about resource sustainability and what concerns you – Regional Population Growth.	47.
<b>Q13E</b>	When thinking about resource sustainability and what concerns you – Down stream water distribution entitlements (fair sharing of water)	48.
<b>Q13F</b>	When thinking about resource sustainability and what concerns you – Other.	49.
<b>Q14A</b>	The number of persons in household?	50.
<b>Q14B</b>	Are you the Owner or Tenant?	51.
<b>Q14C</b>	Is this a Residence or Unit or Business	52.
<b>Q14D</b>	Can we record your details for possible use in future or follow up surveys?	53.
<b>Q15</b>	Would you like a NERWA representative to contact you in respect?	54



# 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.

One person was identified as being an external contractor for North East Water and ten people were identified as being employees of North East Water.

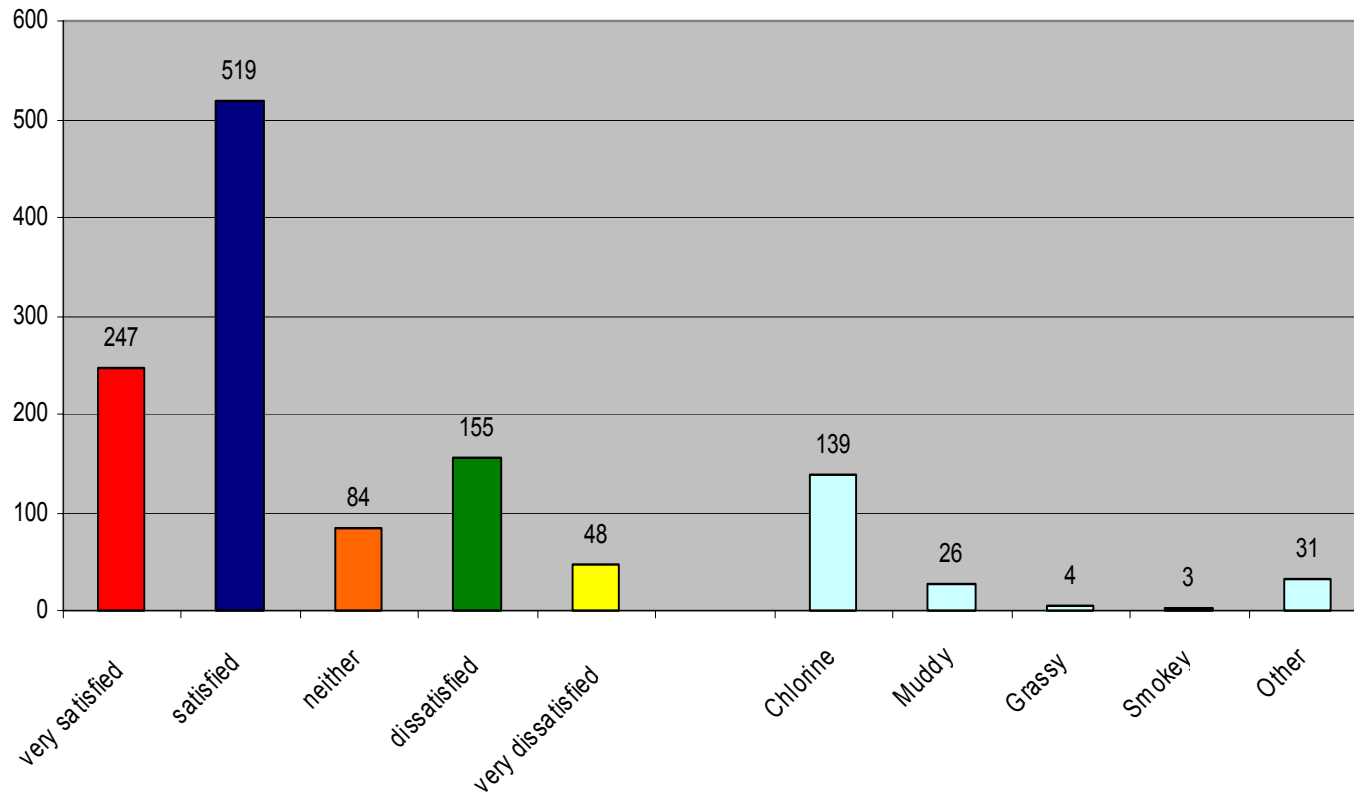
Our telemarketer professionally explained the reason why we have this rule and the call was terminated.

The results of the 2005 Customer Satisfaction survey does not include either sub-contractors or employees of North East Water.



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

## Taste:

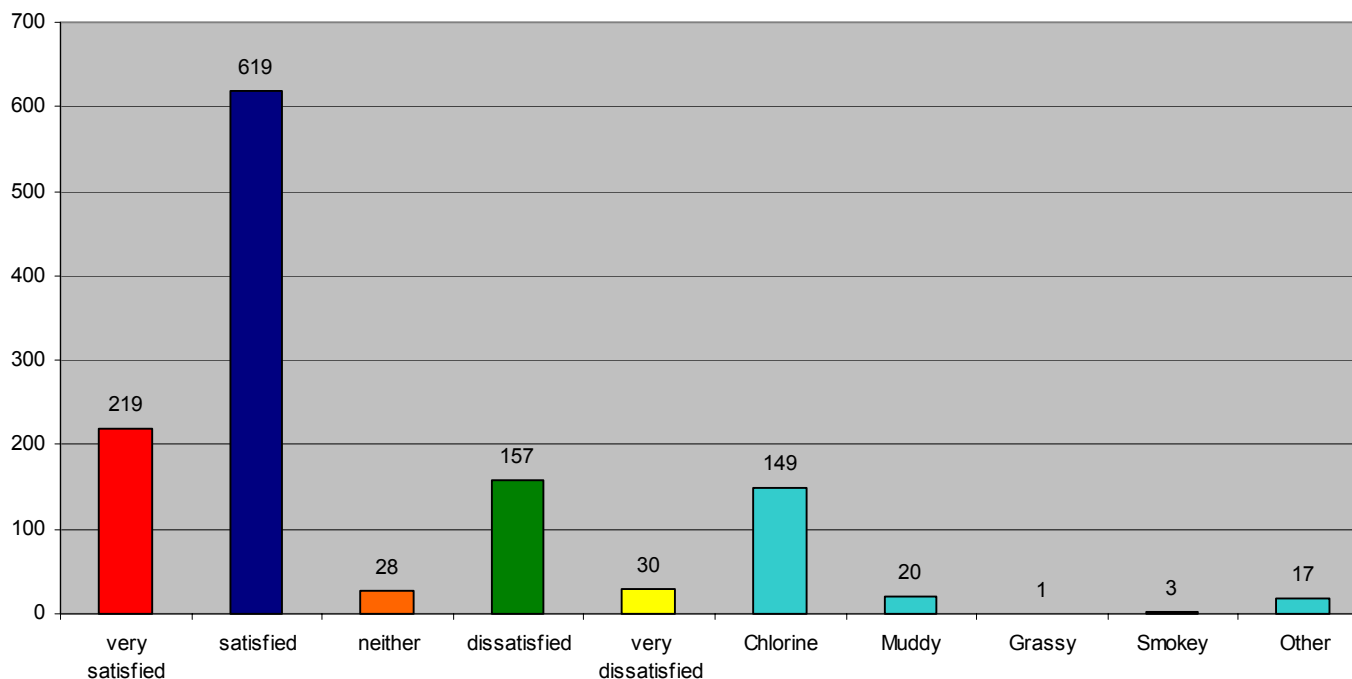


The very satisfied and satisfied response for taste in 2005 equals 72.75% compared to the 2004 response of 73.1% (-0.35%). Overall customer satisfaction for the taste of the water remains higher than the 4 year average of 66.27% for the combined very satisfied and satisfied categories.

Dissatisfied and very dissatisfied result of 19.28% is slightly up on the 2004 result of 18.4% (+0.88%), but remains below the 4 year average of 21.85%

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

## Smell:



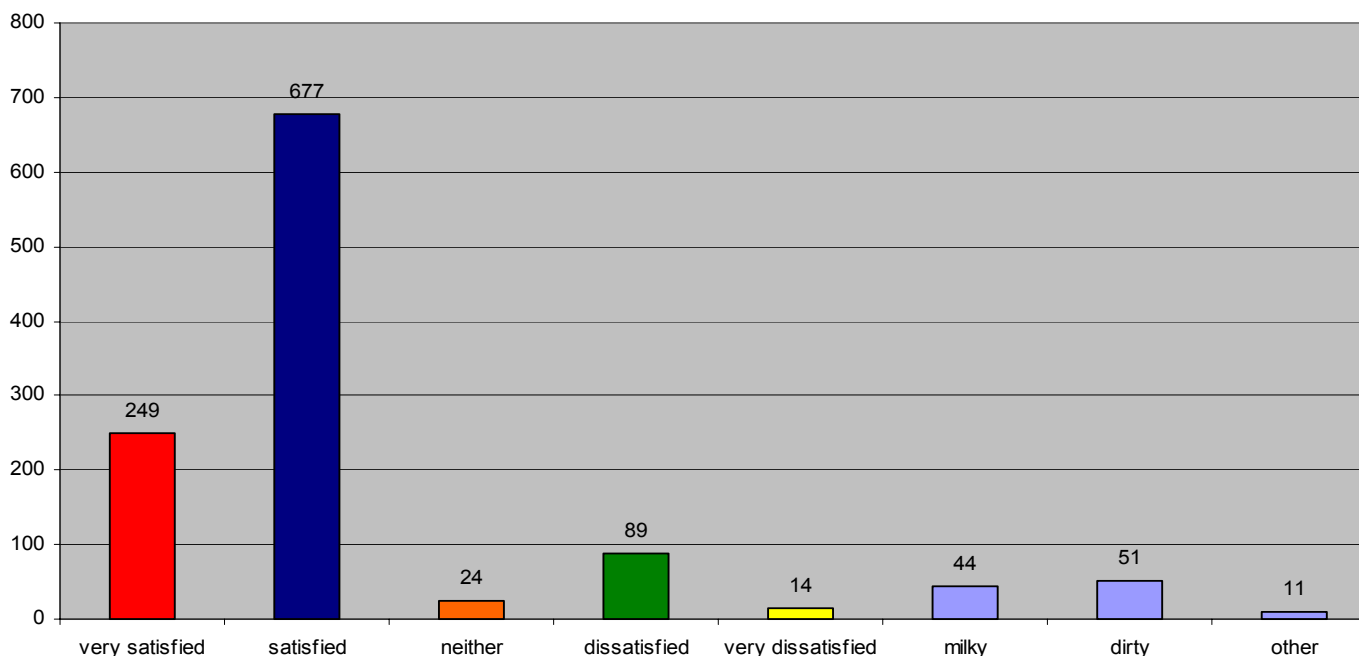
The very satisfied and satisfied response for smell in 2005 equals 79.58% compared to the 2004 response of 80.4% (-0.82%). Overall customer satisfaction for the smell of the water remains higher than the 4 year average of 73.1% for the combined very satisfied and satisfied categories.

The neither satisfied or dissatisfied category is the lowest recorded at 2.66% compared to the 4 year average of 9.85% clearly achieving an opinion for or against the smell of the water.

Dissatisfied and very dissatisfied result of 17.76% is up on the 2004 result of 13.8% (+3.96%) which came from the neither satisfied or dissatisfied category and is above the 4 year average of 16.95%

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

## Clarity:



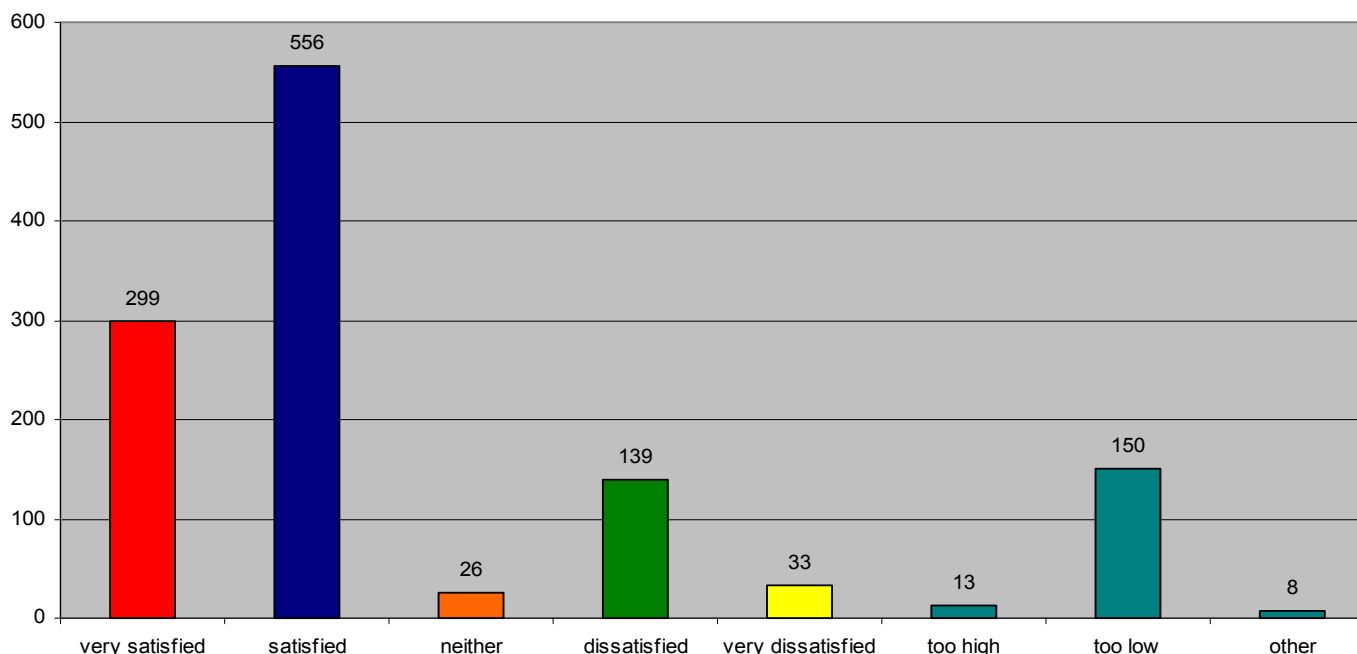
The very satisfied and satisfied response for clarity in 2005 equals 87.94% compared to the 2004 response of 88.6% (-0.66%). Overall customer satisfaction for the clarity of the water remains slightly higher than the 4 year average of 85.65% for the combined very satisfied and satisfied categories.

The neither satisfied or dissatisfied category is the lowest recorded at 2.28% compared to the 4 year average of 6.3% achieving an opinion for or against the clarity of the water.

Dissatisfied and very dissatisfied result of 9.78% is up on the 2004 result of 7.50% (+2.28%) which came from the neither satisfied or dissatisfied category. The 2005 result is above the 4 year average of 7.87%.

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

## Pressure:



The very satisfied and satisfied response for pressure in 2005 equals 81.2% compared to the 2004 response of 84.3% (-3.1%). Overall customer satisfaction for the pressure of the water registered a lower than average result compared to the 4 year average of 82.07% for the combined very satisfied and satisfied categories.

The neither satisfied or dissatisfied category is the lowest recorded at 2.47% compared to the 4 year average of 6.47% achieving an opinion for or against the pressure of the water.

Dissatisfied and very dissatisfied result of 16.33% is up on the 2004 result of 12.1% (+4.23%). The 2005 result is above the 4 year average of 11.27%.

# Q2a 1-4

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

Results for Q2a 1-4 for 2005 and comparison to previous 4 year survey periods:

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<b>Taste 2005</b>	<b>23.45%</b>	<b>49.29%</b>	<b>7.98%</b>	<b>14.72%</b>	<b>4.56%</b>
<b>2004</b>	<b>21.5%</b>	<b>51.6%</b>	<b>7.9%</b>	<b>14.5%</b>	<b>3.9%</b>
<b>2003</b>	<b>13%</b>	<b>38%</b>	<b>8%</b>	<b>19%</b>	<b>21%</b>
<b>2002</b>	<b>17%</b>	<b>56%</b>	<b>14%</b>	<b>9%</b>	<b>4%</b>
<b>2001</b>	<b>20%</b>	<b>48%</b>	<b>16%</b>	<b>13%</b>	<b>3%</b>
<b>Smell 2005</b>	<b>20.80%</b>	<b>58.78%</b>	<b>2.66%</b>	<b>14.91%</b>	<b>2.85%</b>
<b>2004</b>	<b>17.3%</b>	<b>63.1%</b>	<b>5.4%</b>	<b>11.7%</b>	<b>2.1%</b>
<b>2003</b>	<b>8%</b>	<b>50%</b>	<b>8%</b>	<b>21%</b>	<b>13%</b>
<b>2002</b>	<b>12%</b>	<b>67%</b>	<b>12%</b>	<b>8%</b>	<b>1%</b>
<b>2001</b>	<b>13%</b>	<b>62%</b>	<b>14%</b>	<b>10%</b>	<b>1%</b>
<b>Clarity 2005</b>	<b>23.65%</b>	<b>64.29%</b>	<b>2.28%</b>	<b>8.45%</b>	<b>1.33%</b>
<b>2004</b>	<b>21.9%</b>	<b>66.7%</b>	<b>3.2%</b>	<b>6.4%</b>	<b>1.1%</b>
<b>2003</b>	<b>12%</b>	<b>69%</b>	<b>7%</b>	<b>10%</b>	<b>2%</b>
<b>2002</b>	<b>19%</b>	<b>68%</b>	<b>7%</b>	<b>5%</b>	<b>1%</b>
<b>2001</b>	<b>14%</b>	<b>72%</b>	<b>8%</b>	<b>5%</b>	<b>1%</b>
<b>Pressure 2005</b>	<b>28.40%</b>	<b>52.80%</b>	<b>2.47%</b>	<b>13.20%</b>	<b>3.13%</b>
<b>2004</b>	<b>30.2%</b>	<b>54.1%</b>	<b>2.9%</b>	<b>10.4%</b>	<b>1.7%</b>
<b>2003</b>	<b>21%</b>	<b>60%</b>	<b>6%</b>	<b>9%</b>	<b>3%</b>
<b>2002</b>	<b>31%</b>	<b>50%</b>	<b>8%</b>	<b>9%</b>	<b>3%</b>
<b>2001</b>	<b>20%</b>	<b>62%</b>	<b>9%</b>	<b>7%</b>	<b>2%</b>



## Q2<sub>b</sub>

### Are you connected to the sewerage system?

Year	Yes	No	Don't Know
<b>2005</b>	<b>85.56%</b>	<b>13.30%</b>	<b>1.14%</b>
Responses 2005	901	140	12
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%

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A higher proportion of those surveyed are connected to the sewerage system at 85.56% compared to 84.2% for 2004.

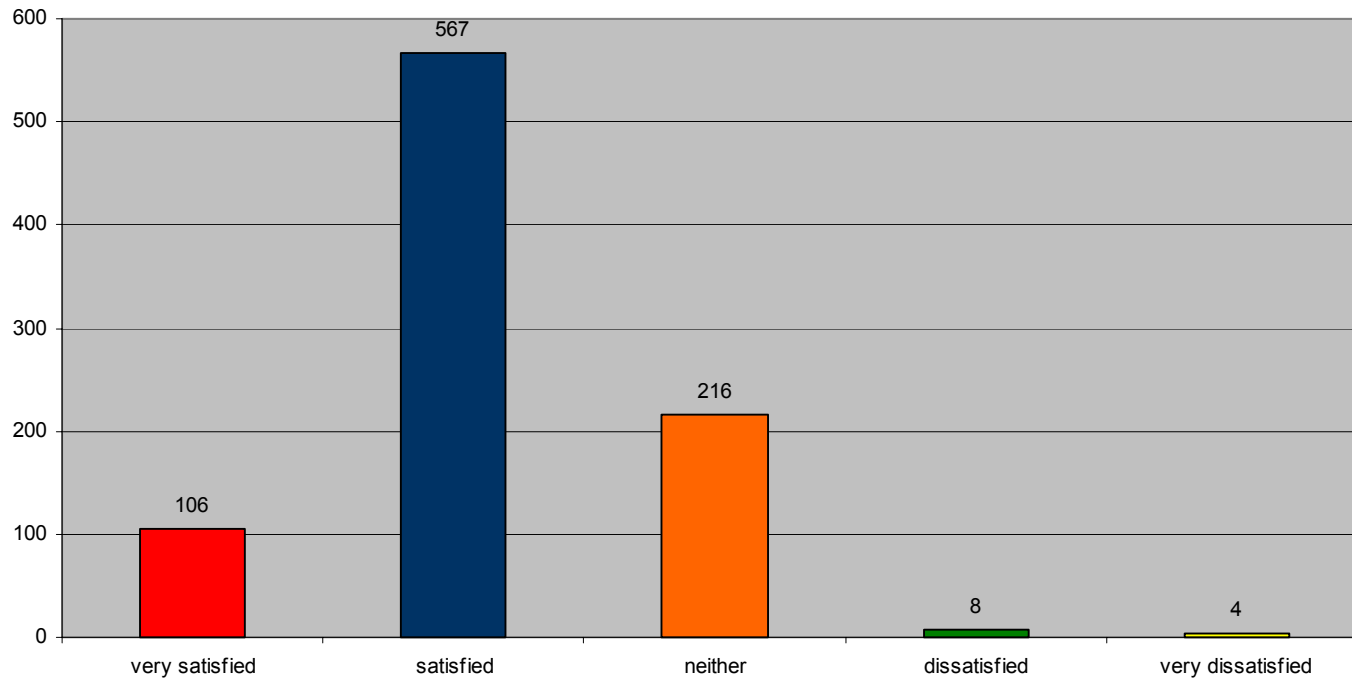
The no response registered a percentage of 13.30% compared to 15.5% for 2004.

Don't know recorded a total of 1.14%, compared to 0.3% in 2004.

Q2<sub>c</sub>

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

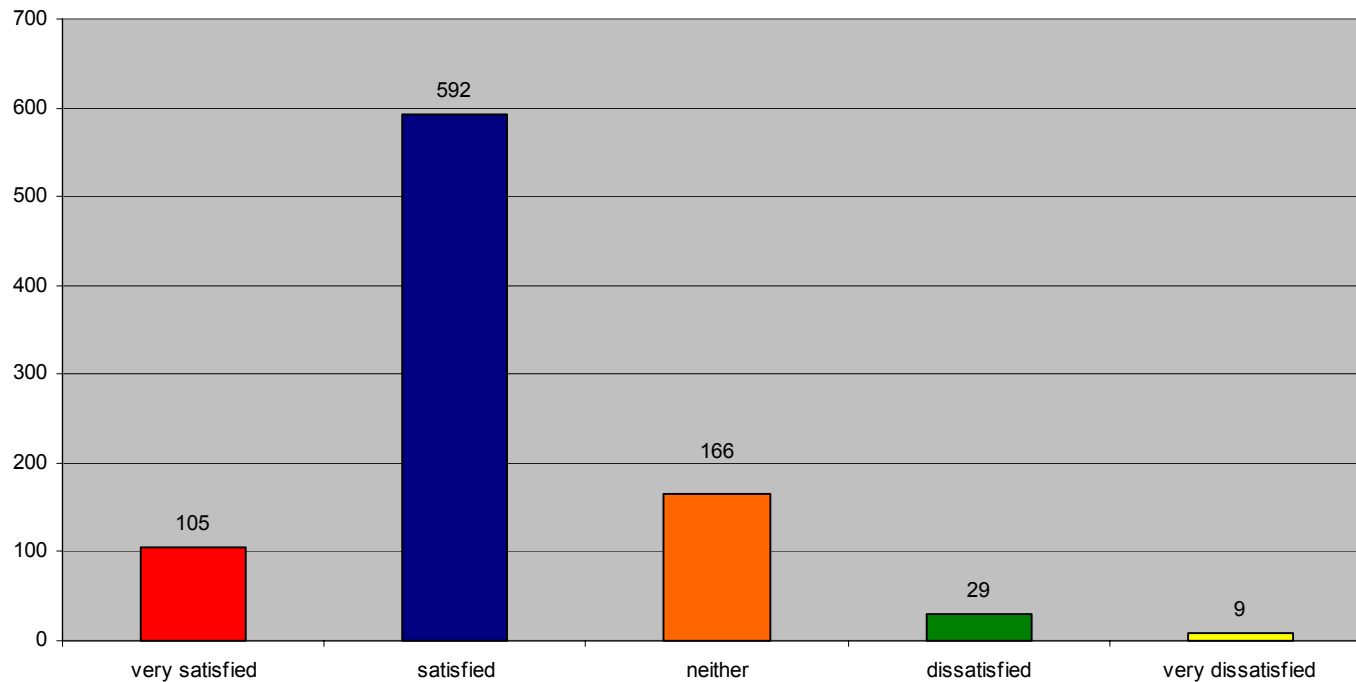
## Sewerage Treatment



Q2<sub>c</sub>

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

### Odours



Page 9.

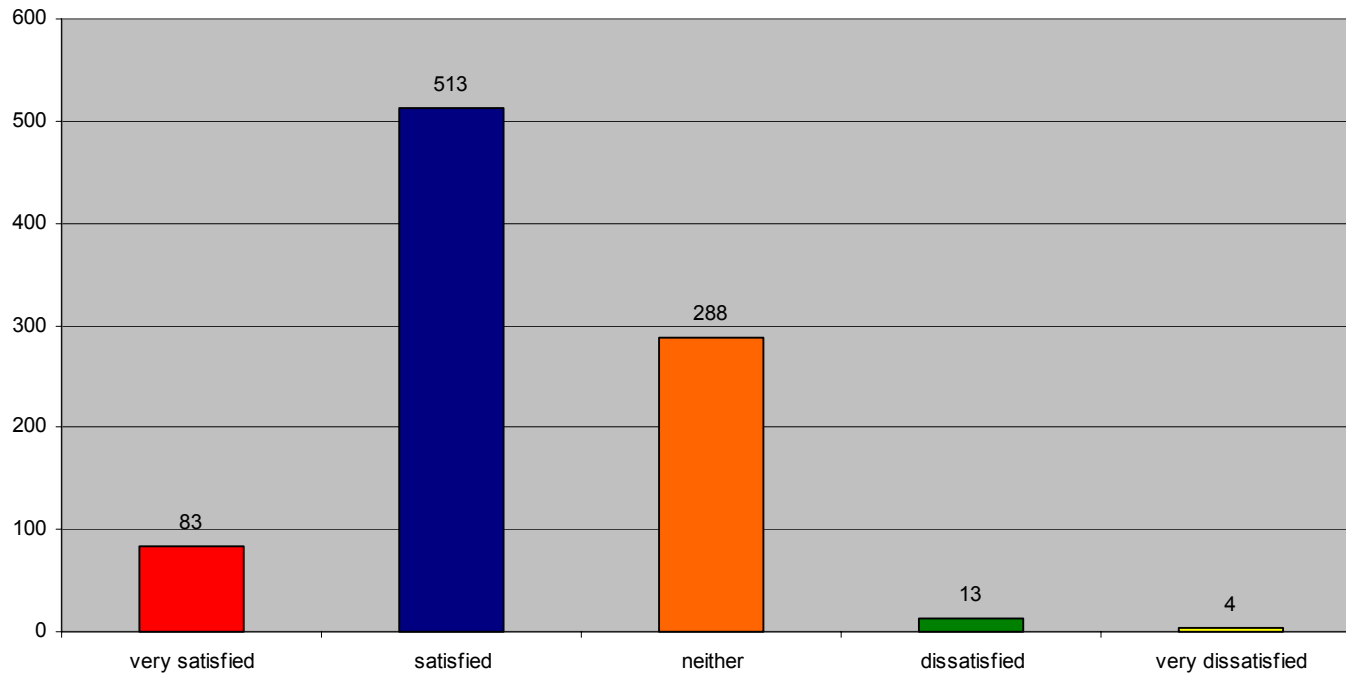


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Q2<sub>c</sub>

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

### Environmental Discharge and Management



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# Q2<sub>c</sub>

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

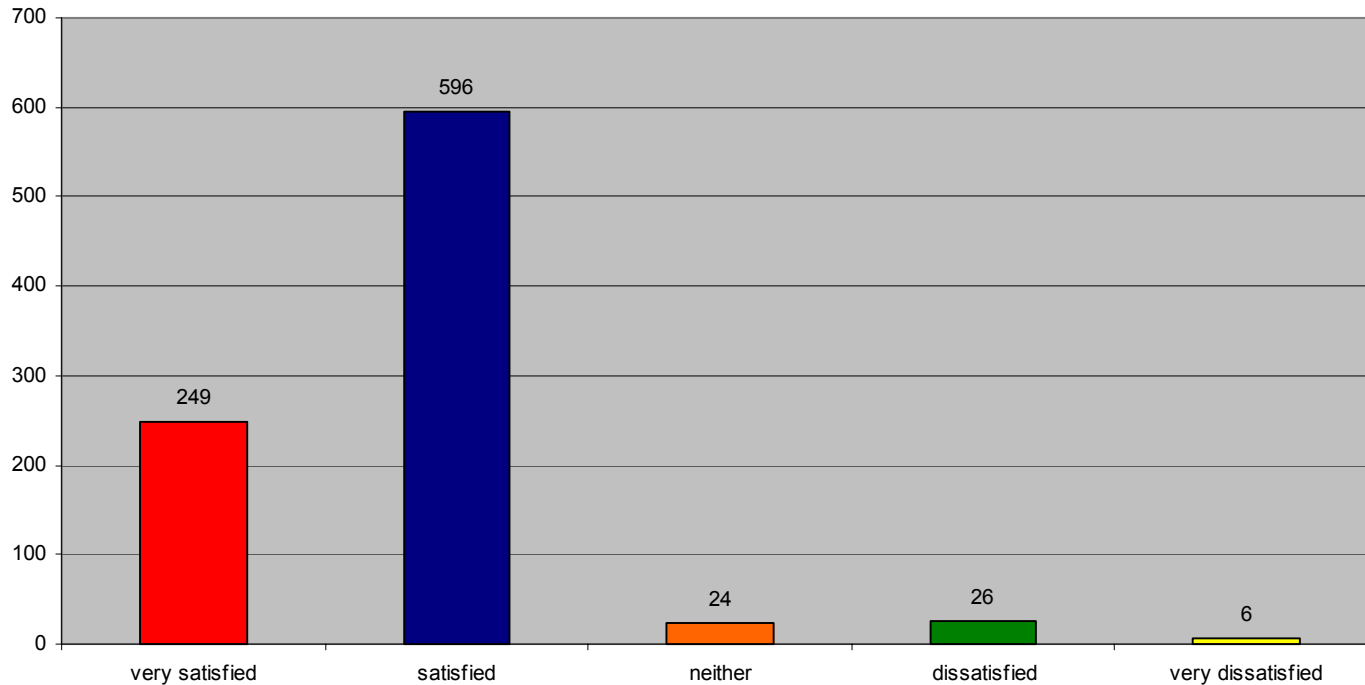
Summary of Q2c compared to previous 4 year survey periods:

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<b>Sewerage Treatment 2005</b>	<b>11.76%</b>	<b>62.93%</b>	<b>23.97%</b>	<b>0.89%</b>	<b>0.45%</b>
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%
<b>Odours 2005</b>	<b>11.60%</b>	<b>65.80%</b>	<b>18.40%</b>	<b>3.20%</b>	<b>1.00%</b>
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%
<b>Environmental Discharge and Management 2005</b>	<b>9.20%</b>	<b>56.95%</b>	<b>31.97%</b>	<b>1.44%</b>	<b>0.44%</b>
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%



# Q2<sub>d</sub>

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



### Summary of Q2d for comparison to previous 4 year survey periods:

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
2005	27.64%	66.15%	2.66%	2.89%	0.66%
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	13%	78%	4%	2%	0.002%

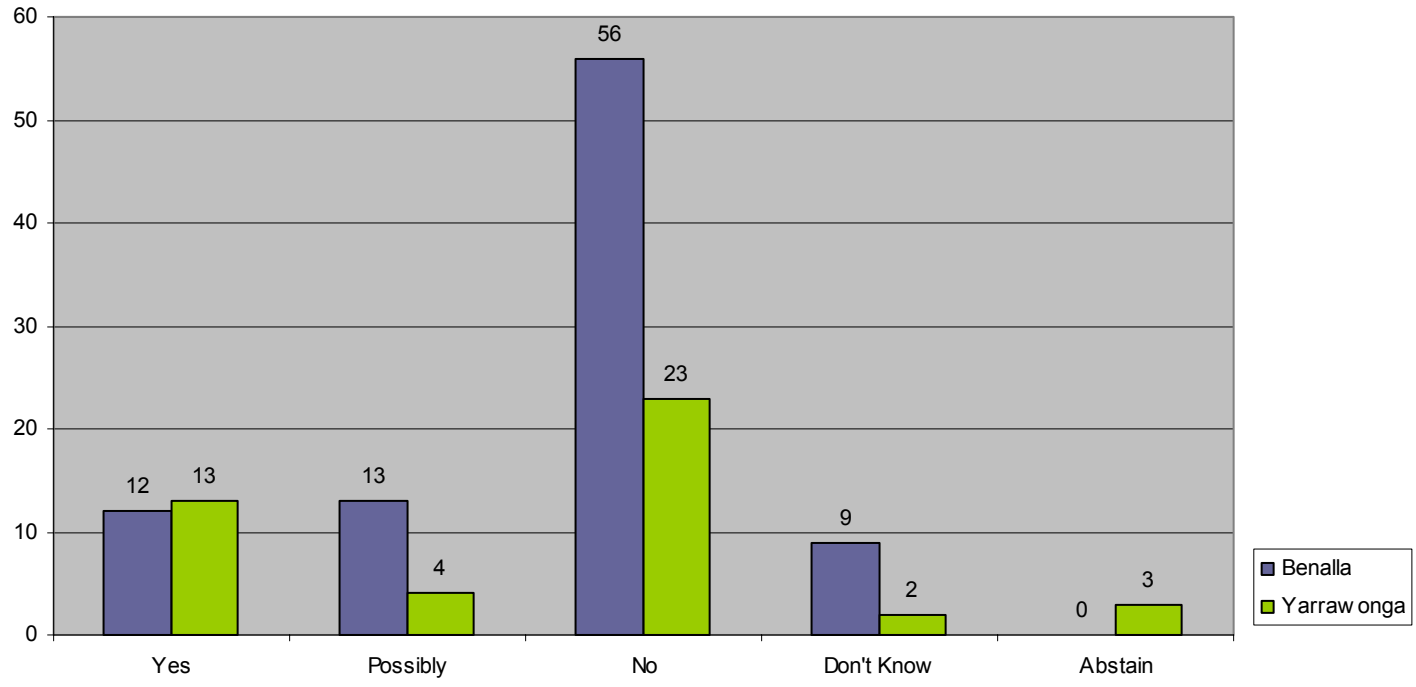
A total customer satisfaction level of 93.79% was recorded in 2005, compared to 2004 at 91.1%. The four year average is 91.72%.



# Q2<sub>e</sub>

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

This question was asked of the residents living in Benalla and Yarrawonga townships only.



Town	Yes	Possibly	No	Don't Know	Abstain
<b>2005 Total</b>	<b>18.52%</b>	<b>12.59%</b>	<b>58.52%</b>	<b>8.15%</b>	<b>2.22%</b>
Benalla	13.33%	14.44%	62.22%	10.00%	0.00%
Yarrawonga	28.89%	8.89%	51.11%	4.44%	6.67%

The designated areas are reporting satisfaction with the current level of water quality with the NO result at 58.52%, combined YES and POSSIBLY at 31.11% with 10.37% offering no opinion either way.

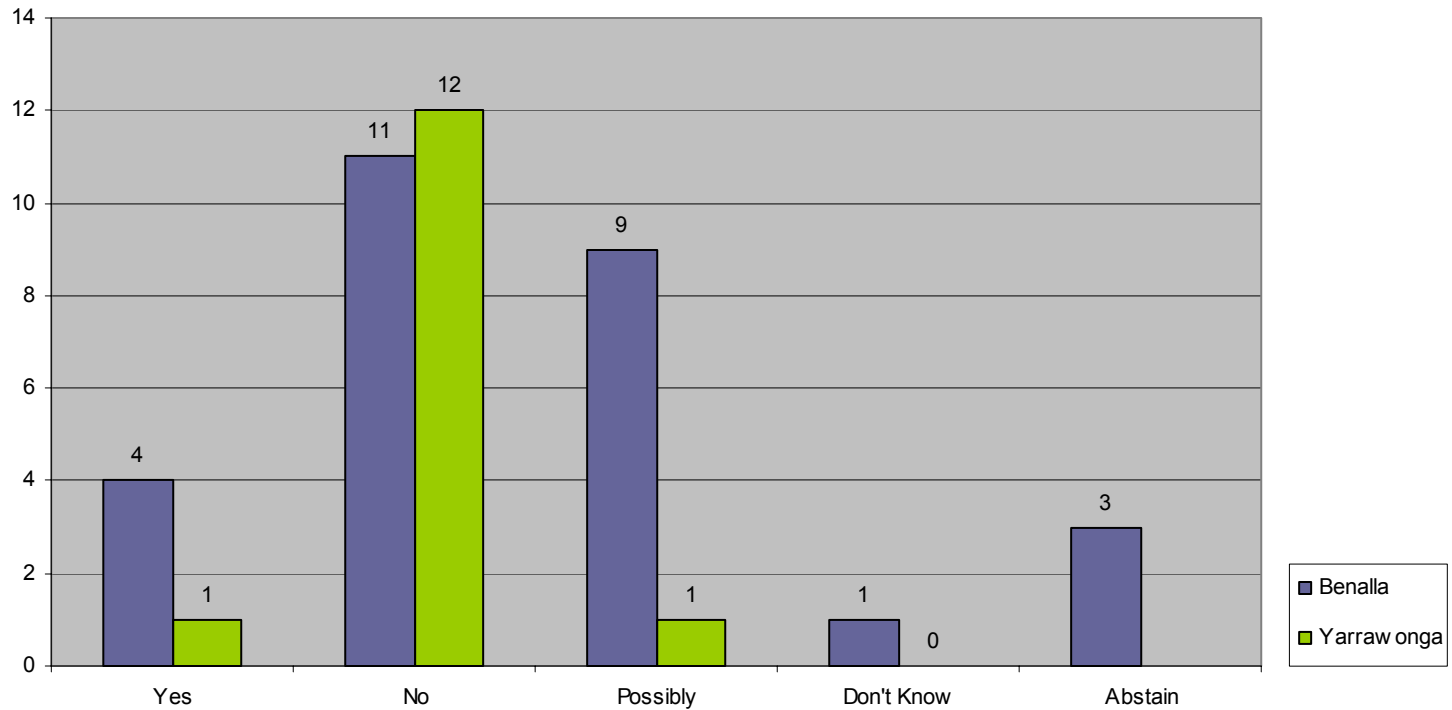


# Q2<sub>f</sub>

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

**This question was asked of the residents living in Benalla and Yarrawonga townships only.**

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

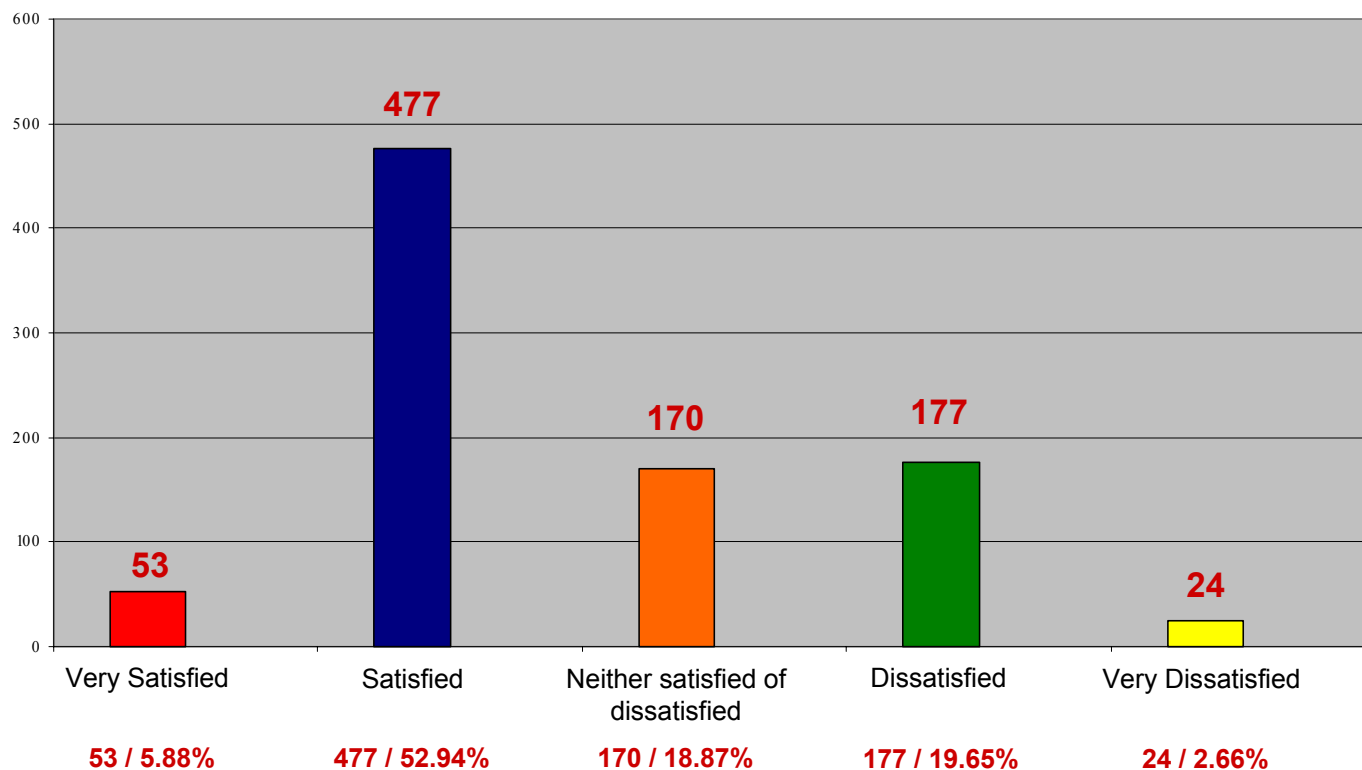


Town	Yes	No	Possibly	Don't Know	Abstain
<b>2005 Total</b>	<b>11.91%</b>	<b>54.76%</b>	<b>23.81%</b>	<b>2.38%</b>	<b>7.14%</b>
Benalla	14.29%	39.29%	32.14%	3.57%	10.71%
Yarrawonga	7.14%	85.72%	7.14%	0.00%	0.00%

Q3<sub>a,b,c</sub>

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

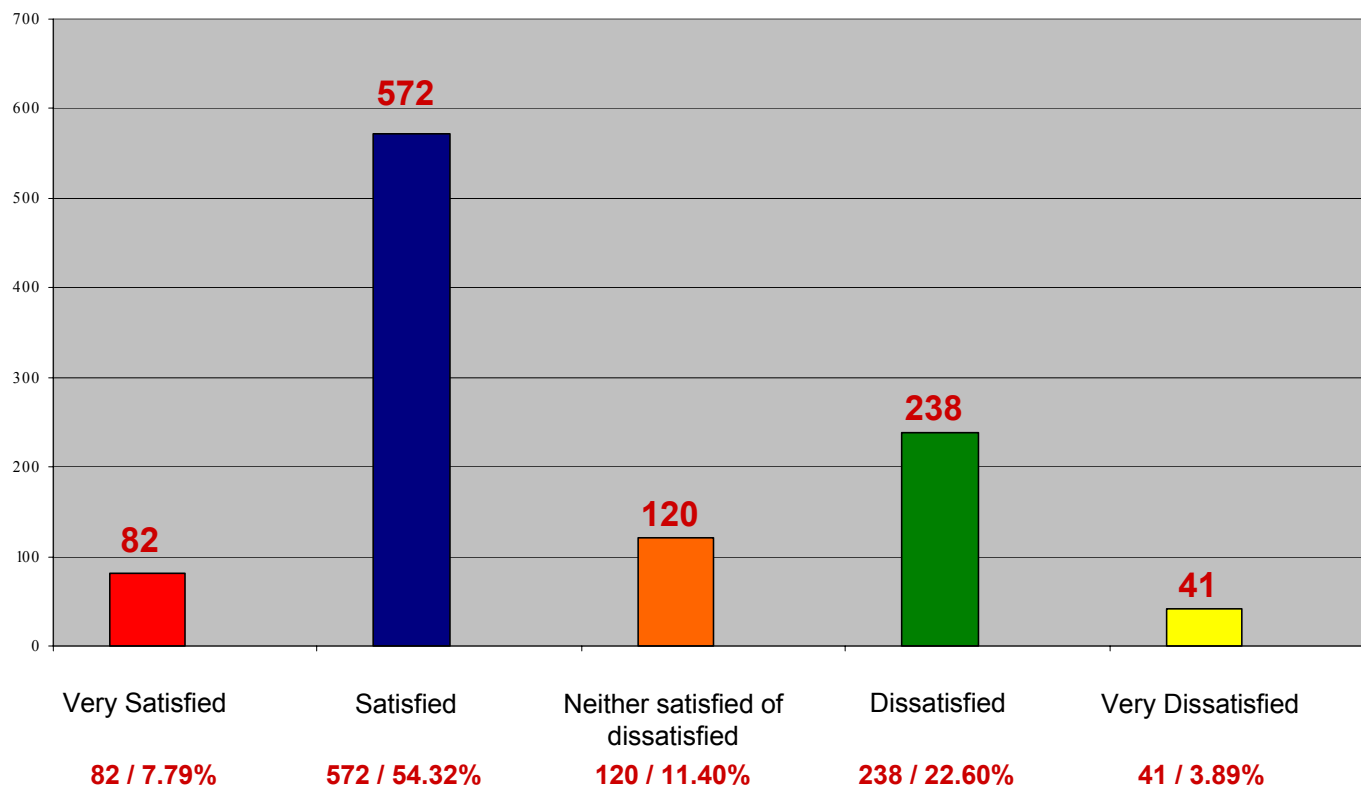
## Sewerage Services:



Q3<sub>a,b,c</sub>

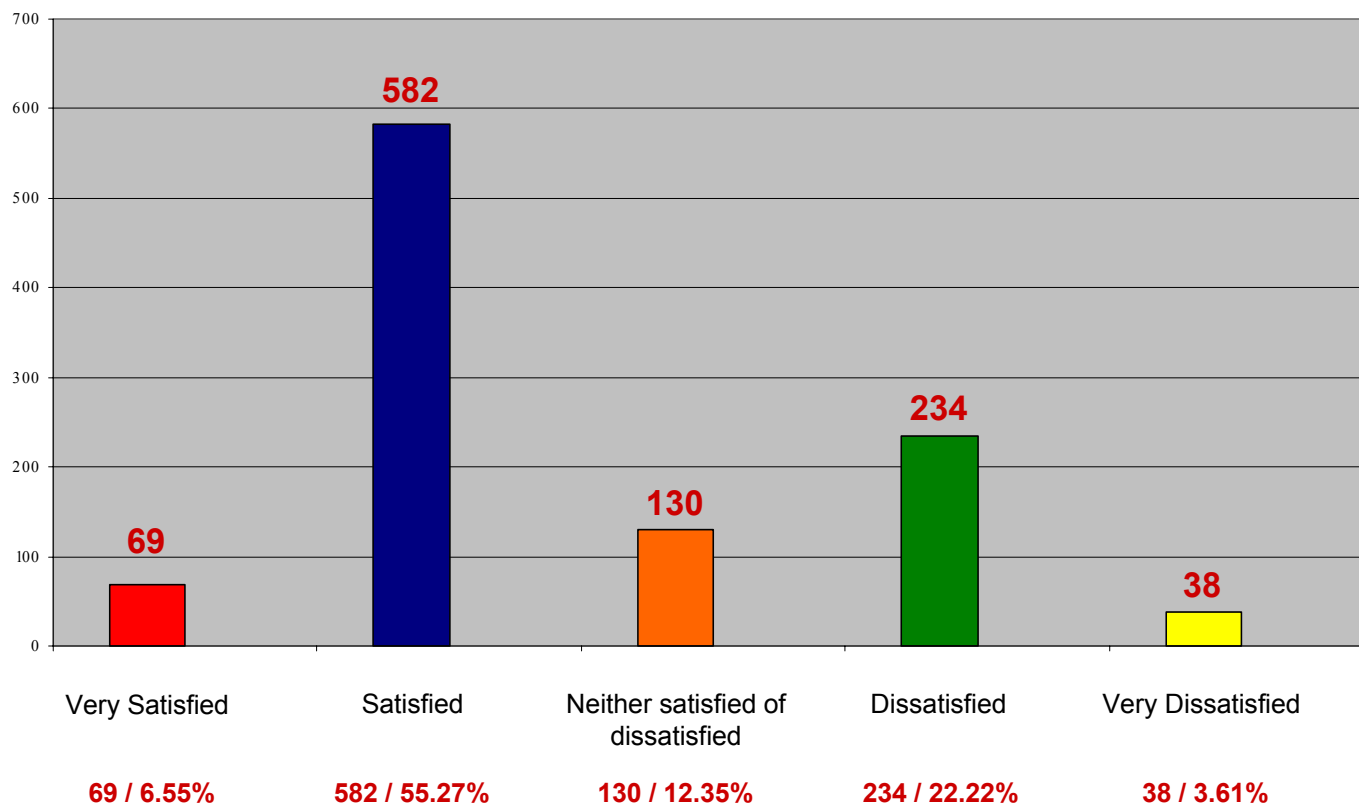
# How satisfied are you with the value for money you receive on the following services:

## Water Supply:



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

## Products and Services:



# Q3<sub>a,b,c</sub>

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

### Summary of Q3a,b,c for comparison to previous 3 year survey periods:

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<b>Sewerage Services</b>					
<b>2005 (901)</b>	5.88%	52.94%	18.87%	19.65%	2.66%
<b>2004 (887)</b>	6.8%	61.4%	15.7%	13.9%	0.6%
<b>2003 (820)</b>	5%	68%	13%	12%	3%
<b>2002 (855)</b>	3%	56%	25%	13%	3%
<b>Water Supplied</b>					
<b>2005 (1053)</b>	7.79%	54.32%	11.40%	22.60%	3.89%
<b>2004 (1053)</b>	8.5%	63.2%	12.4%	13.4%	0.4%
<b>2003 (1011)</b>	8%	58%	10%	19%	6%
<b>2002 (991)</b>	4%	53%	20%	17%	6%
<b>Products and Services</b>					
<b>2005 (1053)</b>	6.55%	55.27%	12.35%	22.22%	3.61%
<b>2004 (1053)</b>	5.7%	60.2%	15.5%	14.2%	0.5%
<b>2003 (1011)</b>	3%	66%	14%	14%	3%
<b>2002 (991)</b>	3%	53%	25%	17%	3%



# Q4a

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

Summary of Q4a for comparison to previous 3 year survey periods:

Year	Yes	No	Total
2005 (184)	17.47%	82.53%	100%
2005 Response	184	869	1053
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%



Of those surveyed, 184 said that they had contacted North East Water in the past 12 months, this amounts to 17.47% compared to 173 in 2004, which represented 16% of those surveyed.

## How did you contact them?

### Summary of Q4a for comparison to previous 3 year survey periods:

Year	In Person	Telephone	Letter	Email	Web
2005 Responses	15	162	7	0	0
2004 Responses	10	165	0	0	0
2003 Responses	17	203	1	1	1
2002 Responses	18	127	5	0	1
2005 Percentage	8.2%	88.0%	3.8%	0.0%	0.0%
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%

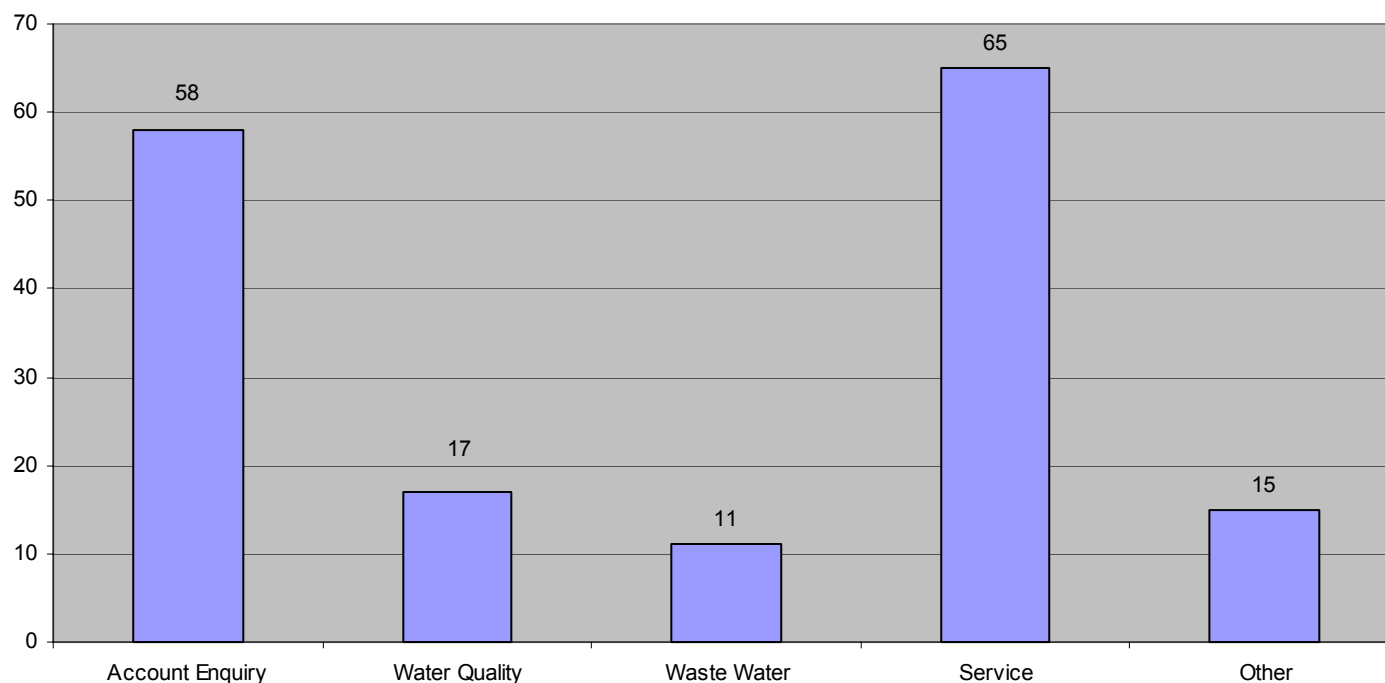


The results show a increase in personal visitations to 8.20% in 2005, compared to 2004 results of 5.7%.

Telephone contact has reduced to 88% in 2005 compared to 94.3% in 2004.

Email and Web has recorded zero usage for the past two years.

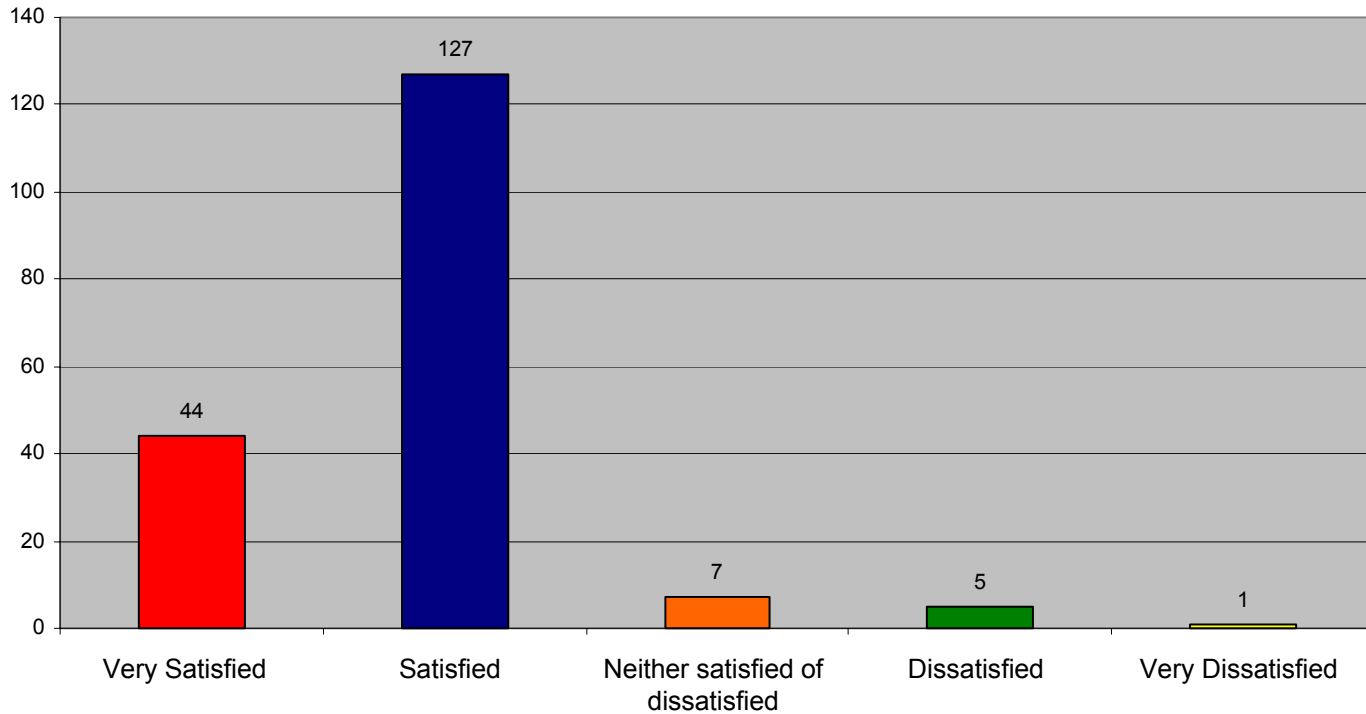
## Your reason/s for calling North East Water?



Year	Accounts Enquiry	Water Quality Issues	Waste Water Issues	Service Issues	Other
2005	34.94%	10.24%	6.63%	39.16%	9.03%
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.

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

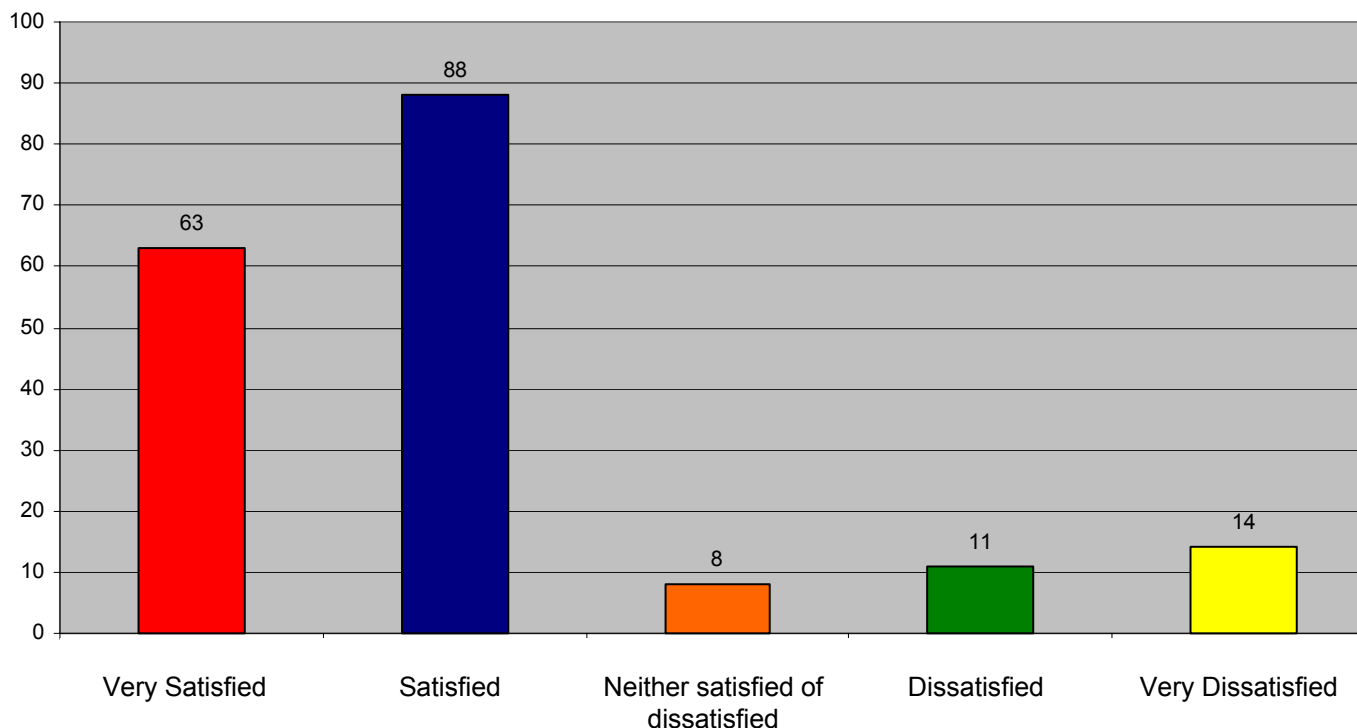


Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<b>2005</b>	<b>23.91%</b>	<b>69.02%</b>	<b>3.81%</b>	<b>2.72%</b>	<b>0.54%</b>
2004	42%	53%	1%	4%	0%
2003	28%	60%	4%	5%	3%
2002	28%	62%	4%	3%	2%

Overall customer satisfaction levels remain high with a result of 92.93% slightly lower than the best recorded in 2004 of 95% Four year average = 91.48%

# Q5

## When you contacted NERWA, how satisfied were you with the service you received?



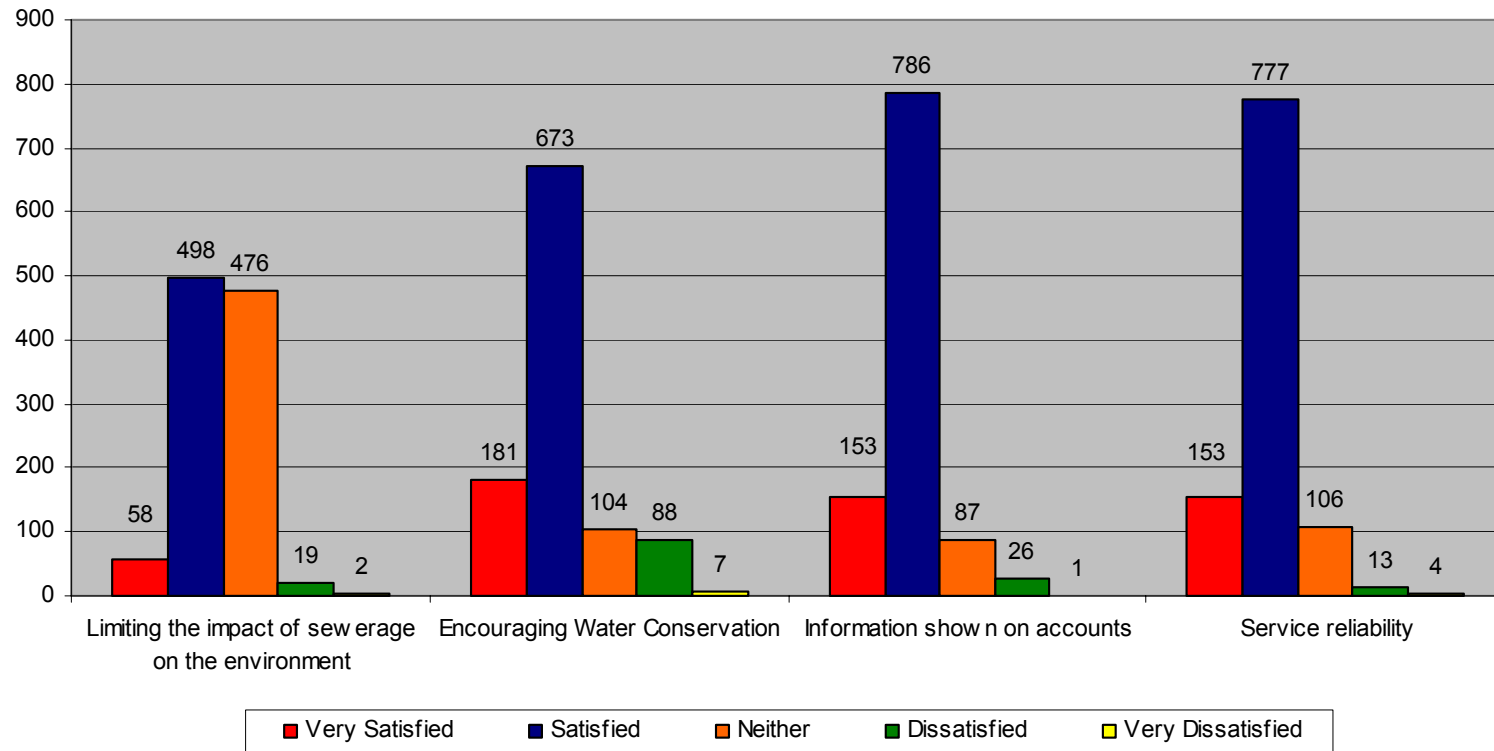
Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<b>2005</b>	<b>34.24%</b>	<b>47.83%</b>	<b>4.35%</b>	<b>5.98%</b>	<b>7.60%</b>
2004	45.1%	40.5%	0.0%	11.6%	2.9%
2003	33%	51%	6%	6%	3%
2002	28%	62%	4%	3%	2%

A decrease in the overall satisfied category for customer satisfaction was recorded in 2005 to 82.07% slightly below the 2004 result of 85.6% and the highest recorded satisfaction level of 90% in 2002. Total dissatisfaction level has reduced slightly to 13.58% from a high of 14.5% in 2004



# Q6<sub>a,b,c,d</sub>

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



# Q6<sub>a,b,c,d</sub>

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

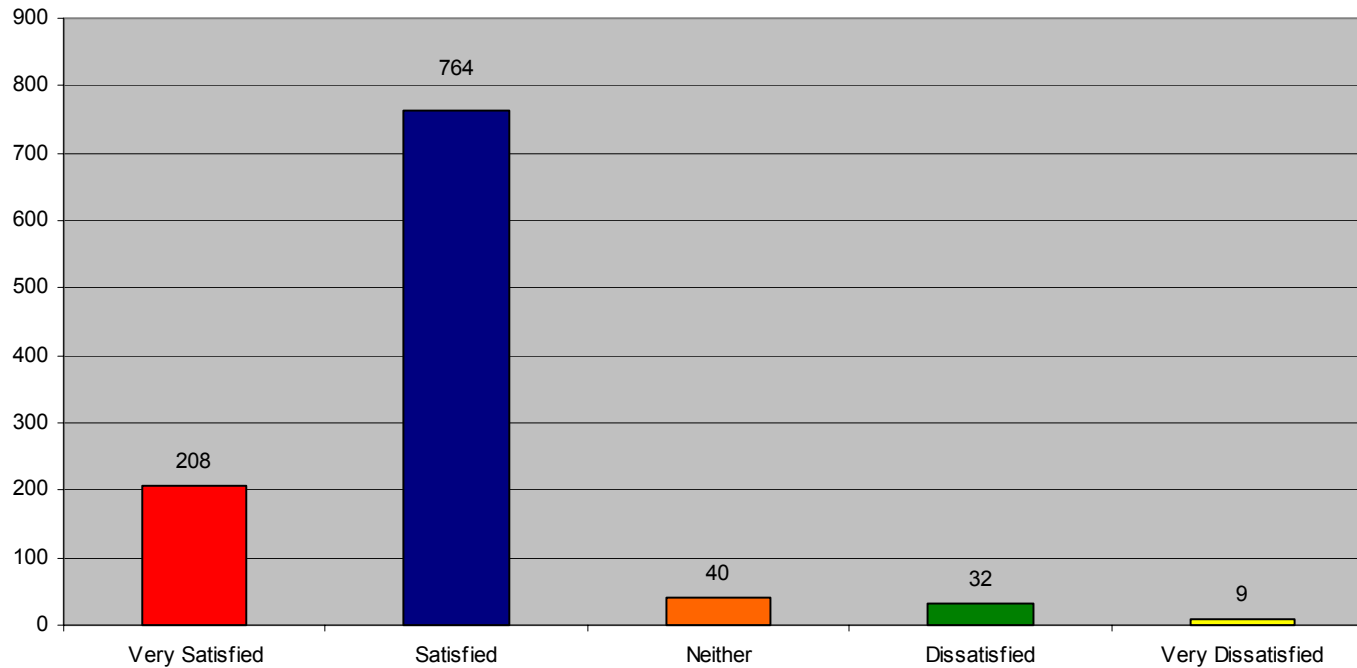
### Summary of Q6<sub>a,b,c,d</sub> comparison to previous 3 year survey periods:

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<b>Limiting the impact of sewerage on the environment 2005</b>	<b>5.51%</b>	<b>47.29%</b>	<b>45.21%</b>	<b>1.80%</b>	<b>0.19%</b>
<b>2004</b>	<b>9.8%</b>	<b>42.3%</b>	<b>26.5%</b>	<b>1.4%</b>	<b>0.2%</b>
<b>2003</b>	<b>5%</b>	<b>55%</b>	<b>36%</b>	<b>2%</b>	<b>1%</b>
<b>2002</b>	<b>4%</b>	<b>42%</b>	<b>51%</b>	<b>1%</b>	<b>0.2%</b>
<b>Encouraging water conservation 2005</b>	<b>17.19%</b>	<b>63.91%</b>	<b>9.88%</b>	<b>8.36%</b>	<b>0.66%</b>
<b>2004</b>	<b>21.1%</b>	<b>60.5%</b>	<b>8.9%</b>	<b>5.7%</b>	<b>0.4%</b>
<b>2003</b>	<b>12%</b>	<b>68%</b>	<b>10%</b>	<b>10%</b>	<b>1%</b>
<b>2002</b>	<b>13%</b>	<b>55%</b>	<b>28%</b>	<b>3%</b>	<b>1%</b>
<b>Information shown on accounts 2005</b>	<b>14.53%</b>	<b>74.64%</b>	<b>8.26%</b>	<b>2.47%</b>	<b>0.10%</b>
<b>2004</b>	<b>23.0%</b>	<b>70.0%</b>	<b>4.7%</b>	<b>0.8%</b>	<b>0.0%</b>
<b>2003</b>	<b>9%</b>	<b>84%</b>	<b>5%</b>	<b>2%</b>	<b>0%</b>
<b>2002</b>	<b>13%</b>	<b>75%</b>	<b>11%</b>	<b>2%</b>	<b>0.1%</b>
<b>Service reliability 2005</b>	<b>14.53%</b>	<b>73.79%</b>	<b>10.07%</b>	<b>1.23%</b>	<b>0.38%</b>
<b>2004</b>	<b>10.6%</b>	<b>76.8%</b>	<b>8.1%</b>	<b>1.2%</b>	<b>0.4%</b>
<b>2003</b>	<b>9%</b>	<b>69%</b>	<b>19%</b>	<b>2%</b>	<b>1%</b>
<b>2002</b>	<b>11%</b>	<b>79%</b>	<b>9%</b>	<b>1%</b>	<b>0.1%</b>



Q7<sub>a</sub>

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



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NORTH EAST WATER

# Q7<sub>a</sub>

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

### Summary of Q7a comparison to previous 4 year survey periods:

Year	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
2005	19.75%	72.55%	3.80%	3.04%	0.86%
2004	28.9%	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 2005 at 92.30% compared to 2004 at 92%. The four year average for overall customer satisfaction by combining the very satisfied and satisfied categories is 92.08%

The very satisfied category recorded a reduction of 9.15% into the satisfied category.

A increase in the dissatisfied and very dissatisfied category was recorded in 2005 at 3.9 compared to 2004 at 2.6%.



**Q7<sub>b</sub>**

## Would you like someone from NERWA to contact you?

Year	Yes	No
2005	14.63%	85.37%

**6 People**

**35 People**

Full contact list is provided under separate cover and was provided during the teleresearch campaign

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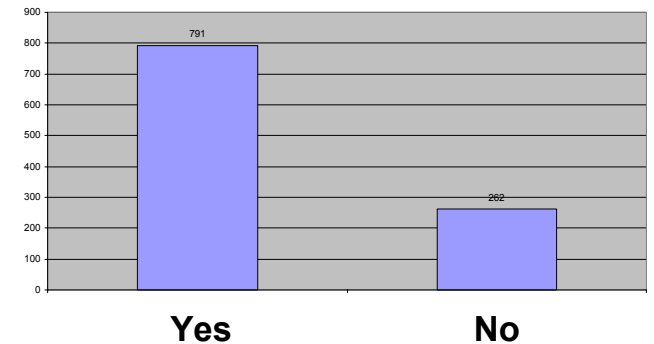
NORTH EAST WATER

# Q8a

## Do you recall receiving a newsletter from North East Water?

Summary of Q8a comparison to previous 4 year survey periods:

Year	Yes	No
<b>2005</b>	<b>75.12%</b>	<b>24.88%</b>
<b>Responses 2005</b>	<b>791</b>	<b>262</b>
2004	69.8%	30.2%
Responses 2004	735	318
2003	72%	28%
Responses 2003	697	273
2002	62%	38%
2001	72%	28%



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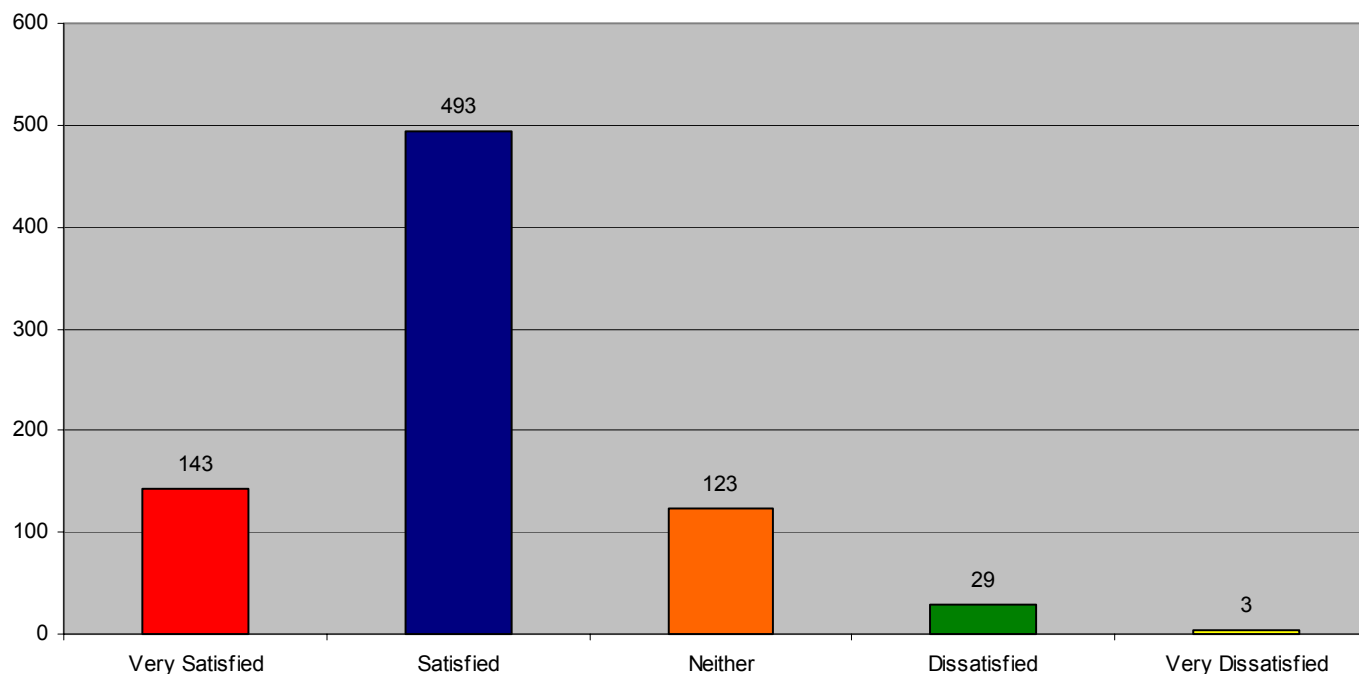
NORTH EAST WATER

The 2005 results indicate a higher number of people recall receiving the North East Water newsletter. This result is the highest recorded to date.

75.12% of those surveyed recall receiving a newsletter in 2005, compared to 69.8% in 2004.

Q8<sub>b</sub>

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



Summary of Q8b compared to previous 4 year survey periods:

Year	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
2005	18.08%	62.32%	15.55%	3.67%	0.38%
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%

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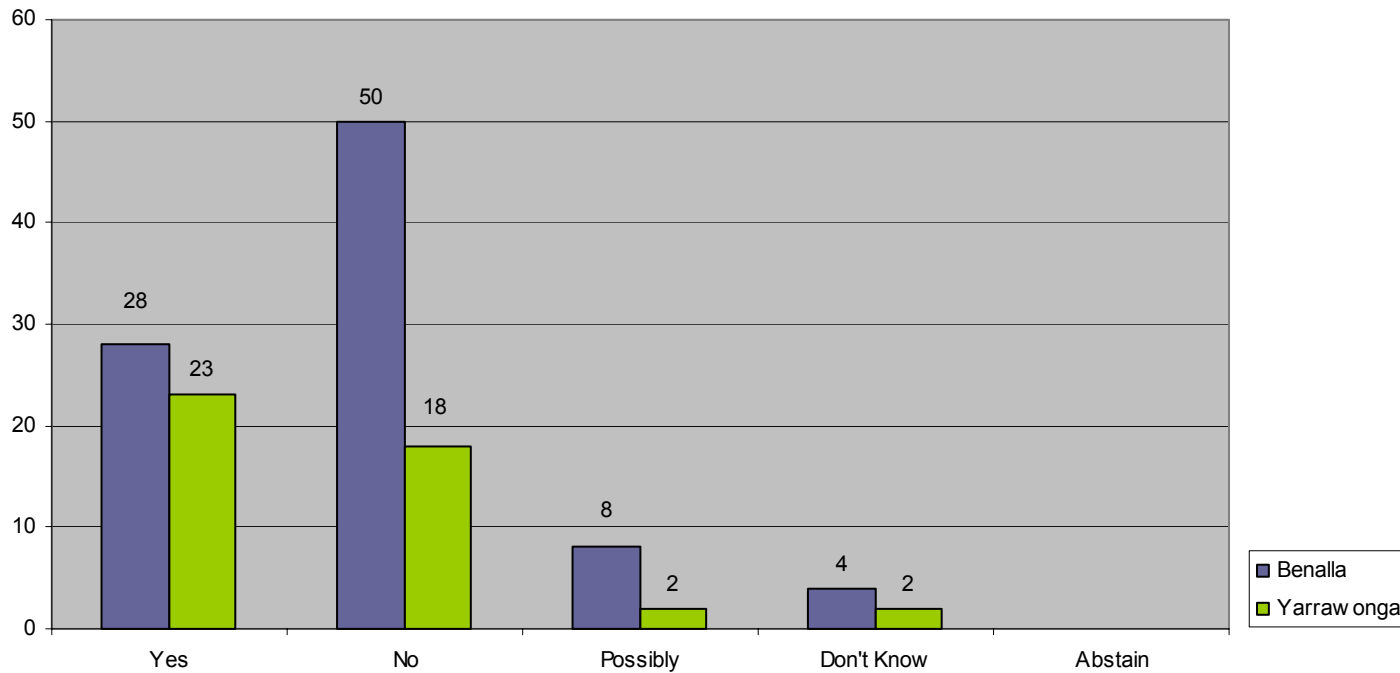


NORTH EAST WATER

# Q9<sub>a</sub>

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

This question was asked of the residents living in the Benalla and Yarrawonga townships only.



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NORTH EAST WATER

Year	Yes	No	Possibly	Don't Know	Abstain
<b>2005 Total</b>	<b>37.78%</b>	<b>50.37%</b>	<b>7.41%</b>	<b>4.44%</b>	<b>0.00%</b>
Benalla	31.11%	55.56%	8.89%	4.44%	0.00%
Yarrawonga	51.12%	40.00%	4.44%	4.44%	0.00%

**Q9<sub>b</sub>**

**If yes, why:**

**This question was asked of the residents living in the Benalla and Yarrawonga townships that answered Yes and Possibly only.**

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

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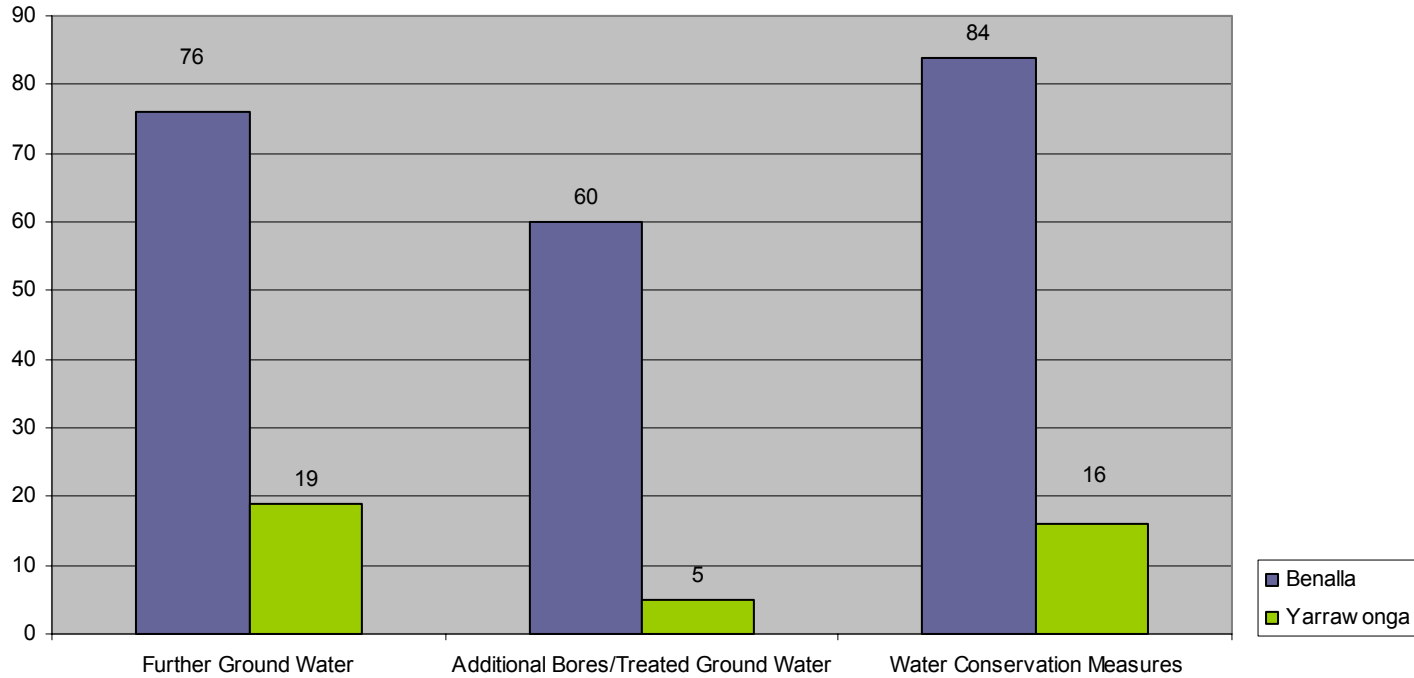


NORTH EAST WATER

# Q9<sub>c</sub>

## What measures would you support to ensure greater security of your water supply ?

This question was asked of the residents living in the Benalla and Yarrawonga townships only.



**36.5%**

**25%**

**38.5%**

Benalla	34.55%	27.27%	38.18%
Yarrawonga	47.5%	12.5%	40%

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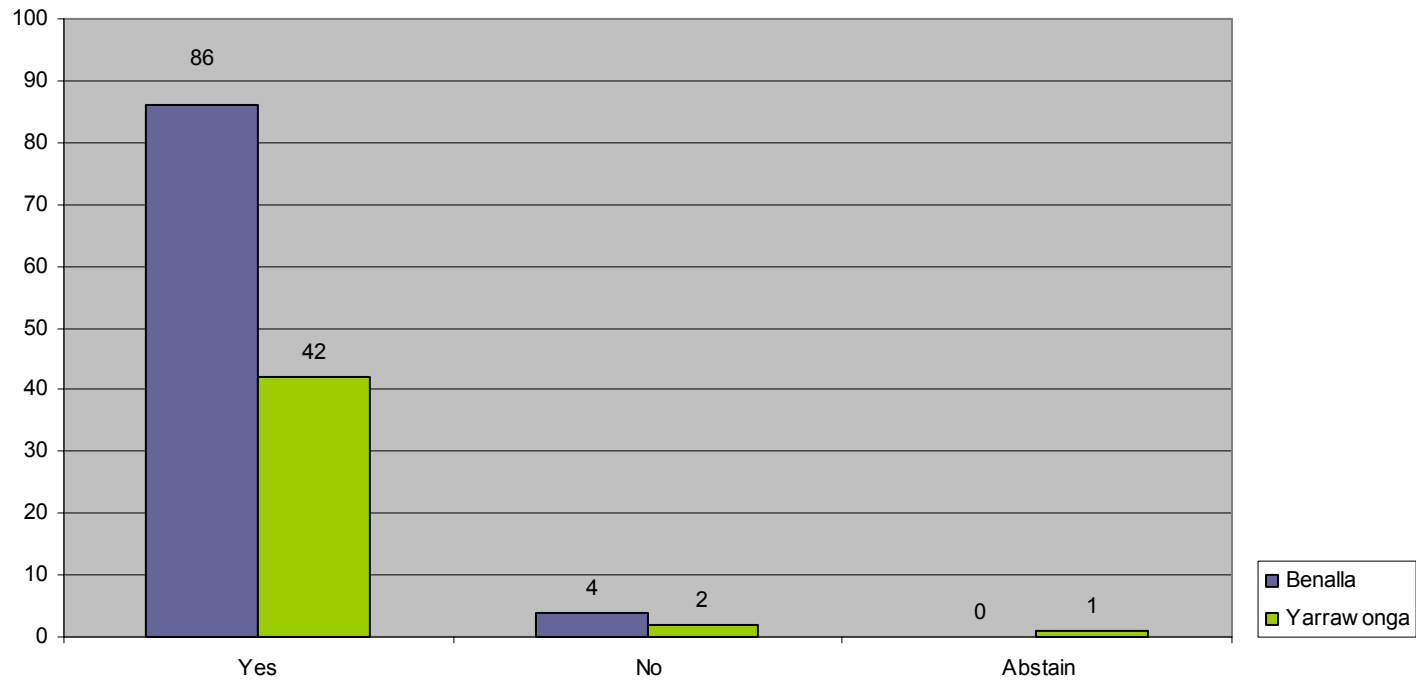
NORTH EAST WATER

Benalla = 220 responses Yarrawonga = 40 responses **Total responses = 260**

# Q9<sub>d</sub>

## Do you currently practice water conservation measures?

This question was asked of the residents living in the Benalla and Yarrawonga townships only.



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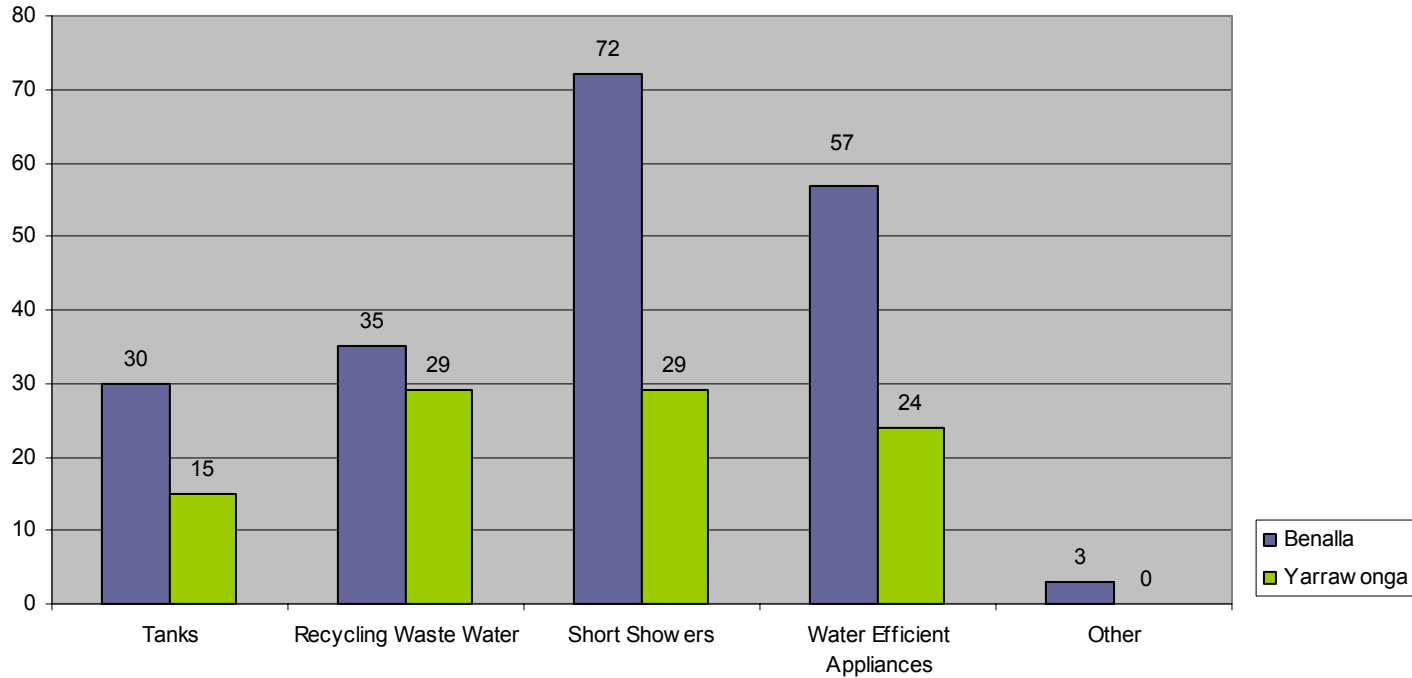
NORTH EAST WATER

Year	Yes	No	Abstain
<b>2005 Total</b>	<b>94.82%</b>	<b>4.44%</b>	<b>0.74%</b>
Benalla	95.56%	4.44%	0.00%
Yarrawonga	93.34%	4.44%	2.22%

Q9<sub>e</sub>

# Of the following , what water conservation measures do you practice?

This question was asked of the residents living in the Benalla and Yarrawonga townships only.



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**15.3%**      **21.8%**      **34.4%**      **27.5%**      **1%**



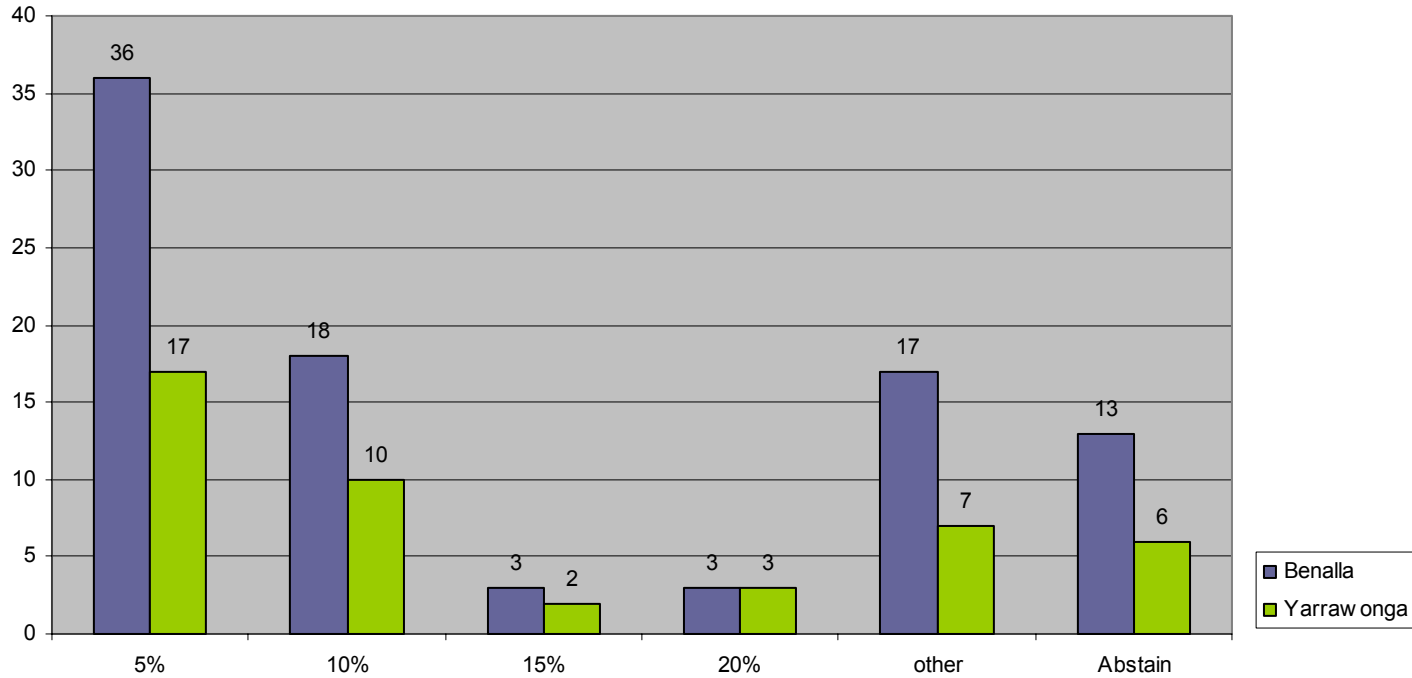
Benalla	15.23%	17.77%	36.55%	28.93%	1.52%
Yarrawonga	15.46%	29.90%	29.90%	24.74%	0%

NORTH EAST WATER

Benalla = 197 responses Yarrawonga = 97 responses **Total responses = 294**

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

This question was asked of the residents living in the Benalla and Yarrawonga townships only.

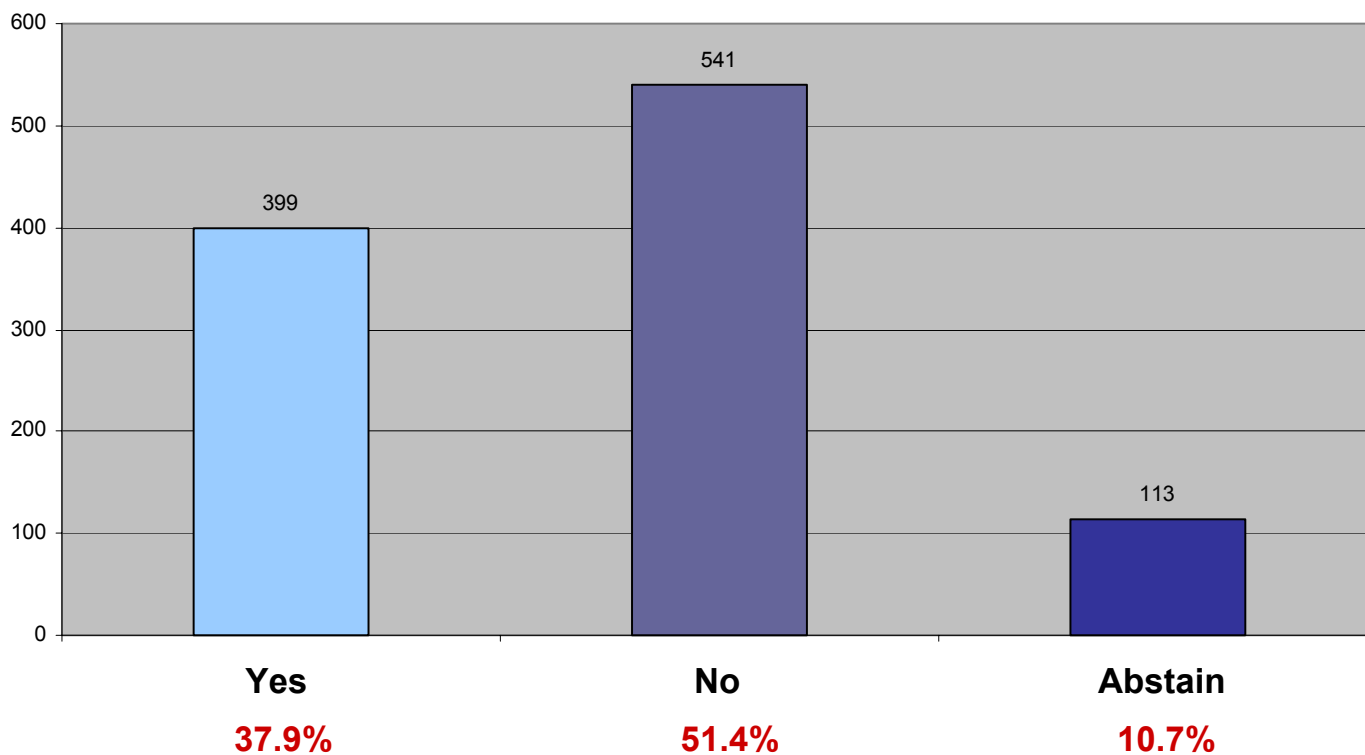


Town	5 percent	10 percent	15 percent	20 percent	Other	Abstain
<b>2005 Total</b>	<b>39.26%</b>	<b>20.74%</b>	<b>3.70%</b>	<b>4.44%</b>	<b>17.78%</b>	<b>14.08%</b>
Benalla	40.00%	20.00%	3.33%	3.33%	18.89%	14.45%
Yarrawonga	37.78%	22.22%	4.44%	6.67%	15.56%	13.33%



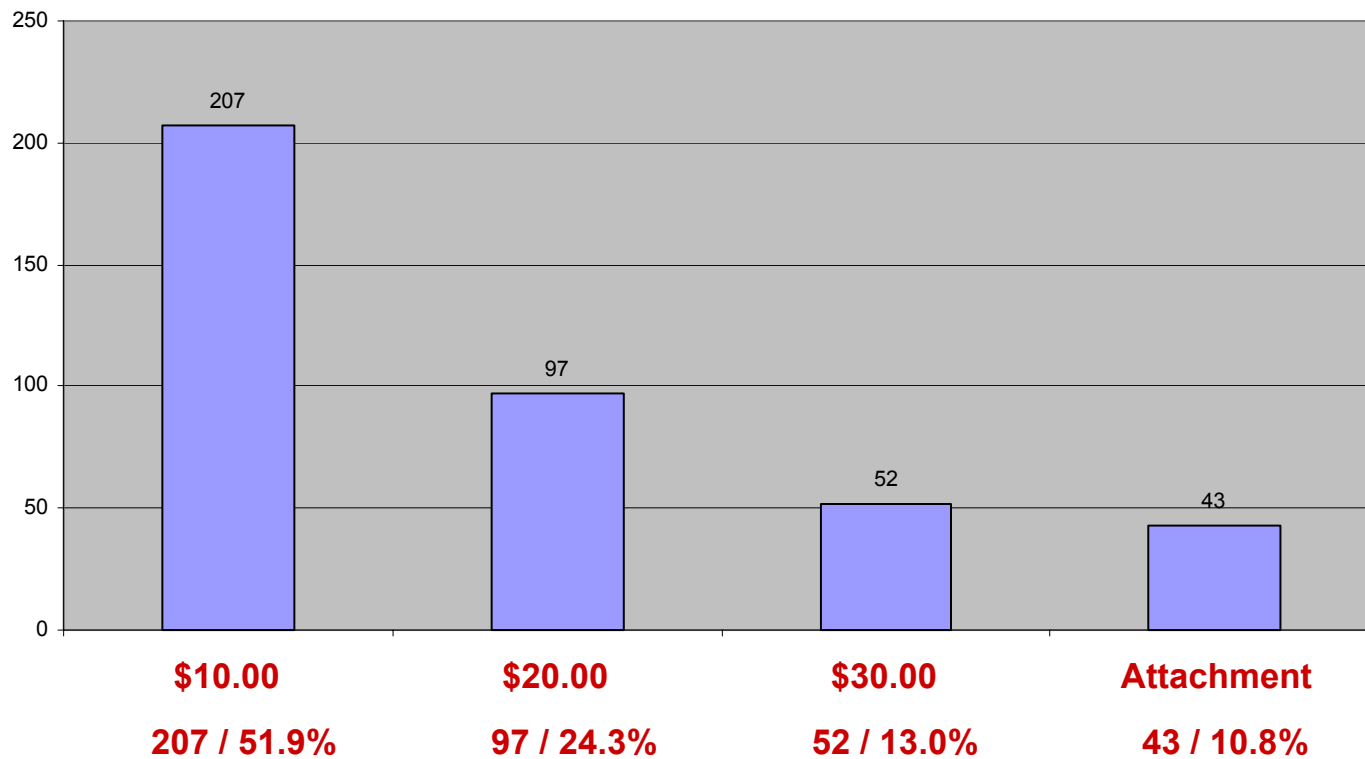
# Q11a

## Would you be willing to contribute towards NERWA sourcing green power?



# Q11<sub>b</sub>

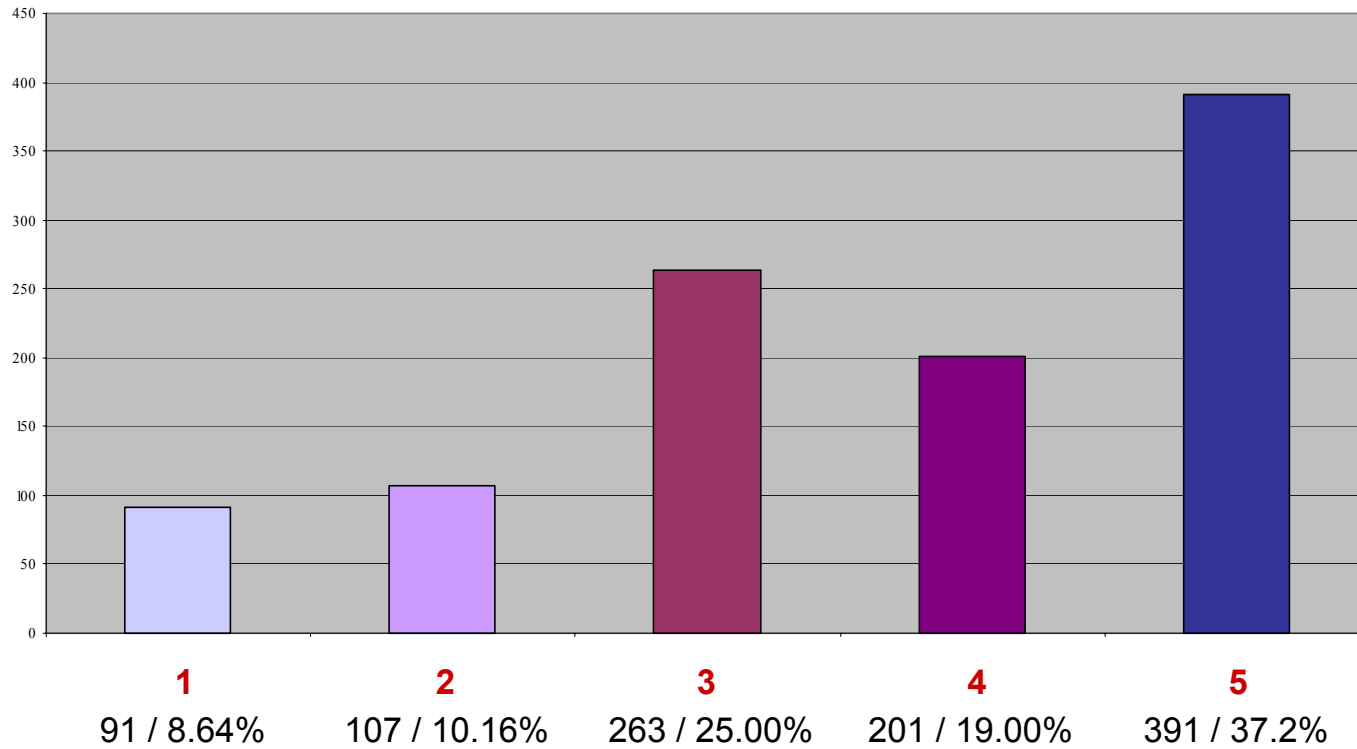
## What amount are you willing to contribute towards green power?



# Q13c

## Sustainability – Job growth limited by the lack of water?

Range of importance from 1 to 5. One being low importance and 5 being high importance.

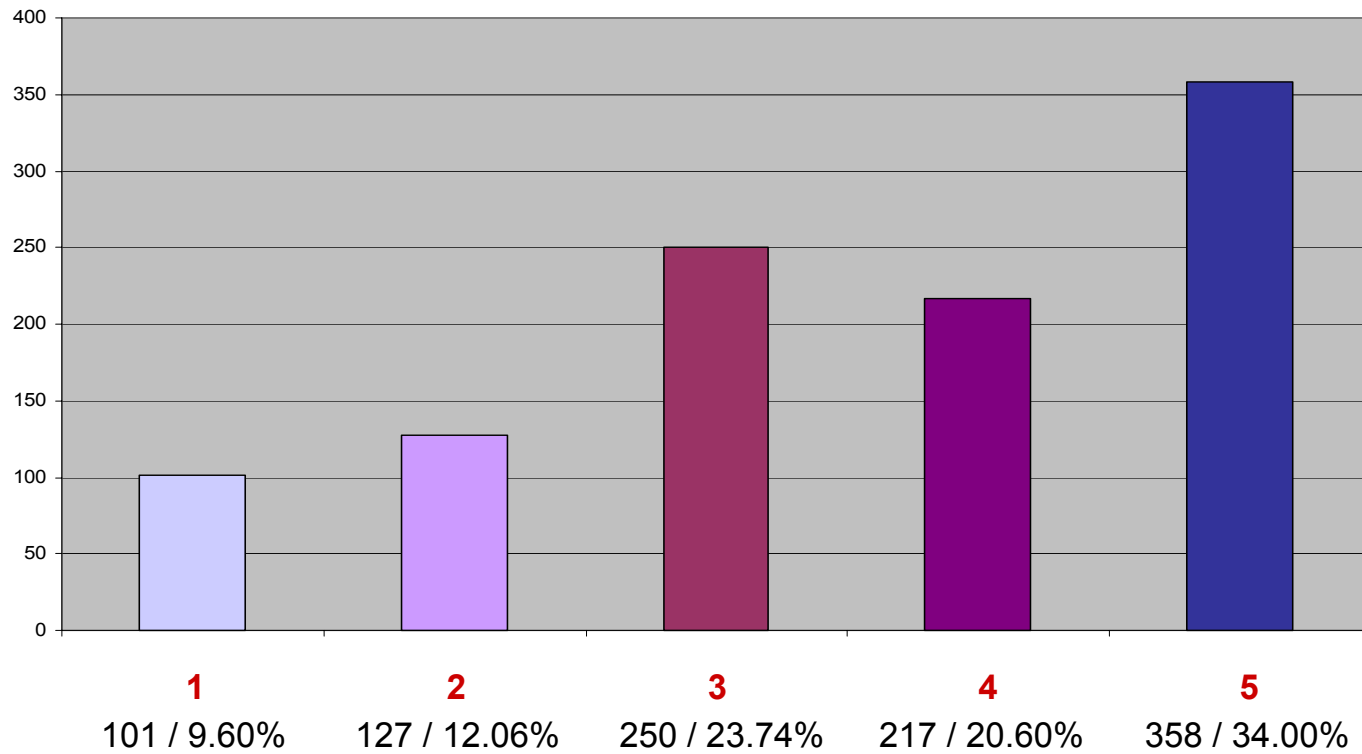


Low ←————→ High

# Q13<sub>d</sub>

## Sustainability – Regional Population Growth?

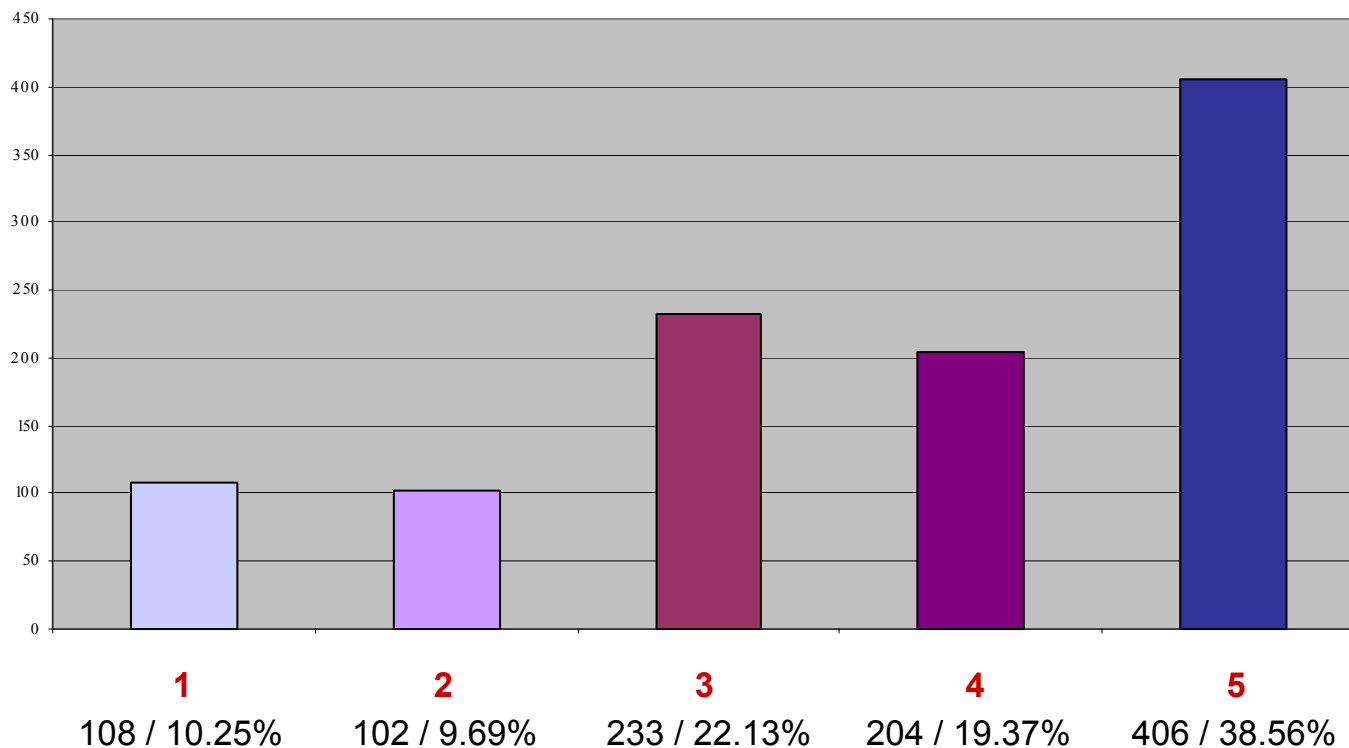
Range of importance from 1 to 5. One being low importance and 5 being high importance.



Low ←————→ High

## Sustainability – Down stream water distribution entitlements?

Range of importance from 1 to 5. One being low importance and 5 being high importance.



Low ←————→ High

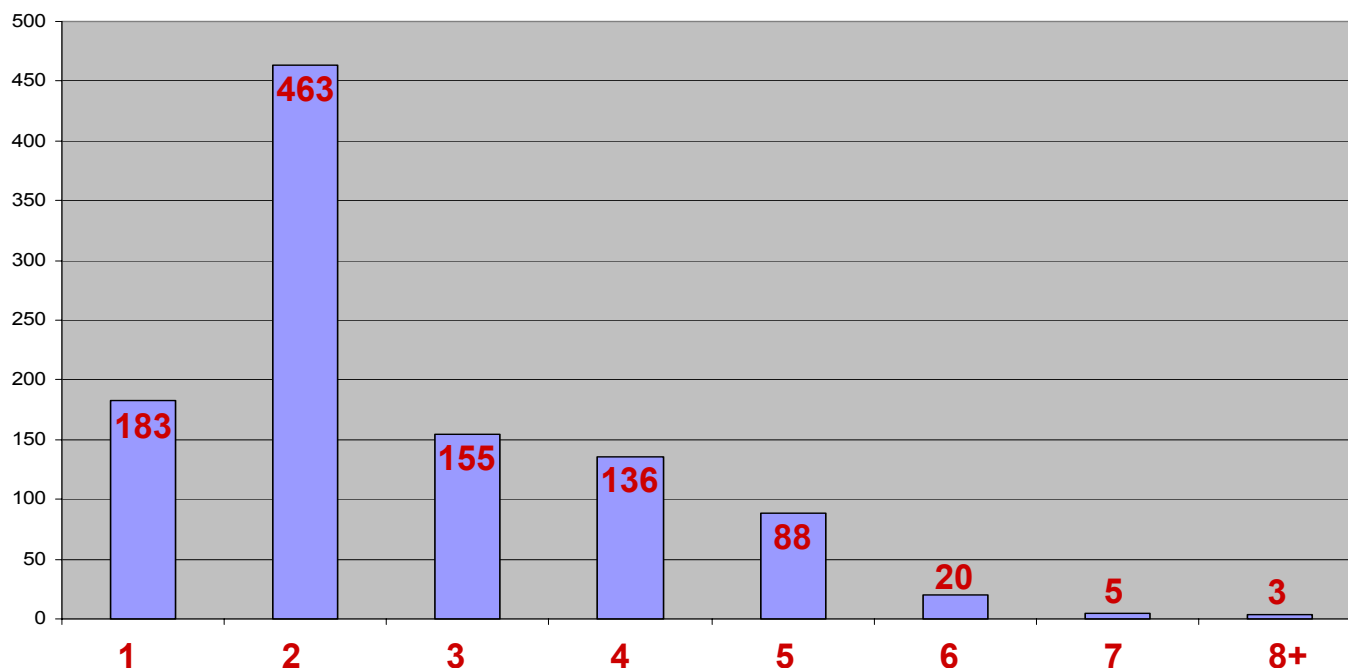
**Comments**

<u>Year</u>	<u>Town</u>	<u>Comment</u>
2005	Barnawartha	Grey Water. Selling to Private Landholders.
	Wangaratta	Flooding a problem need to be updated on changes made to river.
	Whitfield	Do not want fluoride in water at all, it is a poison.
	Wodonga	People further down stream seem to use more water than us greener properties.



# Q14a

## Demographics – The number of persons in your household?



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Summary of Q14a compared to previous 3 year survey periods:

Year	1	2	3	4	5	6	7	8+
2005	17.38%	43.97%	14.72%	12.92%	8.36%	1.90%	0.47%	0.28%
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%	-	-	-

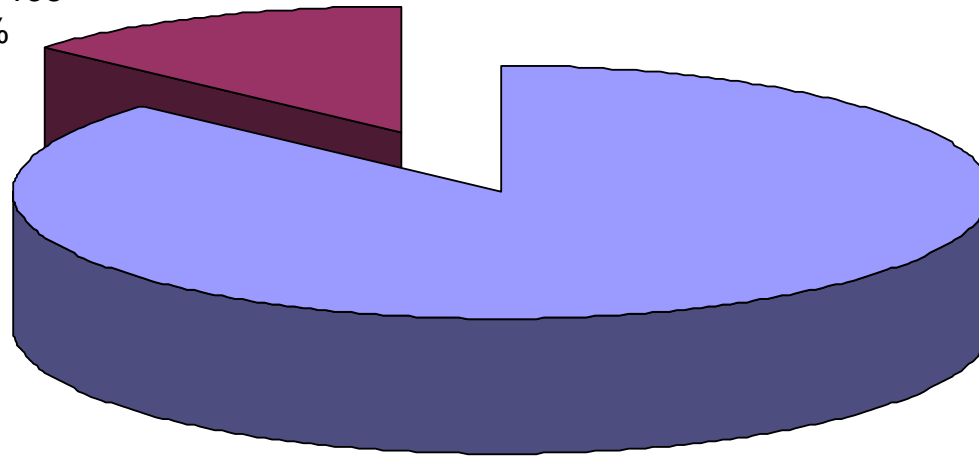


NORTH EAST WATER

# Q14b

## Demographics – Are you an owner or tenant?

Tenant response = 138  
people / 13.11%



Owner response = 915  
people / 86.89%



### Summary of Q14b compared to previous 3 year survey periods:

Year	Owner	Tenant
<b>2005</b>	<b>86.89%</b>	<b>13.11%</b>
2004	80.8%	18.8%
2003	80%	20%
2002	85%	15%

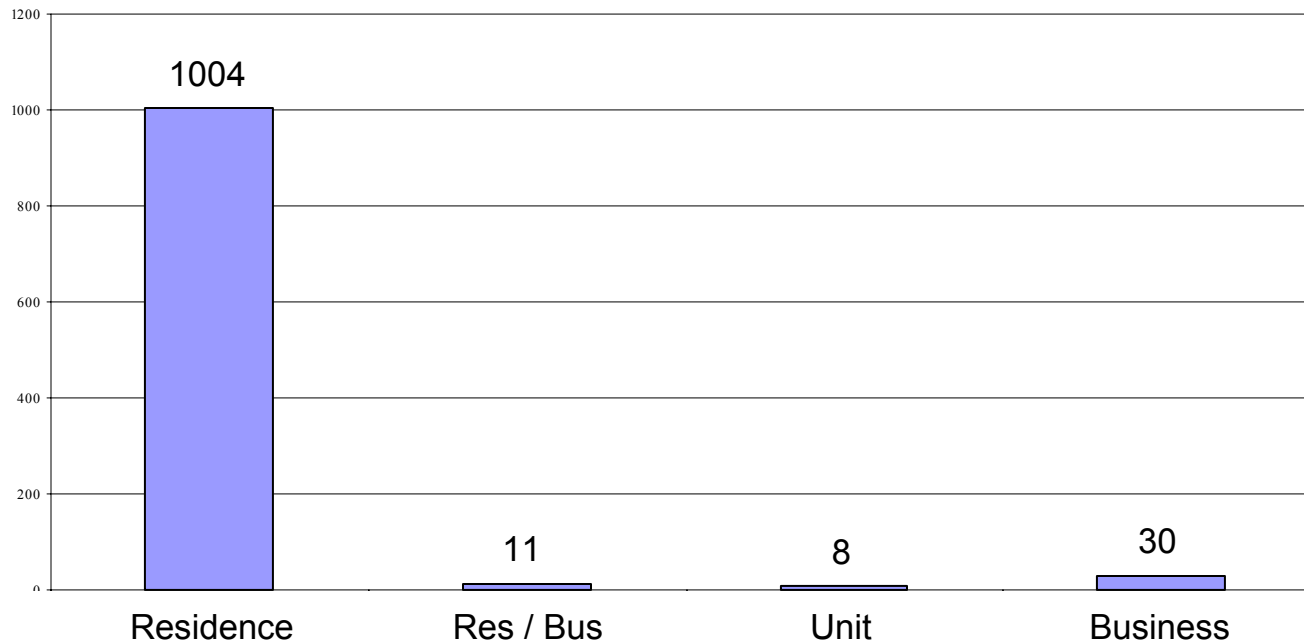
4 year average for Owner is 83.18%

4 year average for Tenant is 16.73%



# Q14c

## Demographics – Is this a residence, Unit or Business?



4 year  
Average=

Average  
91.19%

Average  
0.81%

Average  
5.17%

Average  
2.81%

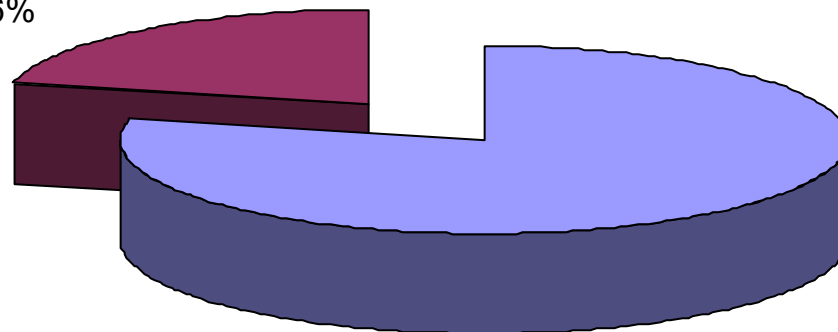
Year	Residence	Residence and Business	Unit	Business
<b>2005</b>	<b>95.35%</b>	<b>1.04%</b>	<b>0.76%</b>	<b>2.85%</b>
2004	89.2%	2.2%	0.7%	7.8%
2003	90.2%	0.0%	9.4%	0.4%
2002	90%	0.0%	9.8%	0.2%



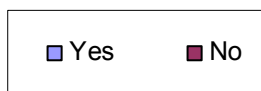
# Q14<sub>d</sub>

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

No response = 226  
people / 21.46%



Yes response = 827  
people / 78.54%



### Summary of Q14d compared to previous 3 year survey periods:

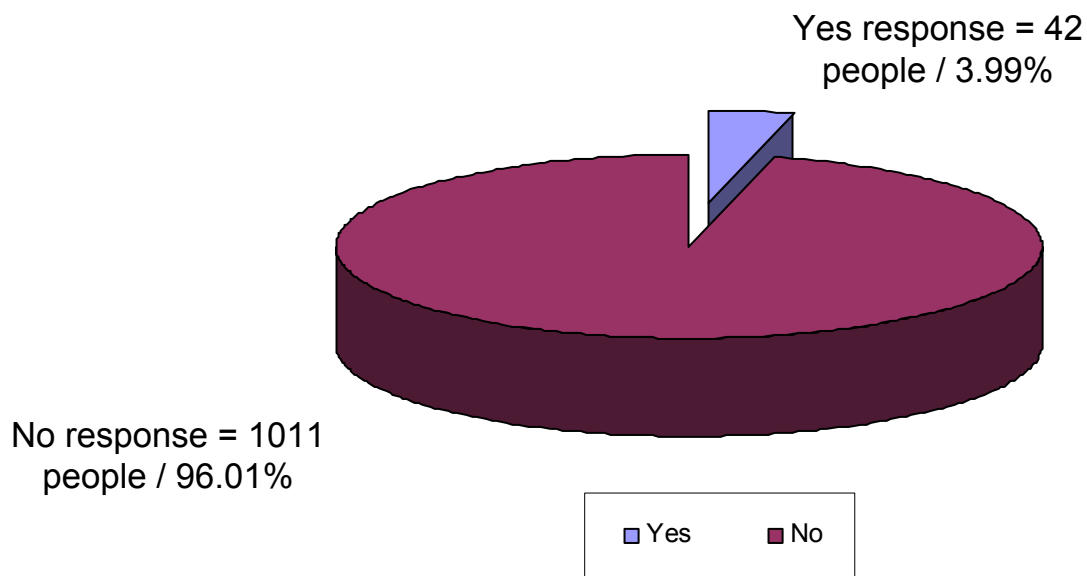
Year	Yes	No
<b>2005</b>	<b>78.54%</b>	<b>21.46%</b>
2004	90.1%	9.9%
2003	93%	7%
2002	88.4%	11.6%

4 year average is 87.55%. The 2005 result is well below the average for the community allowing a follow up survey.



# Q15

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



### Summary of Q15 compared to previous 3 year survey periods:

Year	Yes	No
2005	3.99%	96.01%
2004	4%	96%
2003	7%	93%
2002	6%	94%

4 year average is 5.25%



Thank you for choosing



Steven Taylor + Associates Pty Ltd



NORTH EAST WATER