



Dubbo Regional Council

Water and Sewer Research – 2022

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Background & Methodology

Objectives

Every two years Dubbo Regional Council undertakes a Water Supply and Sewerage Customer Service Survey. Previous waves of the research have surveyed Dubbo residents. However, given the focus of the questions (around satisfaction with services, willingness to pay, etc.), in 2022 we interviewed household decision makers. Key objectives of the research include:

- Identify the community's satisfaction with Council's response to water supply failures
- Understand the community's satisfaction with water quality and Council's town water service
- Identify the community's satisfaction with Council's response to sewerage system requests
- Explore the community's satisfaction with Council's town sewerage service



Background & Methodology

Sample

- In order to capture a representative sample of respondents from across the LGA, including the villages, a mixed mode methodology was adopted. N = 486 household decision makers were interviewed via telephone survey (landline and mobile). A further N = 14 responses were obtained via Council's hard copy questionnaire distribution to central locations in the villages (Brocklehurst, Mumbil, Eumungerie, Mogriguy and Ballimore).
- Greatest margin of error for total sample is +/- 4.4% at the 95% confidence level

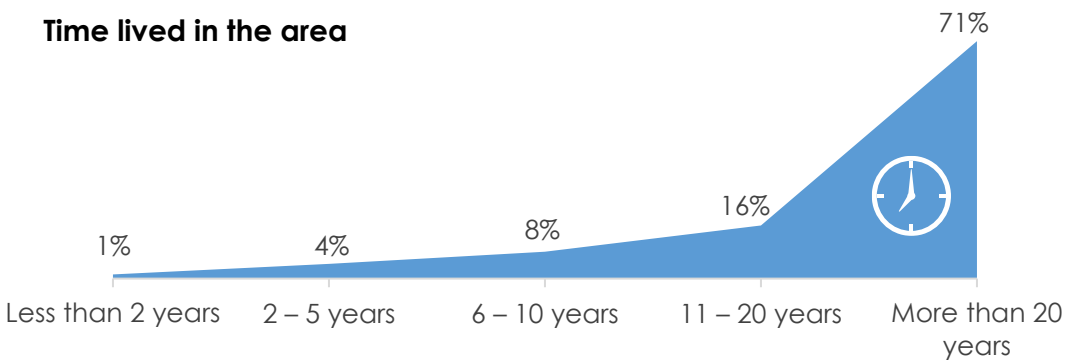
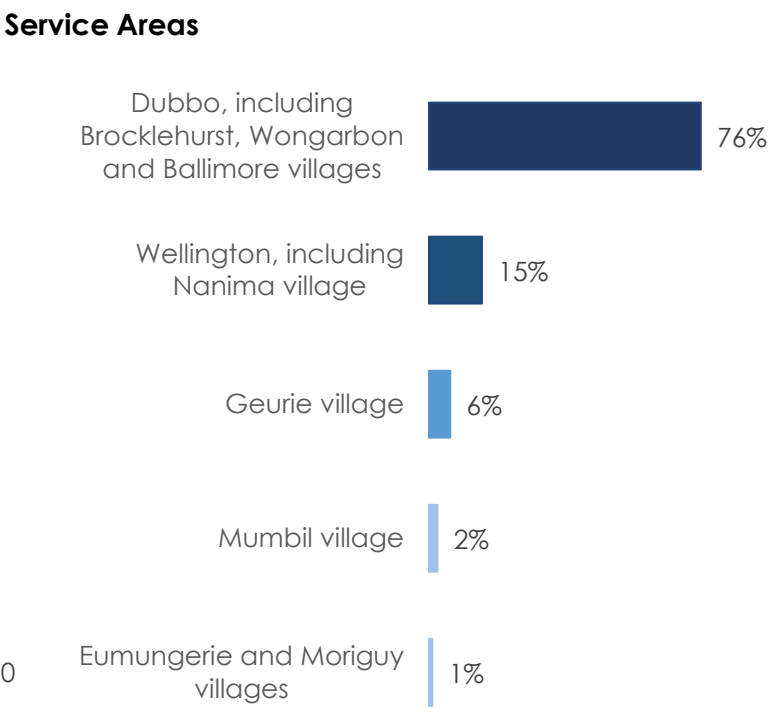
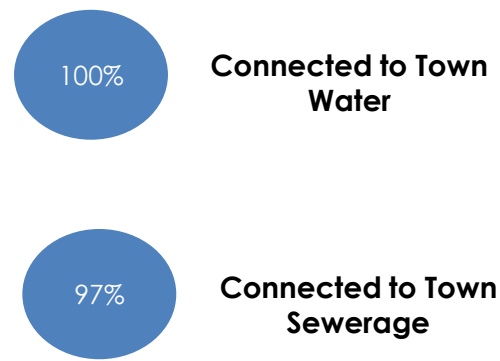
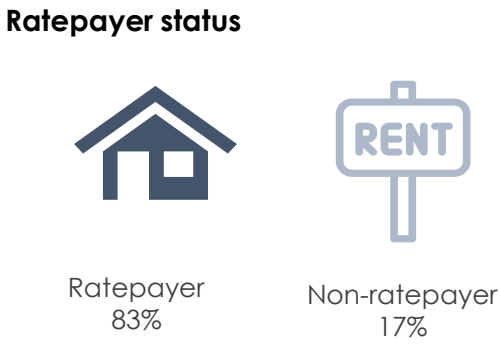
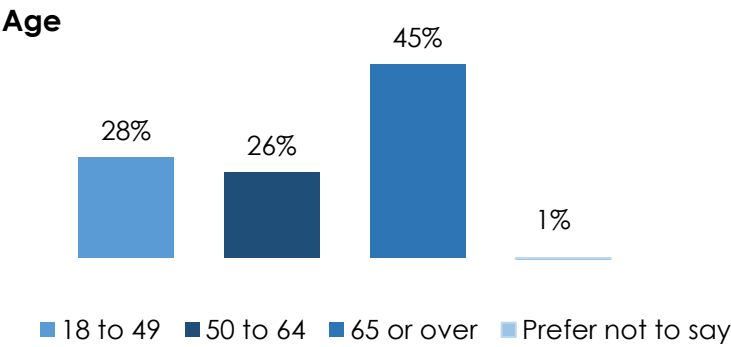
Timing

- Telephone interviewing commenced 30th May 2022
- Hard copy distribution to villages from June 15 to June 28, 2022 (phone surveys paused)
- Telephone interviewing re-commenced July 5, completed July 8 2022.

See Appendix A for further methodology details.

Sample Profile

As this survey sought to interview the household decision maker, the data was not weighted by age or gender.





Summary of Findings

Overview

Year-on-Year

Overall, results of the 2022 survey are in line with the 2020 wave (and in most cases earlier waves as well) – for instance:

- 90% are happy with Priority 1 response times of 2 hours for both Water (92% in 2020) and Sewer (88% in 2020) supply failures
- 11% have had a water supply problem in the past 12 months – compared to 8% in 2020 and 13% in 2017 (and bearing in mind a water supply issue was experienced in Geurie during fieldwork)
- Similarly, 6% have had a sewerage system problem in the past 12 months – identical to 2020 and only marginally above 2017 (5%)
- And based on overall 4-point satisfaction ratings:
 - In 2022 71% of respondents rated the quality of water supply as 'excellent' or 'very good' – compared to 65% in 2020
 - In 2022 81% of respondents rated their satisfaction with the quality of Council's sewerage system as 'high' or 'medium' – whilst this is significantly down on the 2020 result (94%), the shift in 2022 is more to 'uncertain' than 'low'.

Overview

Normative Comparison

As external context (based on new questions added in 2022), Dubbo Regional Council performs above the comparable Micromex benchmarks¹ (derived from other regional Council surveys) for both water and sewer Importance and Satisfaction:

	Ratings of Council's Town Water Service		Ratings of Council's Town Sewerage Service	
	Micromex Regional Benchmark ¹	Dubbo 2022 Overall	Micromex Regional Benchmark ¹	Dubbo 2022 Overall
Mean rating ²	4.51	4.68	4.28	4.79
Top 2 Box - Importance	88%	92%	80%	96%
Mean rating	3.77	4.17	3.95	4.55
Top 3 Box - Satisfaction	85%	92%	90%	98%

¹. Our benchmarks are based on 'residents', whereas this survey was based on 'decision makers'. Nevertheless, the benchmarks serve to demonstrate just how favourable the Dubbo scores are.

². Mean ratings are calculated by assigning the Importance and Satisfaction options numerical values, 1 = Not at all important/satisfied, 5 = Very important/satisfied.

Opportunities

Response Times

We note on Slide 7 that 90% of respondents are happy with Priority 1 response times of 2 hours for both Water and Sewer supply failures, which is encouraging. However, this year we also asked about other response times:

- Only 72% of respondents were happy with up to two-day response time for Priority 2 water supply failures – and even fewer (60%) were happy with up to ten-day response time for Priority 3 water supply requests.
- And only 48% of respondents were happy with up to ten-day response time for Priority 2 non-urgent sewerage system requests (30% expected one to two business days)
- And whilst sample sizes of those who have experienced water supply or sewer system issues are relatively small, there is a sense that satisfaction with response times has dropped in 2022:
 - Amongst the 54 respondents who had experienced a water supply issue in the past 12 months, only 61% were satisfied with the response time – significantly down from 80% in 2020
 - Similarly, amongst the 30 respondents who had experienced a sewerage issue in the past 12 months, only 67% were satisfied with the response time – down from 84% in 2020

Our sense is that whilst the community is generally happy with a two-hour response time for Priority 1 issues, they are less supportive of Council's response times for lower priority issues. This may simply be a case of Council needing to better communicate what the different priority levels are – and perhaps that lower priorities need longer response times to allow for prompt Priority 1 response times.

Opportunities

MyDRC

There is certainly scope to build resident engagement with the MyDRC portal:

- 15% of respondents claimed to have registered on the portal (with higher incidence amongst the two most populous Service Areas of Dubbo and Wellington – lower incidence elsewhere)
- 12% of total respondents have registered **and used** the system
- We estimate that only 3% of total respondents are registered and have reduced water usage as a result of using the portal
- Main reason for having not registered for the portal is that they were not aware of it – so building awareness is a key first step in building resident engagement with the service

Water Conservation

A majority of respondents (63%) believe Council should do more to encourage water conservation across the LGA – in line with previous waves:

- However, only 17% believe that Council should ‘...adopt a higher water pricing system to encourage residents and other users to practice water conservation’ – well down on the consistent 54% to 58% ‘yes’ scores in previous waves. This dramatic decline potentially demonstrates the price sensitivity of residents – in previous waves, the question did not include the word ‘higher’ (so it simply said ‘Should Council adopt a water pricing system to encourage residents and other users to practice water conservation?’).

Opportunities

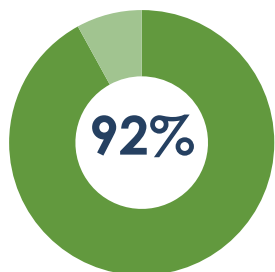
Villages

Perhaps not surprisingly, responses were less positive in the smaller villages:

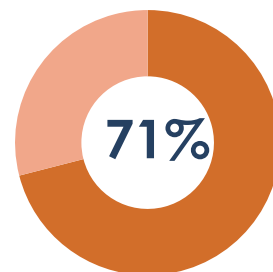
- Mumbil respondents in particular were less positive. Granted, we only had a sample of 12 Mumbil respondents (and on several questions filtered to only some respondents, that number was even lower) – but their consistently lower scores on satisfaction with response times, overall water quality, overall sewer service satisfaction etc is low. This suggests that further research may be required in Mumbil
- More broadly, although based on very small sample sizes, very few respondents outside the Dubbo Service Area were willing to pay higher water charges to achieve shorter Priority 1/2/3 response times (although the distinction is less clear when it comes to paying more to achieve shorter response times for sewer services)



Council's Town Water Services – Scorecard



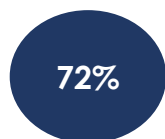
Of respondents are at least 'somewhat satisfied' with Council's **delivery of the town water service**



Of respondents rate the **quality of water** supplied by Council as 'good' to 'excellent'



of respondents are satisfied with **Priority 1 response times** (Within 2 hours)



of respondents are satisfied with **Priority 2 response times** (2 business days)



of respondents are happy with **Priority 3 response times** (10 business days)

Water Supply Problems L12M

11%

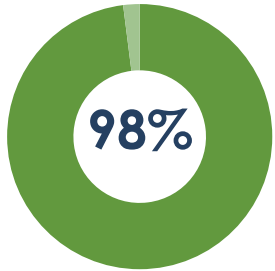
Willingness to pay for the quality of water to be improved

24%

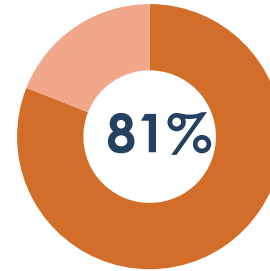
Registered for MyDRCWater

15%

Council's Town Sewage System Services – Scorecard



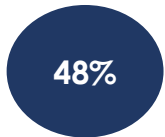
Of respondents are at least 'somewhat satisfied' with Council's **delivery of the town sewerage service**



Of respondents rate their **satisfaction with the quality of Council's sewerage system** as 'medium' to 'high'



of respondents are satisfied with **Priority 1 – Urgent response times** (Within 2 hours)



of respondents are satisfied with **Priority 2 – Non-urgent response times** (10 business days)

Sewerage System Problems
L12M

6%

Satisfaction with the response time to problems experienced

67%*

*caution low base size

Willingness to pay higher sewerage rates to achieve shorter response times

20%

(Of those who believe Priority 1 & 2 response times need to be reduced)



Detailed Results

1a. Town Water Services



Detailed Results

1a. Town Water Services

- 1b. Town Water Services – Key results by satisfaction with Council's town water service
- 2a. Town Sewerage Services
- 2b. Town Sewerage Services – Key results by satisfaction with Council's town sewerage service
- 3. Water Conservation

This section explores respondents' satisfaction with Council's town water supply.

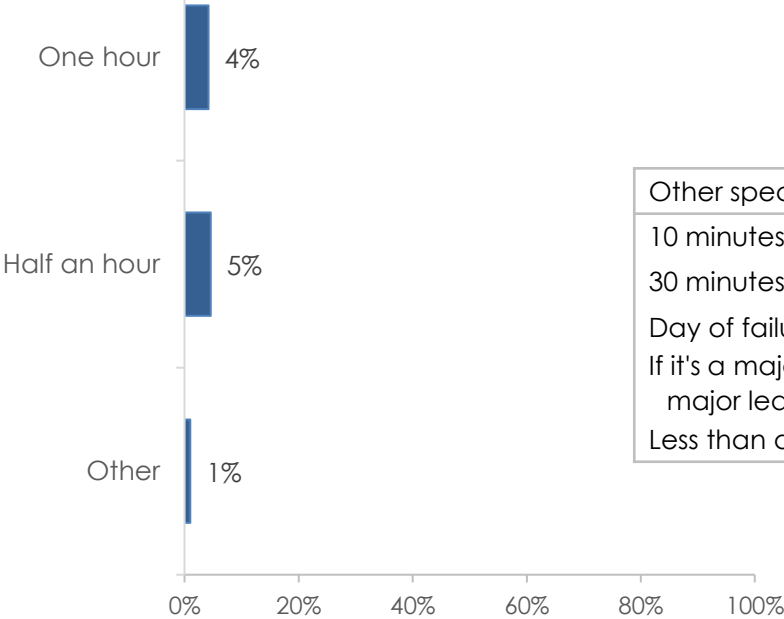
Priority 1 Response Times to Water Supply Failures

- Q4. Thinking now about Council's town water supply... Currently, Council's policy in responding to Priority 1 water supply failures is within 2 hours of being reported, (Priority 1 is urgent - total loss of supply, major main break). Are you happy with this current level of response to water supply failures?
- Q5. (If answered "No" to Question 4), If you are not happy with Priority 1 response times, what response time would you see as acceptable in relation to water supply failures?

Overall results



	2022	2020	2017	2015
Yes	90%	92%	94%	94%
No	10%	8%	6%	6%
Base	500	606	576	N/A*



Other specified	Count
10 minutes	1
30 minutes to 1 hour	1
Day of failure	1
If it's a major leak, expect a response right away, but if not a major leak, 2 hours	1
Less than an hour	1

Base: N = 500 *Base sizes for 2015 are not available

90% of respondents are satisfied with Council's response times for Priority 1 water supply failures (2 hours). Results have remained relatively unchanged when compared to the 2020 research.

For those unhappy with Priority 1 response times, a reduction to one hour (4%) or even half an hour (5%) were the most acceptable.

Priority 1 Response Times to Water Supply Failures

Q4. Thinking now about Council's town water supply... Currently, Council's policy in responding to Priority 1 water supply failures is within 2 hours of being reported, (Priority 1 is urgent - total loss of supply, major main break). Are you happy with this current level of response to water supply failures?

Q5. (If answered "No" to Question 4), If you are not happy with Priority 1 response times, what response time would you see as acceptable in relation to water supply failures?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Happy with Priority 1 response times	90%	91%	90%	100%▲	90%	83%▼	93%	89%	94%
One hour	4%	4%	5%	0%	5%	7%	3%	5%	2%
Half an hour	5%	4%	5%	0%	4%	9%▲	4%	5%	4%
Other	1%	1%	0%	0%	1%	2%	1%	1%	0%
Base	500	215	283	38	104	128	227	415	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbron and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Happy with Priority 1 response times	90%	80%	93%	90%	83%	92%	89%
One hour	4%	20%	4%	3%	8%	5%	4%
Half an hour	5%	0%	3%	7%	0%	3%	5%
Other	1%	0%	0%	0%	8%	1%	1%
Base	379	5*	74	30	12*	147	352

*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

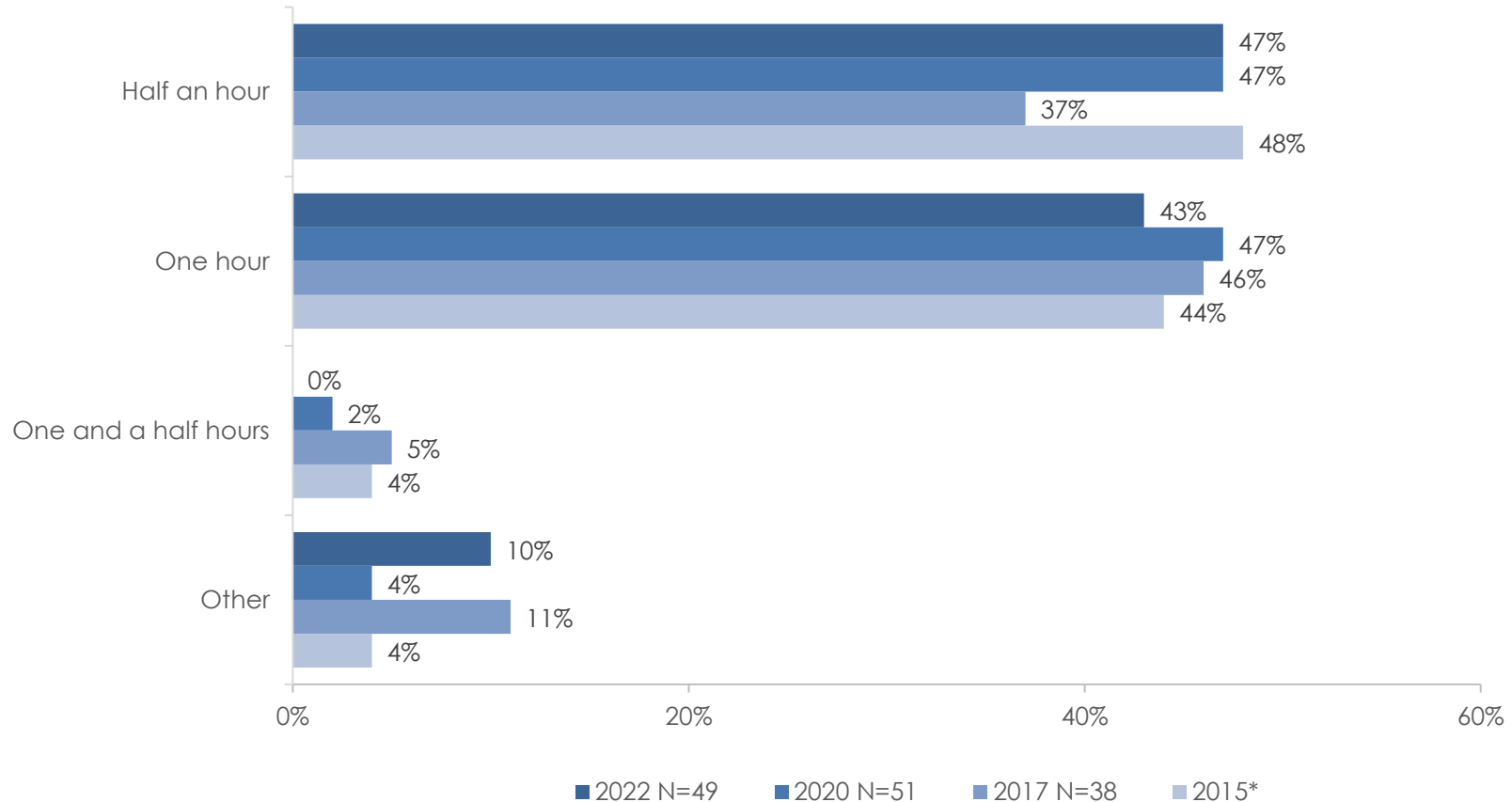
Generally similar responses by sub-samples - although those aged 50-64 were significantly less likely than other age groups to be happy with the current response time – and thus were significantly more likely to feel a half hour response time was more acceptable.

Priority 1 Response Times to Water Supply Failures

Q5.

(If answered "No" to Question 4), If you are not happy with Priority 1 response times, what response time would you see as acceptable in relation to water supply failures?

Year on Year Results (% of those who are not satisfied with Priority 1 response times)

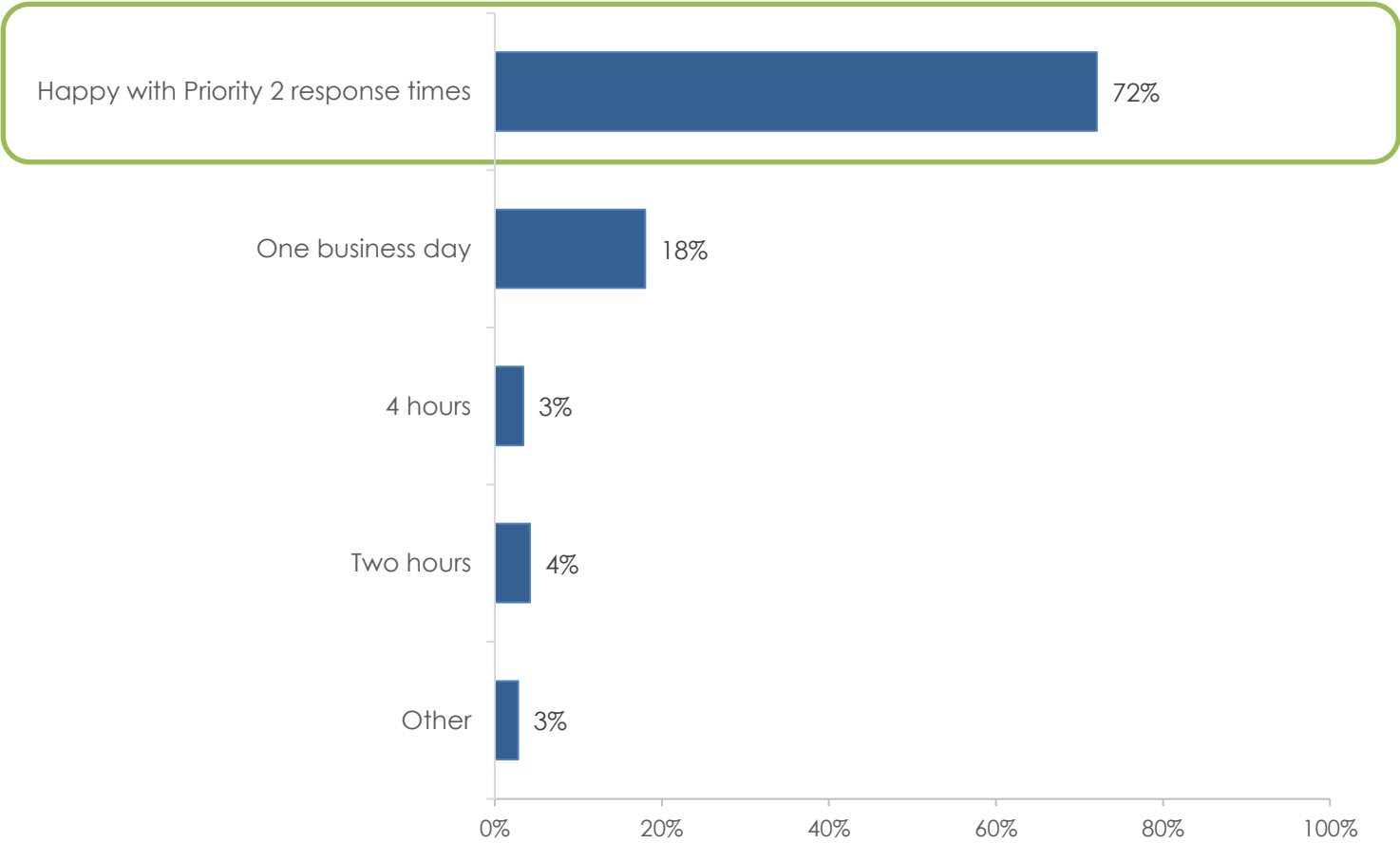


*Base sizes for 2015 are not available

Results on the two previous slides showed Q5 percentaged to total sample. However, the chart above percentages Q5 to those who are not happy with the current response time (from Q4), so we can directly compare with previous waves. As can be seen, responses regarding more acceptable response times remain similar to the previous year.

Priority 2 Response Times to Water Supply Failures

- Q6. Currently, Council's policy in responding to Priority 2 water supply failures is within 2 business days of being reported, (Priority 2 is minor - reduced supply issue). Are you happy with this current level of response to water supply failures?
- Q7. (If answered "No" to Question 6), If you are not happy with Priority 2 response times, what response time would you see as acceptable in relation to water supply failures?



Base: N = 498

Please see Appendix A for a detailed list of 'other' responses

Satisfaction with Priority 2 response times was asked for the first time in 2022. 72% of respondents are happy with Priority 2 response times (2 business days) to water supply failures. However, 18% of respondents indicated one business day was a more acceptable response time.

Priority 2 Response Times to Water Supply Failures

Q6. Currently, Council's policy in responding to Priority 2 water supply failures is within 2 business days of being reported, (Priority 2 is minor - reduced supply issue). Are you happy with this current level of response to water supply failures?

Q7. (If answered "No" to Question 6), If you are not happy with Priority 2 response times, what response time would you see as acceptable in relation to water supply failures?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Happy with Priority 2 response times	72%	78%▲	68%	92%▲	70%	65%▼	74%	70%	80%
One business day	17%	14%	20%	5%▼	22%	22%	15%	18%	14%
4 hours	3%	3%	4%	0%	3%	4%	4%	4%	1%
Two hours	4%	3%	5%	0%	4%	6%	4%	5%▲	0%
Other	3%	2%	4%	3%	1%	4%	3%	2%	5%
Base	498	214	282	38	104	127	226	413	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Happy with Priority 2 response times	73%	80%	68%	80%	55%	68%	74%
One business day	17%	20%	26%▲	7%	18%	17%	18%
4 hours	4%	0%	0%	3%	9%	7%▲	2%
Two hours	4%	0%	4%	7%	9%	7%	3%
Other	3%	0%	3%	3%	9%	1%	3%
Base	378	5*	74	30	11*	145	352

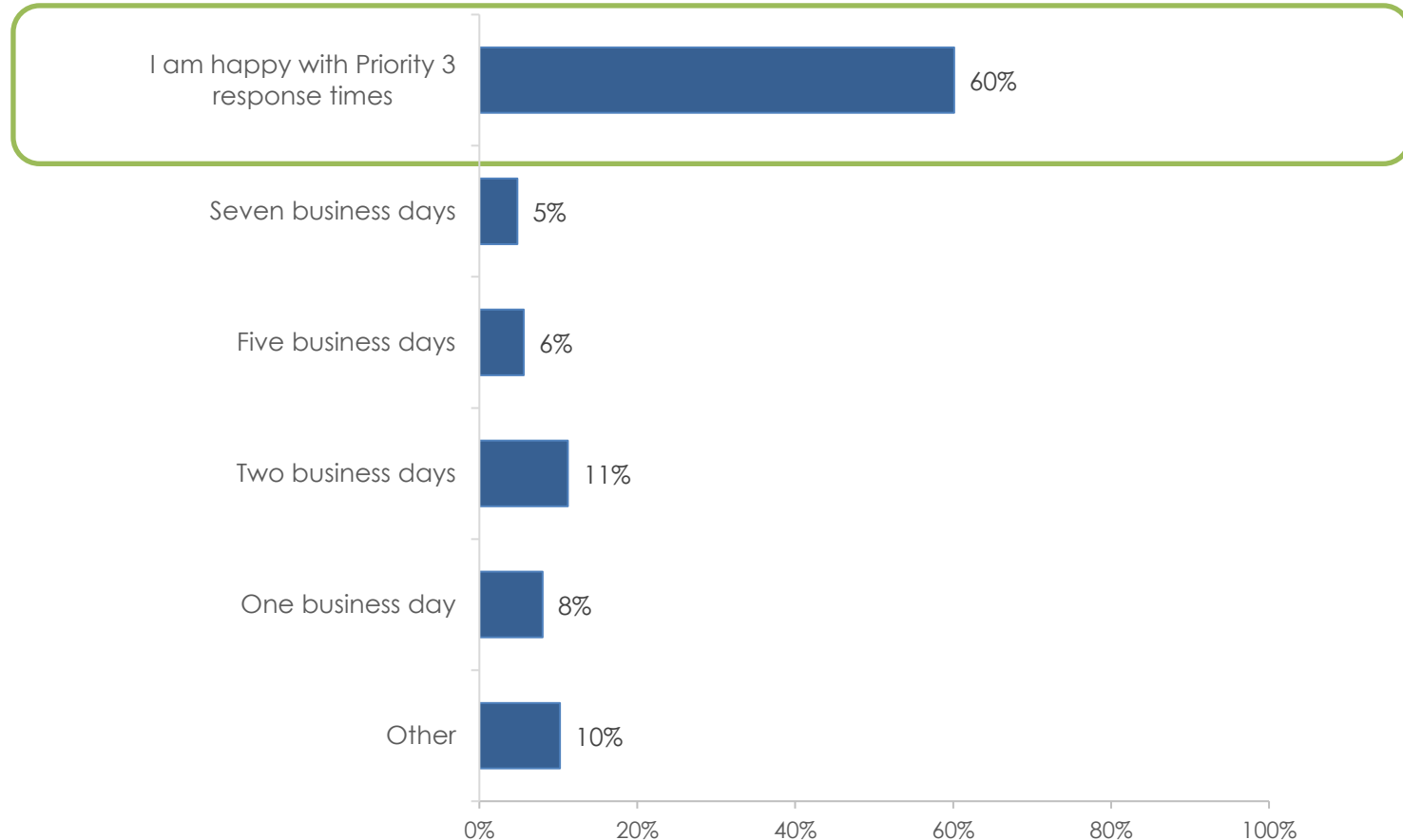
*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

Males and those aged 18-29 were more likely than other cohorts to have expressed satisfaction with Council's current Priority 2 response times to water supply failures.

Priority 3 Response Times to Water Supply Requests

- Q8. Currently, Council's policy in responding to Priority 3 water supply requests is within 10 business days of being reported, (Priority 3 is non-urgent such as minor leak or hydrant leak). Are you happy with this current level of response to water supply requests?
- Q9. (If answered "No" to Question 8), If you are not happy with Priority 3 response times, what response time would you see as acceptable in relation to water supply requests?



Base: N = 499

Please see Appendix A for a detailed list of 'other' responses

Satisfaction with Priority 3 response times was also asked for the first time in 2022. 60% of respondents are happy with Council's Priority 3 response times (10 business days). However, almost one in five respondents (19%) believe one or two business days is a more acceptable response time for these non-urgent requests.

Priority 3 Response Times to Water Supply Requests

- Q8. Currently, Council's policy in responding to Priority 3 water supply requests is within 10 business days of being reported, (Priority 3 is non-urgent such as minor leak or hydrant leak). Are you happy with this current level of response to water supply requests?
- Q9. (If answered "No" to Question 8), If you are not happy with Priority 3 response times, what response time would you see as acceptable in relation to water supply requests?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
I am happy with Priority 3 response times	60%	67%▲	55%	68%	57%	57%	62%	59%	64%
Seven business days	5%	3%	6%	3%	5%	4%	6%	6%	1%
Five business days	6%	6%	5%	11%	9%	7%	3%▼	6%	6%
Two business days	11%	9%	13%	5%	13%	13%	11%	11%	13%
One business day	8%	6%	10%	0%	3%▼	8%	12%▲	9%	4%
Other	10%	9%	11%	13%	13%	12%	7%▼	10%	13%
Base	499	215	282	38	104	128	226	414	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbron and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
I am happy with Priority 3 response times	62%	60%	54%	53%	50%	57%	61%
Seven business days	6%	20%	1%	3%	0%	1%	6%▲
Five business days	5%	0%	11%▲	3%	0%	4%	6%
Two business days	12%	20%	8%	10%	8%	14%	10%
One business day	6%▼	0%	12%	10%	33%▲	7%	9%
Other	9%	0%	14%	20%	8%	16%▲	8%
Base	378	5*	74	30	12*	146	352

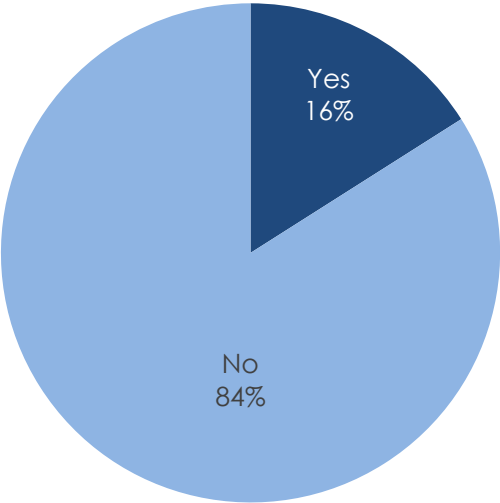
*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

Males are more likely to have expressed satisfaction with the current Priority 3 response times.
Those from Wellington, including Nanima village, are more likely to believe non-urgent requests should be actioned in 5 business days.

Increase in Water Charges to Achieve Shorter Response Times

Q10. (If answered "No" to Questions 4, 6 and/or 8), Would you be prepared to pay higher water charges to achieve shorter response times?



Base: N = 240

Of those who previously stated they were unhappy with Priority 1, 2 or 3 response times

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	16%	16%	16%	42%▲	23%	17%	9%▼	13%	31%▲
No	84%	84%	84%	58%	77%	83%	91%	87%	69%
Base	240	91	148	12*	53	71	103	205	35

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	19%▲	0%	8%	0%	0%	23%▲	13%
No	81%	100%	92%	100%	100%	77%	87%
Base	180	2*	36	15*	7*	74	166

*Caution low base sizes

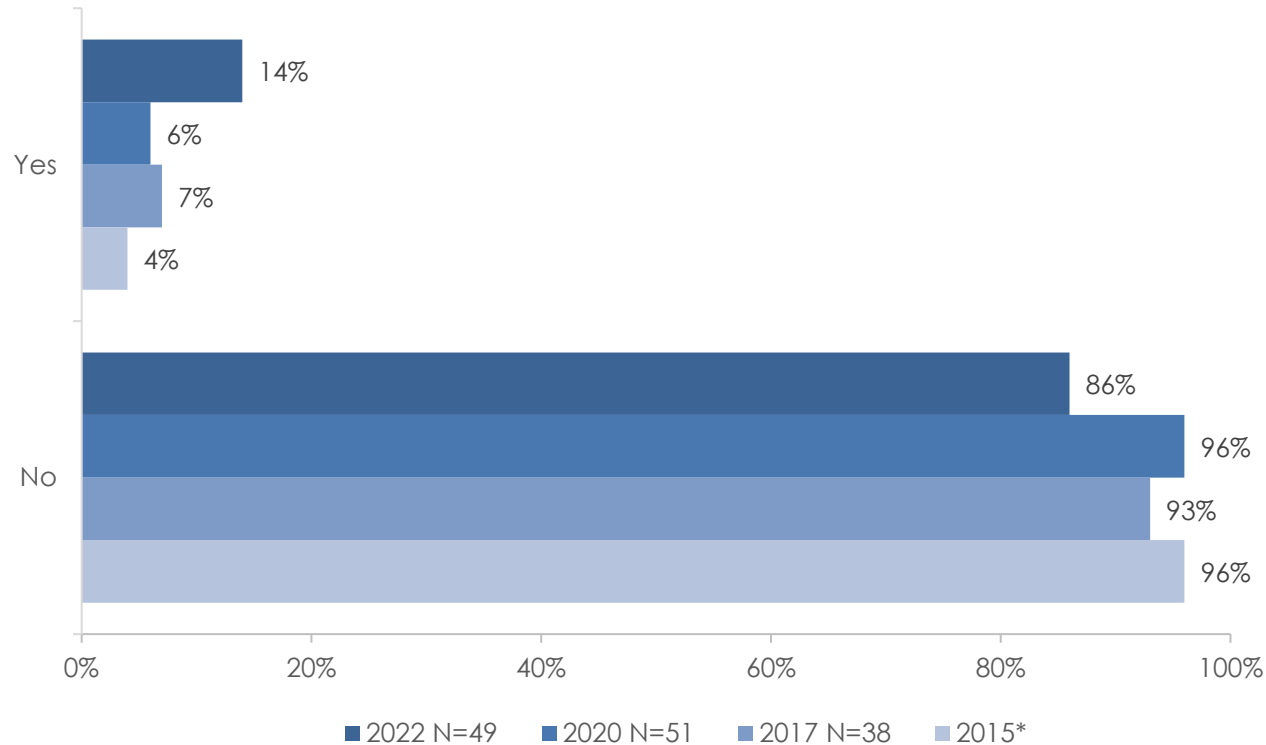
▲ ▼ = A significantly higher/lower percentage (by group)

For those respondents who believe one or more of the Priority 1, 2 or 3 response times should be reduced, 16% are prepared to pay higher water charges to achieve shorter response times. Those from Dubbo (Service Area 1) were significantly more likely than those in the Villages to be prepared to pay for higher water charges.

Increase in Water Charges to Achieve Shorter Response Times

Q10. (If answered "No" to Questions 4), Would you be prepared to pay higher water charges to achieve shorter response times?

Year on Year Results*



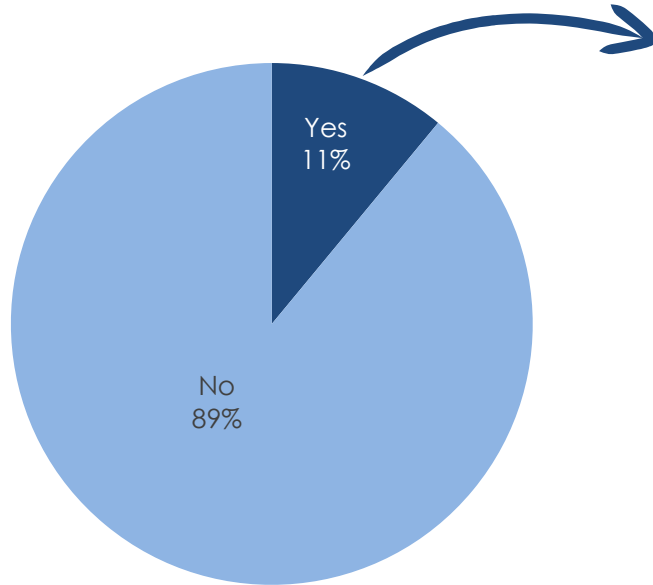
*Base sizes for 2015 are not available

In previous years this question was only asked of those not satisfied with Priority 1 response times. In 2022, respondents were also asked their satisfaction with Priority 2 and Priority 3 response times – so the results on the previous slide are not directly comparable with previous waves. However, the results on this slide show only the 49 respondents who answered 'No' to Q4 in 2022, to be semi-comparable with previous waves. Our sense is that respondents in 2022 were marginally more prepared to pay higher water charges to achieve shorter response times. 24

Water Supply Problems Experienced in the Past 12 months

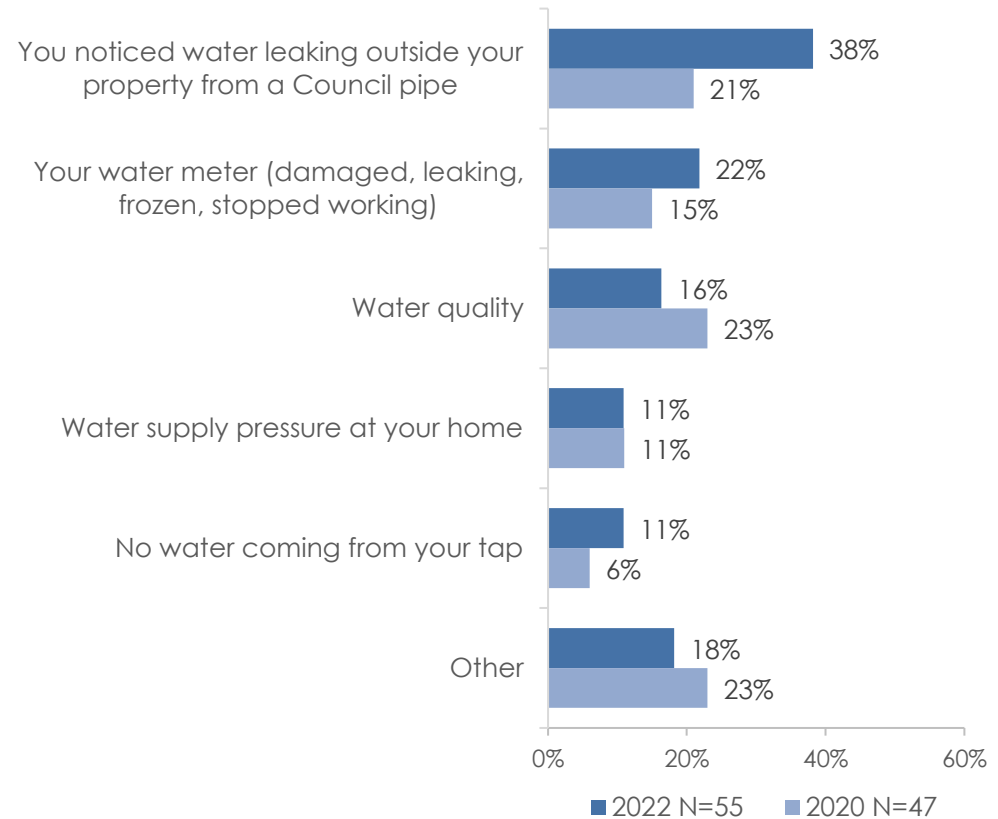
Q11. Have you had a water supply problem in the last 12 months and needed to call Council?

Q12. (If answered "Yes" to Question 11 i.e. have you had a water problem), What was the problem?



Base: N = 500

	2022	2020	2017	2015
Yes	11%	8%	13%	5%
No	89%	92%	87%	95%
Base	500	606	576	N/A*



*Base sizes for 2015 are not available

Please see Appendix A for a detailed list of 'other' responses

11% of respondents had experienced a water supply problem in the last 12 months that required a call to Council. Primary problems experienced included water leaking outside their property from a Council pipe and problems with their property's water metre. The rate and types of problems experienced remain similar to previous waves.

Water Supply Problems Experienced in the Past 12 months

Q11. Have you had a water supply problem in the last 12 months and needed to call Council?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	11%	11%	11%	11%	14%	16%	7%	11%	11%
No	89%	89%	89%	89%	86%	84%	93%▲	89%	89%
Base	500	215	283	38	104	128	227	415	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	8%▼	0%	15%	23%▲	58%▲	11%	11%
No	92%	100%	85%	77%	42%	89%	89%
Base	379	5*	74	30	12*	147	352

*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

Respondents from Geurie and Mumbil villages were significantly more likely than those in other locations to have experienced a water supply problem in the last 12 months. The higher proportion of respondents having experienced a water supply issue in Geurie may be due in part to the water boil alert issued during the course of the interviewing period.

Water Supply Problems Experienced in the Past 12 months

Q12. (If answered "Yes" to Question 11 i.e. have you had a water problem), What was the problem?

2022 Results by Demographics

% of those who experienced a water quality problem	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
You noticed water leaking outside your property from a Council pipe	38%	38%	37%	25%	33%	35%	47%	41%	22%
Your water meter (damaged, leaking, frozen, stopped working)	22%	33%	13%	0%	40%▲	25%	7%	22%	22%
Water quality	16%	17%	17%	75%▲	7%	20%	7%	15%	22%
Water supply pressure at your home	11%	4%	17%	0%	7%	10%	20%▲	9%	22%
No water coming from your tap	11%	0%▼	20%▲	0%	0%	15%	20%▼	13%	0%
Other	18%	17%	20%	25%	33%	15%	7%	17%	22%
Base	55	24	30	4*	15*	20*	15*	46	9*

% of those who experienced a water quality problem	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
You noticed water leaking outside your property from a Council pipe	33%	55%	29%	43%	31%	41%
Your water meter (damaged, leaking, frozen, stopped working)	23%	18%	29%	14%	25%	21%
Water quality	7%▼	9%	43%▲	43%▲	31%	10%
Water supply pressure at your home	13%	18%	0%	0%	6%	13%
No water coming from your tap	13%	18%	0%	0%	0%	15%
Other	17%	18%	29%	14%	19%	18%
Base	30	11*	7*	7*	16*	39

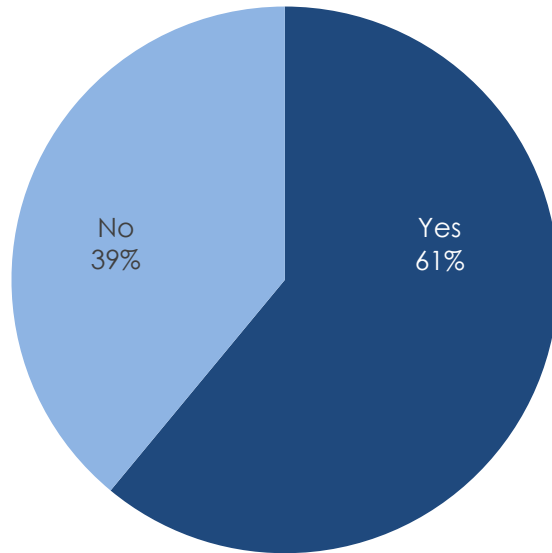
*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

As mentioned on the previous slide, and despite very small sample sizes, respondents from Geurie and Mumbil villages were more likely than other respondents to have experienced a problem with their water quality. The higher proportion of respondents having experienced an issue with water quality in Geurie may be due in part to the water boil alert issued during the course of the interviewing period.²⁷

Satisfaction With the Response Time to Water Supply Problems Experienced

Q13. (If answered "Yes" to Question 11 i.e. had called Council about a water problem), Were you satisfied with the response time?



Base: N = 54

	2022	2020	2017	2015
Yes	61%▼	80%	56%	80%
No	39%	20%	44%	20%
Base	54	50	66	N/A*

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	61%	62%	62%	75%	64%	45%	80%	61%	62%
No	39%	38%	38%	25%	36%	55%	20%	39%	38%
Base	54	24	29	4**	14	20	15	46	8**

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	73%▲	36%	71%	33%	40%	69%▲
No	27%	64%	29%	67%	60%▲	31%
Base	30	11**	7**	6**	15**	39

*Base sizes for 2015 are not available

▲ ▼ = A significantly higher/lower percentage (by group)

**Caution low base sizes

For those who had experienced a water problem, 61% were satisfied with the response time – this is significantly lower than in 2020.

Respondents from the Dubbo service area and those who have lived in the area more than 20 years were more likely satisfied with the response time.

Satisfaction With the Response Time to Water Supply Problems Experienced

Q12. (If answered "Yes" to Question 11 i.e. have you had a water problem), What was the problem?

Q13. (If answered "Yes" to Question 11 i.e. had called Council about a water problem), Were you satisfied with the response time?

Satisfaction with the Response Time by Problem Experienced

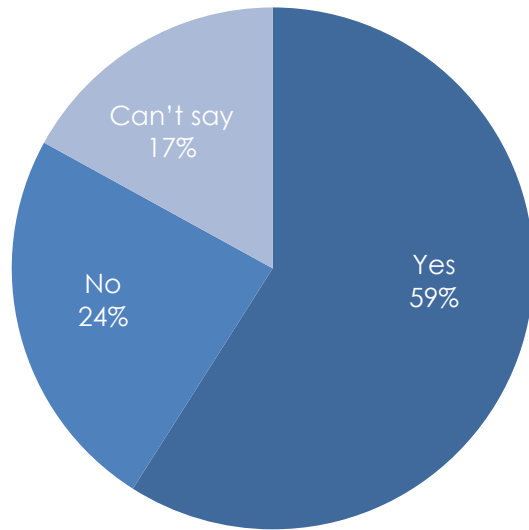
	Q13. Were you satisfied with the response time?		
	Yes	No	Base
You noticed water leaking outside your property from a Council pipe	62%	38%	21*
Your water meter (damaged, leaking, frozen, stopped working)	75%	25%	12*
Water quality	33%	67%	9*
Water supply pressure at your home	50%	50%	6*
No water coming from your tap	67%	33%	6*
Other	44%	56%	9*

*Caution low base sizes

Sample sizes are very small – however, there is a sense that for those respondents who had experienced an issue with water quality, satisfaction with Council's response time was relatively low.

Satisfaction with the Workmanship During Problem Resolution

Q14. (If answered "Yes" to Question 11 i.e. had called Council about a water problem), Were you satisfied with the workmanship?



Base: N = 54

	2022	2020	2017	2015
Yes	59%	88%	78%	80%
No	24%	12%	22%	20%
Can't say ¹	17%			
Base	54	50	66	N/A*

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	59%	63%	55%	50%	71%	50%	67%	61%	50%
No	24%	29%	21%	25%	14%	30%	20%	24%	25%
Can't say	17%	8%	24%	25%	14%	20%	13%	15%	25%
Base	54	24**	29**	4**	14**	20**	15**	46	8**

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	63%	45%	71%	50%	47%	64%
No	27%	27%	14%	17%	33%	21%
Can't say	10%	27%	14%	33%	20%	15%
Base	30	11**	7**	6**	15**	39

¹Comparisons with previous research should be viewed from an interest point only as 'can't say' was not an option in previous years. This may account for the decline in satisfaction with the workmanship when comparing results

*Base sizes for 2015 are not available

**Caution low base sizes

59% of those who had experienced a water supply problem in the last 12 months were satisfied with the workmanship. Whilst this down on previous waves, that may be due in part to the inclusion of a 'can't say' response in 2022 (i.e.: forcing a respondent to rate workmanship when they may not know is potentially unfair on the respondent).

Satisfaction with the Workmanship During Problem Resolution

- Q12. (If answered "Yes" to Question 11 i.e. have you had a water problem), What was the problem?
Q14. (If answered "Yes" to Question 11 i.e. had called Council about a water problem), Were you satisfied with the workmanship?

Satisfaction with the Workmanship by Problem Experienced

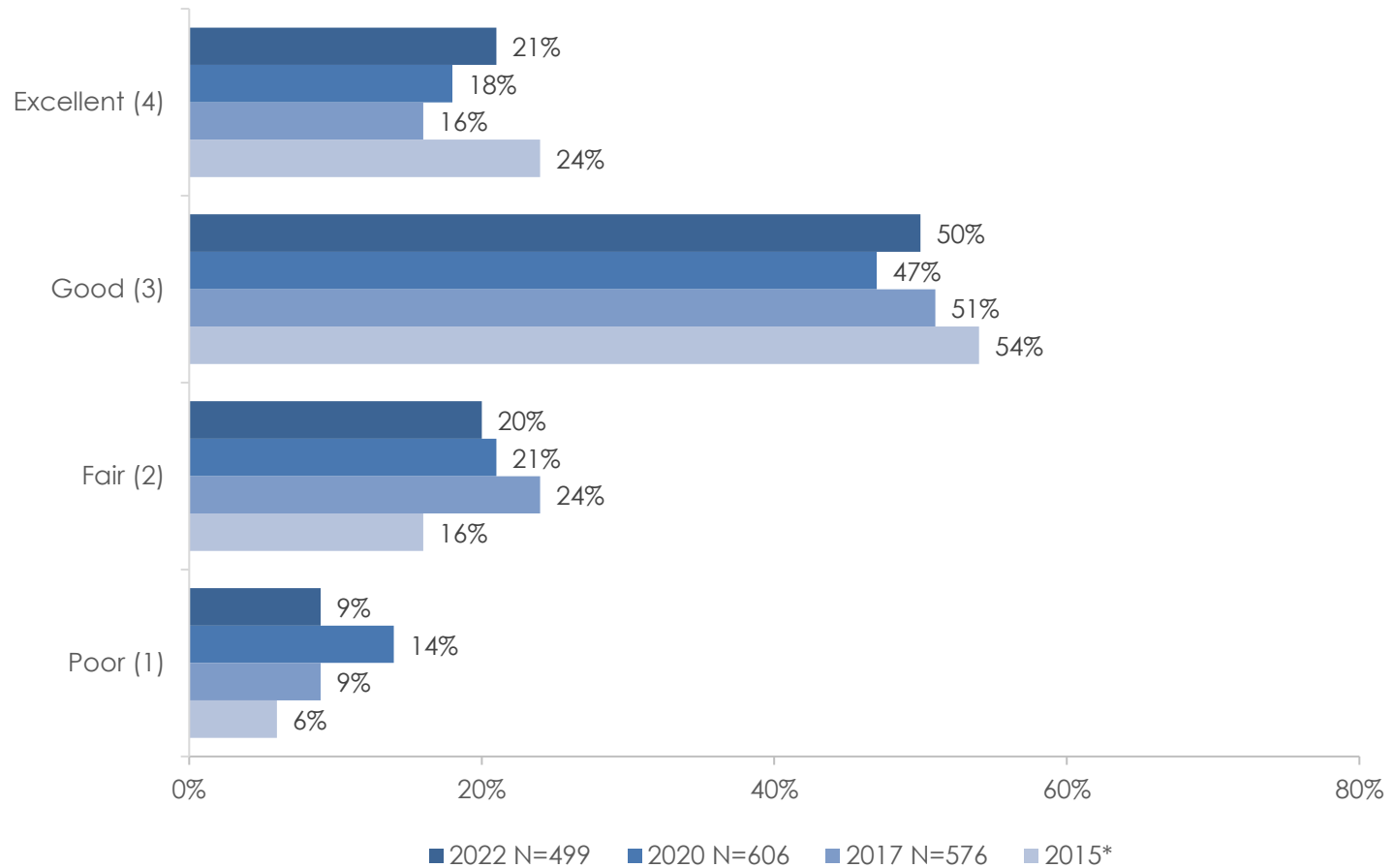
	Q14. Were you satisfied with the workmanship?			
	Yes	No	Can't say	Base
You noticed water leaking outside your property from a Council pipe	67%	14%	19%	21*
Your water meter (damaged, leaking, frozen, stopped working)	83%	17%	0%	12*
Water quality	44%	33%	22%	9*
Water supply pressure at your home	17%	50%	33%	6*
No water coming from your tap	67%	17%	17%	6*
Other	56%	22%	22%	9*

*Caution low base sizes

Again, sample sizes are very low, however, satisfaction with workmanship appears lower for those who experienced a problem regarding water supply pressure and water quality at their home.

Quality of the Water Supplied by Council

Q15. How would you rate the quality of water supplied by council?



*Base sizes for 2015 are not available

21% of respondents rate the quality of water supplied by Council as 'excellent' and 50% 'good'. Encouragingly, overall ratings of water quality remain similar to previous waves.

Quality of the Water Supplied by Council

Q15. How would you rate the quality of water supplied by council?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Excellent (4)	21%	18%	24%	5%▼	24%	23%	23%	22%	19%
Good (3)	50%	54%	46%	63%	39%▼	45%	54%	48%	56%
Fair (2)	20%	19%	21%	24%	25%	21%	17%	21%	15%
Poor (1)	9%	10%	8%	8%	12%	11%	6%	9%	9%
Mean rating ¹	2.84	2.80	2.87	2.66	2.76	2.80	2.93▲	2.84	2.85
Base	499	215	282	38	104	128	226	414	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Excellent (4)	24%	0%	18%	10%	0%	20%	22%
Good (3)	51%	50%	50%	47%	0%	48%	50%
Fair (2)	19%	50%	22%	30%	0%	20%	20%
Poor (1)	5%	0%	11%	13%	100%	12%	8%
Mean rating ¹	2.94	2.50	2.74	2.53	1.00▼	2.76	2.87
Base	379	4*	74	30	12*	147	351

*Caution low base sizes

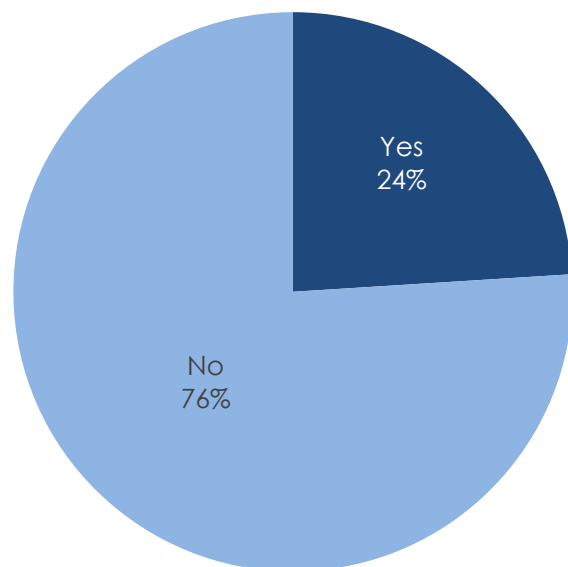
¹Mean ratings are calculated by assigning the options numerical values, 1 = poor, 4 = excellent.

▲ ▼ = A significantly higher/lower percentage (by group)

Generally similar results by cohorts – although those aged 65+ rated the water quality supplied by Council significantly higher than did younger respondents.

Willingness to Pay for Water Quality to be Improved

Q16. Would you be prepared to pay for the quality of water to be improved?



Base: N = 499

	2022	2020	2017	2015
Yes	24%	24%	25%	21%
No	76%	76%	75%	79%
Base	499	606	576	N/A*

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	24%	21%	27%	39%▲	27%	22%	22%	21%▼	38%
No	76%	79%	73%	61%	73%	78%	78%	79%	62%
Base	499	215	282	38	104	128	226	414	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbron and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	24%	50%	28%	10%	25%	30%▲	22%
No	76%	50%	72%	90%	75%	70%	78%
Base	379	4**	74	30	12**	147	351

*Base sizes for 2015 are not available

**Caution low base sizes

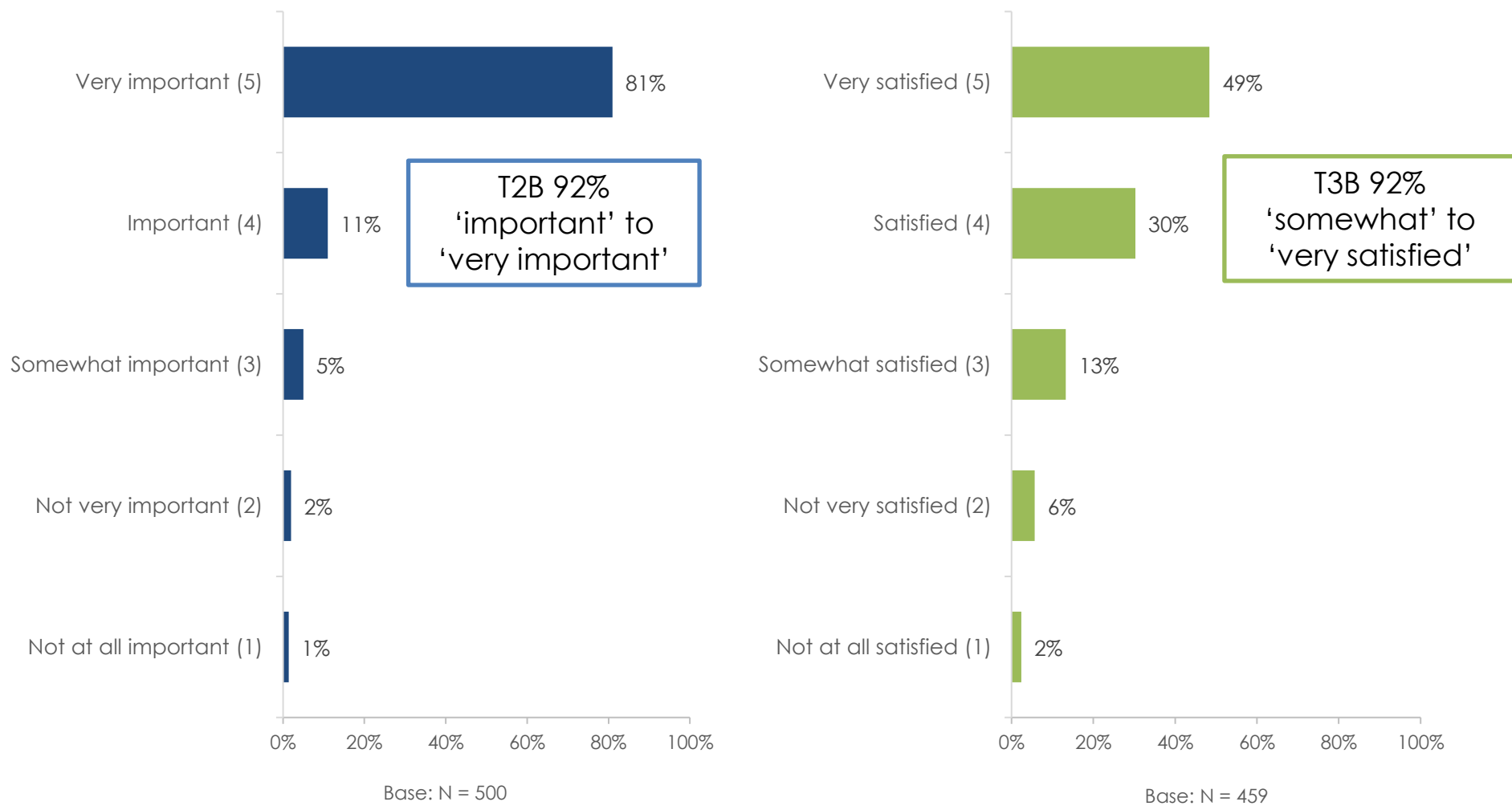
▲ ▼ = A significantly higher/lower percentage (by group)

Based on a very general question, almost one quarter of respondents are prepared to pay for the quality of water to be improved, which remains similar to previous waves.

Those aged 18-29 and those who have lived in the area less than 20 years are more prepared to pay for the quality of water to be improved – whilst ratepayers were less prepared to pay more.

Importance of, and Satisfaction with Council's Town Water Service

Q20a. On a scale of 1 to 5, where 1 is low importance and 5 is high importance, how important is Council's town water supply to you?
Q20b. (If rated Codes 4 or 5 on Q20a), And how satisfied are you with Council's town water service, on a scale of 1 to 5, where 1 is low satisfaction and 5 is high satisfaction.



In addition to Council's usual four-point 'quality of water supplied' question (see Slide 32), in 2022 we added five-point Importance and Satisfaction questions in order to be able to compare Dubbo's performance with Micromex norms. Respondents rated the town water supply as very important and have expressed a very high level of satisfaction with Council's delivery in this service area.

IMPORTANCE of Council's Town Water Service

Q20a. On a scale of 1 to 5, where 1 is low importance and 5 is high importance, how important is Council's town water supply to you?

2022 Results by Demographics Importance

	Micromex Regional Benchmark	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non- ratepayer
Mean rating ¹	4.51	4.68	4.61	4.73	4.47	4.73	4.71	4.67	4.69	4.62
Top 2 Box - Importance	88%	92%	88%	94%▲	87%	93%	94%	91%	92%	91%
Base		500	215	283	38	104	128	227	415	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Mean rating ¹	4.69	2.60▼	4.73	4.77	4.92▲	4.69	4.68
Top 2 Box - Importance	93%	20%▼	91%	93%	100%	90%	92%
Base	379	5*	74	30	12*	147	352

*Caution low base sizes

¹Mean ratings are calculated by assigning the importance options numerical values, 1 = not at all important, 5 = very important.

▲ ▼ = A significantly higher/lower rating (by group)

Respondents rate the importance of Council's town water service higher than the Micromex Regional Benchmark.

SATISFACTION with Council's Town Water Service

Q20b. (If rated Codes 4 or 5 on Q20a), And how satisfied are you with Council's town water service, on a scale of 1 to 5, where 1 is low satisfaction and 5 is high satisfaction.

2022 Results by Demographics Satisfaction

	Micromex Regional Benchmark	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.77	4.17	4.08	4.22	4.18	4.04	4.00▼	4.32▲	4.16	4.19
Top 3 Box - Satisfaction	85%	92%	90%	93%	91%	89%	92%	94%	91%	95%
Base		459	190	267	33	97	120	206	382	77

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Mean rating	4.30▲	4.00	4.01	3.79	1.92▼	4.04	4.22
Top 3 Box - Satisfaction	95%▲	100%	90%	82%▼	25%▼	87%	94%▲
Base	351	1*	67	28*	12*	133	325

*Caution low base sizes

¹Mean ratings are calculated by assigning the satisfaction options numerical values, 1 = not at all satisfied, 5 = very satisfied.

▲ ▼ = A significantly higher/lower rating (by group)

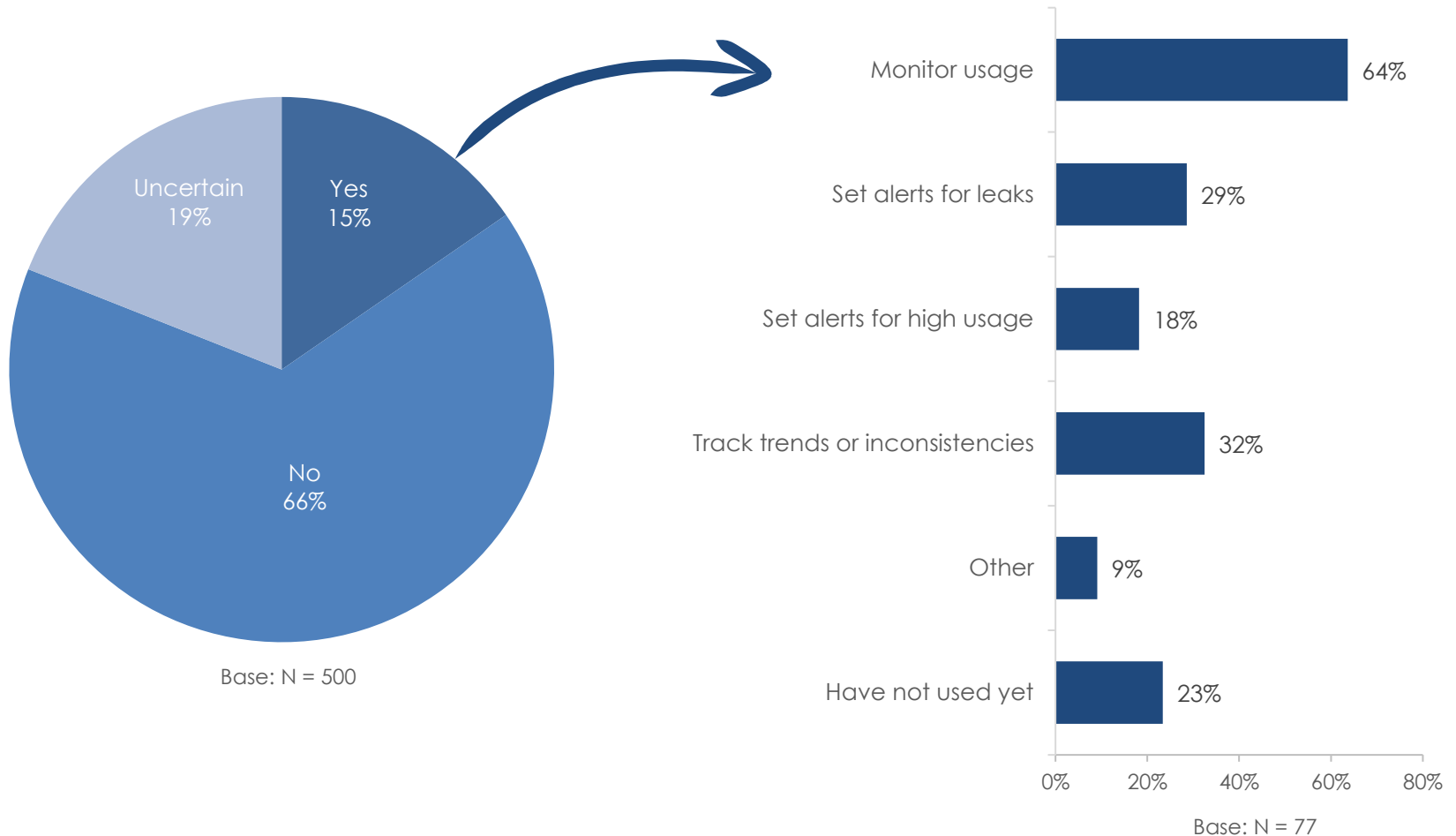
Respondents aged 65+, those from Dubbo (Service Area 1) and those who have lived in the area for more than 20 years are significantly more satisfied with Council's town water service, whilst those aged 50-64 and those from Mumbil village and Geurie (Service Areas 4 and 5) are significantly less satisfied.

Compared to the Micromex Regional Benchmark, respondents are more satisfied with Council's delivery of the town water service.

MyDRC Water Customer Portal

Q17. Your property has or soon will have a smart water device installed. There is a free customer portal, MyDRC Water, to assist you monitor your water usage using the smart meter technology. Are you registered on the MyDRC Water customer portal?

Q18. (If you answered "Yes" to Question 17 are you registered for MyDRCWater), What do you use the portal for?



Please see Appendix A for a detailed list of 'other' responses

Based on a new question added in 2022, only 15% of respondents claim to be registered for the MyDRC Water Customer Portal – and only 12% are both registered and have used it. Of those who are registered, 64% have used the portal to monitor water usage.

MyDRC Water Customer Portal

Q17. Your property has or soon will have a smart water device installed. There is a free customer portal, MyDRC Water, to assist you monitor your water usage using the smart meter technology. Are you registered on the MyDRC Water customer portal?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes, registered	15%	19%	13%	18%	21%	12%	14%	18%▲	5%
No	66%	68%	64%	63%	64%	73%▲	62%	63%	78%▲
Uncertain	19%	13%	23%▲	18%	14%	15%	24%▲	19%	18%
Base	500	215	283	38	104	128	227	415	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes, registered	17%	0%	14%	3%	8%	18%	14%
No	63%▼	100%	66%	90%▲	67%	63%	66%
Uncertain	20%	0%	20%	7%	25%	18%	19%
Base	379	5*	74	30	12*	147	352

*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

Registration on the MyDRC Water Customer Portal is significantly higher amongst ratepayers compared to non-ratepayers.

MyDRC Water Customer Portal

Q18. (If you answered "Yes" to Question 17 are you registered for MyDRCWater), What do you use the portal for?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Monitor usage	64%	68%	61%	43%	68%	73%	63%	66%	25%
Set alerts for leaks	29%	23%	36%	14%	23%	27%	38%	30%	0%
Set alerts for high usage	18%	13%	25%	29%	23%	7%	19%	19%	0%
Track trends or inconsistencies	32%	30%	36%	29%	32%	47%	28%	34%	0%
Other	9%	10%	8%	14%	9%	13%	6%	8%	25%
Have not used yet	23%	23%	22%	29%	14%	20%	28%	22%	50%
Base	77	40	36	7*	22*	15*	32	73	4*

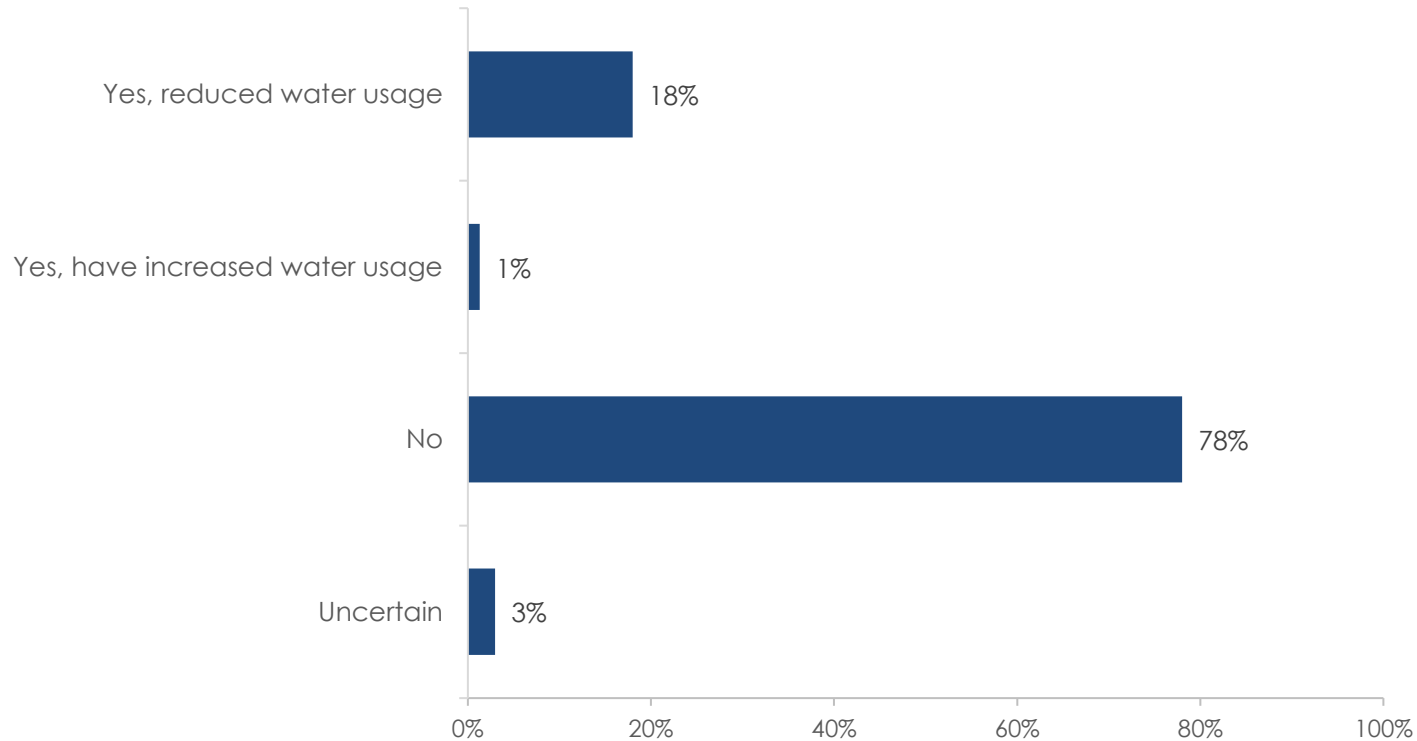
	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Monitor usage	66%	60%	0%	0%	67%	62%
Set alerts for leaks	29%	30%	0%	0%	30%	28%
Set alerts for high usage	17%	30%	0%	0%	22%	16%
Track trends or inconsistencies	32%	40%	0%	0%	30%	34%
Other	9%	10%	0%	0%	7%	10%
Have not used yet	20%	30%	100%	100%	19%	26%
Base	65	10*	1*	1*	27*	50

*Caution low base sizes



MyDRC Water Customer Portal

Q19. (If you answered "Yes" to Question 17 are you registered for MyDRCWater), Have you made changes to your water usage behaviours/habits from the information available through the portal?



Base: N = 77

▲ ▼ = A significantly higher/lower percentage (by group)

For those respondents who have registered for MyDRCWater, 19% have reduced their water usage. Looked at another way, 3% of total respondents are both registered and believe they have reduced their water usage.

MyDRC Water Customer Portal

Q19. (If you answered "Yes" to Question 17 are you registered for MyDRCWater), Have you made changes to your water usage behaviours/habits from the information available through the portal?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes, reduced water usage	18%	15%	22%	14%	14%	213%	25%	19%	0%
Yes, have increased water usage	1%	3%	0%	0%	5%	0%	0%	1%	0%
No	78%	80%	75%	86%	73%	87%	75%	77%	100%
Uncertain	3%	3%	3%	0%	9%	0%	3%	3%	0%▲
Base	77	40	36	7*	22*	15*	32	73	4

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes, reduced water usage	17%	30%	0%	0%	11%	22%
Yes, have increased water usage	2%	0%	0%	0%	0%	2%
No	78%	70%	100%	100%	85%	74%
Uncertain	3%	0%	0%	0%	4%	2%
Base	65	10*	1*	1*	27*	50

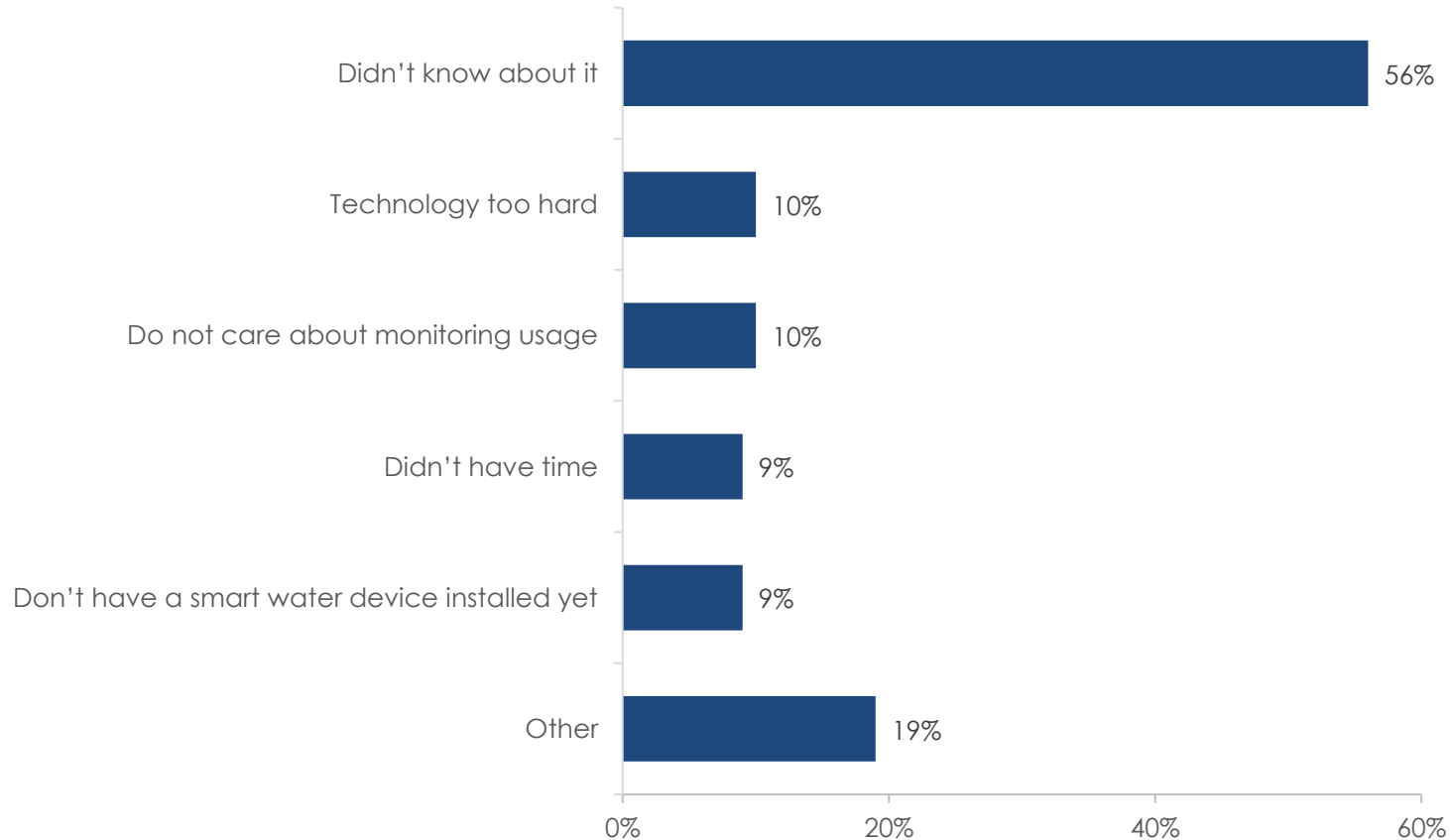
*Caution low base sizes

▲▼ = A significantly higher/lower percentage (by group)

Similar results across sub-samples (the small sample sizes mean finding 'meaningful' differences by cohort is difficult).

MyDRC Water Customer Portal

Q20. (If answered "No" to Question 17 are you registered for MyDRCWater), Why in particular, are you not registered for the MyDRC Water customer portal?



Base: N = 328

Please see Appendix A for a detailed list of 'other' responses

A lack of knowledge regarding MyDRCWater is the primary reason respondents have not yet registered for the customer portal.

MyDRC Water Customer Portal

Q20. (If answered "No" to Question 17 are you registered for MyDRCWater), Why in particular, are you not registered for the MyDRC Water customer portal?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Didn't know about it	56%	58%	53%	58%	55%	57%	53%	54%	59%
Technology too hard	10%	8%	12%	0%	1%	3%▲	21%	11%▲	5%
Do not care about monitoring usage	10%	12%	8%	0%	12%▼	11%▼	9%▲	10%	11%
Didn't have time	9%	7%	10%	8%	3%	14%	9%	11%	2%
Don't have a smart water device installed yet	9%	8%	9%	13%	7%	6%	10%	9%	6%▲
Other	19%	19%	20%	25%	28%	20%	15%	16%	35%▲
Base	328	146	182	24*	67	94	141	262	66

*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)



MyDRC Water Customer Portal

Q20. (If answered "No" to Question 17 are you registered for MyDRCWater), Why in particular, are you not registered for the MyDRC Water customer portal?

2022 Results by Demographics

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Didn't know about it	57%	20%	63%	41%	25%	55%	56%
Technology too hard	11%	0%	6%	11%	13%	3%	13%▲
Do not care about monitoring usage	10%	0%	8%	7%	13%	9%	10%
Didn't have time	7%	0%	8%	26%▲	13%	9%	9%
Don't have a smart water device installed yet	9%	0%	4%	7%	25%	8%	9%
Other	18%	80%	18%	19%	38%	26%	17%
Base	239	5*	49	27*	8*	93	234

*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)



1b. Town Water Services – Key Results by Satisfaction with Council's Water Service



Detailed Results

- 1a. Town Water Services
- 1b. Town Water Services – Key results by satisfaction with Council's town water service**
- 2a. Town Sewerage Services
- 2b. Town Sewerage Services – Key results by satisfaction with Council's town sewerage service
- 3. Water Conservation

This section explores key results by respondents' satisfaction with Council's town water supply.

Profile of Key Questions by Respondents' Satisfaction With Council's Town Water

	Satisfaction with Council's Town Water Service (Q20b)		
	Very satisfied (N=18-222)	Satisfied (N=9-139)	Somewhat satisfied/Not very satisfied/Not at all satisfied (N=24-98)
Satisfied with Priority 1 response times (Q4 – yes %)	95%▲	88%	81%▼
Satisfied with Priority 2 response times (Q6 – yes %)	76%	73%	62%▼
Satisfied with Priority 3 response times (Q8 – yes %)	64%	58%	52%
Willingness to pay higher water charges to achieve shorter response times (Q10 – yes %)	19%	15%	13%
Experienced a water supply problem in the L12M and needed to call Council (Q11 – yes %)	8%▼	6%▼	26%▲
Satisfied with the response time (Q13 – yes %)	89%▲	67%	42%▼
Satisfied with the workmanship (Q14 – yes %)	83%▲	89%	33%▼
Rating of the quality of water supplied (Q15) Mean rating: 1 = poor, 4 = excellent	3.25▲	2.82	2.04▼
Willingness to pay for the quality of water to be improved (Q16 – yes %)	23%	28%	24%

▲ ▼ = A significantly higher/lower percentage/rating (by level of satisfaction)

Respondents who expressed lower levels of satisfaction with Council's town water service overall (based on Q20b) also expressed significantly lower levels of satisfaction with Priority 1 and 2 response times, were significantly more likely to have experienced a water supply problem in the L12M, were significantly less satisfied with Council's response time and workmanship in addressing the problem/issue and were less satisfied with the quality of water supplied overall.

2a. Town Sewerage Services



Detailed Results

1a. Town Water Services

1b. Town Water Services – Key results by satisfaction with Council's town water service

2a. Town Sewerage Services

2b. Town Sewerage Services – Key results by satisfaction with Council's town sewerage service

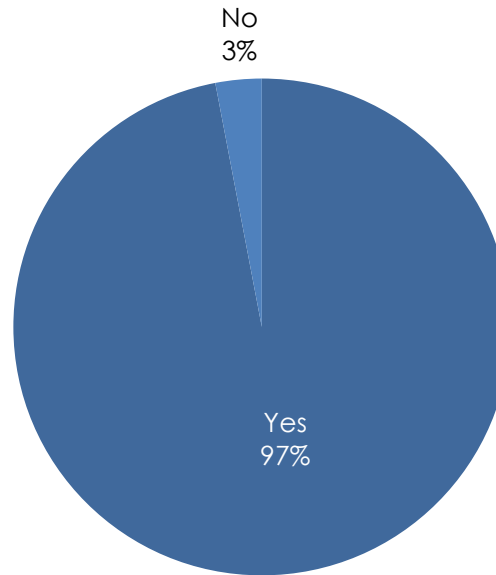
3. Water Conservation

This section explores respondents' satisfaction with Council's town sewerage services.

Note: Respondents from Ballimore, Eumungerie and Mogriguy were not asked questions regarding town sewerage. And those in Geurie and Wongarbron skipped this section if they were not connected to town sewer.

Town Sewerage Connection

Q3b. (Do NOT ask in Ballimore, Eumungerie & Mogriguy – they remain in sample but are NOT asked Section 2) And are you connected to town sewerage?



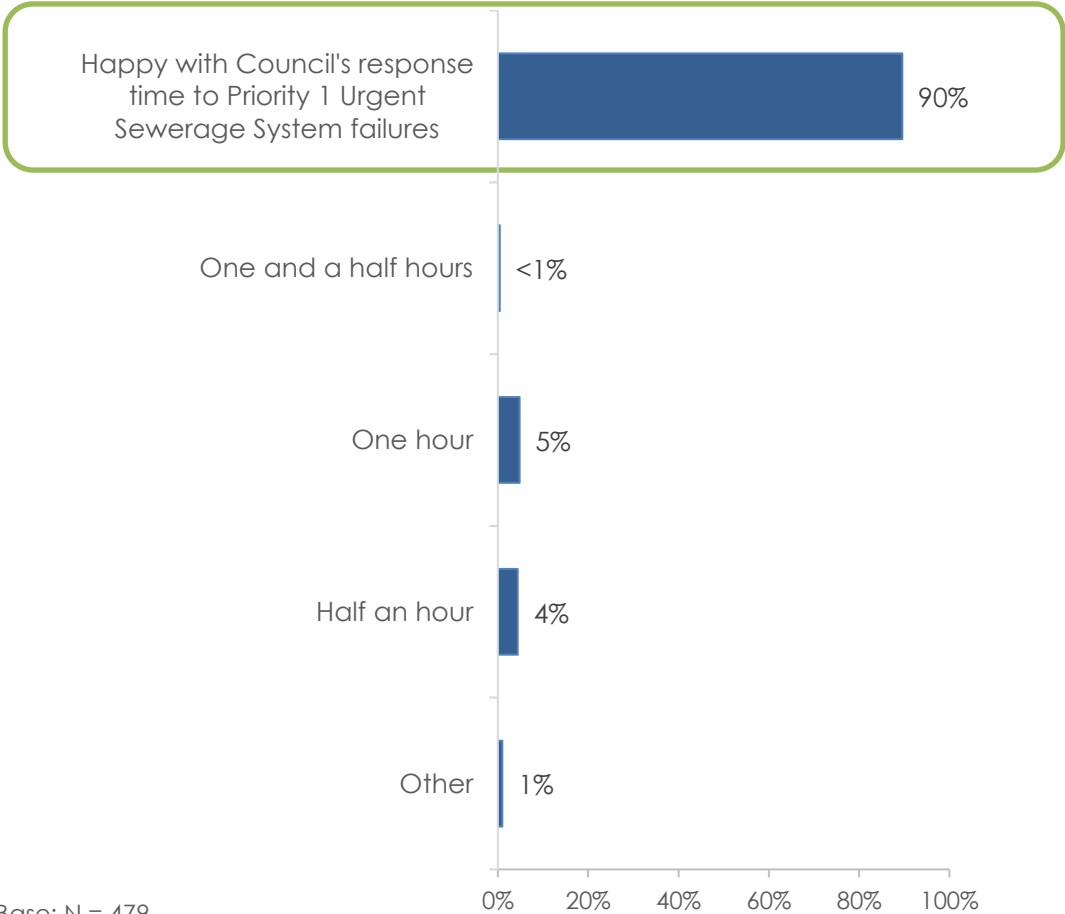
Base: N = 496

97% of the sample are connected to town sewerage.

Response to Priority 1 Urgent Sewerage System Failures

- Q22. Thinking now about Council's town sewerage services... Currently, Council's policy in responding to Priority 1 urgent sewerage system failures is within 2 hours of being reported. Are you happy with this current level of response to sewerage system failures?
- Q23. (If answered "No" to Question 22), If you are not happy, what response time would you see as acceptable in relation to Priority 1 urgent sewerage system failures?

Overall results



	2022	2020	2017	2015
Yes	90%	88%	91%	89%
No	10%	12%	9%	9%
Base	479	541	533	N/A*

Other specified	Count
15 minutes	1
Immediate response	1

Base: N = 479

*Base sizes for 2015 are not available

90% of respondents are happy with Council's current level of response to Priority 1 urgent sewerage system failures (within 2 hours). This result is very similar to previous waves.

9% of respondents believe half an hour or one hour is more acceptable.

Response to Priority 1 Urgent Sewerage System Failures

- Q22. Thinking now about Council's town sewerage services... Currently, Council's policy in responding to Priority 1 urgent sewerage system failures is within 2 hours of being reported. Are you happy with this current level of response to sewerage system failures?
- Q23. (If answered "No" to Question 22), If you are not happy, what response time would you see as acceptable in relation to Priority 1 urgent sewerage system failures?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Happy with Council's response time to Priority 1 Urgent Sewerage System failures	90%	91%	89%	97%	89%	83%▼	92%	89%	92%
One and a half hours	<1%	<1%	<1%	0%	1%	0%	0%	0%	1%
One hour	5%	4%	5%	0%	5%	9%▲	3%	5%	4%
Half an hour	4%	4%	4%	3%	3%	8%▲	3%	5%	1%
Other	1%	0%	1%	0%	1%	0%	0%	0%	2%▲
Base	479	207	270	36	100	121	219	396	83

▲ ▼ = A significantly higher/lower percentage (by group)

Respondents aged 50-64 are significantly less satisfied than other respondents with the 2 hour response time for Priority 1 sewerage system requests (as they were for Priority 1 water supply failures) – although the majority are still happy.

Response to Priority 1 Urgent Sewerage System Failures

- Q22. Thinking now about Council's town sewerage services... Currently, Council's policy in responding to Priority 1 urgent sewerage system failures is within 2 hours of being reported. Are you happy with this current level of response to sewerage system failures?
- Q23. (If answered "No" to Question 22), If you are not happy, what response time would you see as acceptable in relation to Priority 1 urgent sewerage system failures?

2022 Results by Demographics

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Happy with Council's response time to Priority 1 Urgent Sewerage System failures	90%	89%	96%	43%▼	91%	89%
One and a half hours	1%	0%	0%	0%	0%	1%
One hour	4%	7%	0%	43%▲	5%	5%
Half an hour	5%	3%	0%	0%	2%	5%
Other	0%	1%	4%	14%	1%	0%
Base	374	74	24*	7*	136	342

*Caution low base sizes

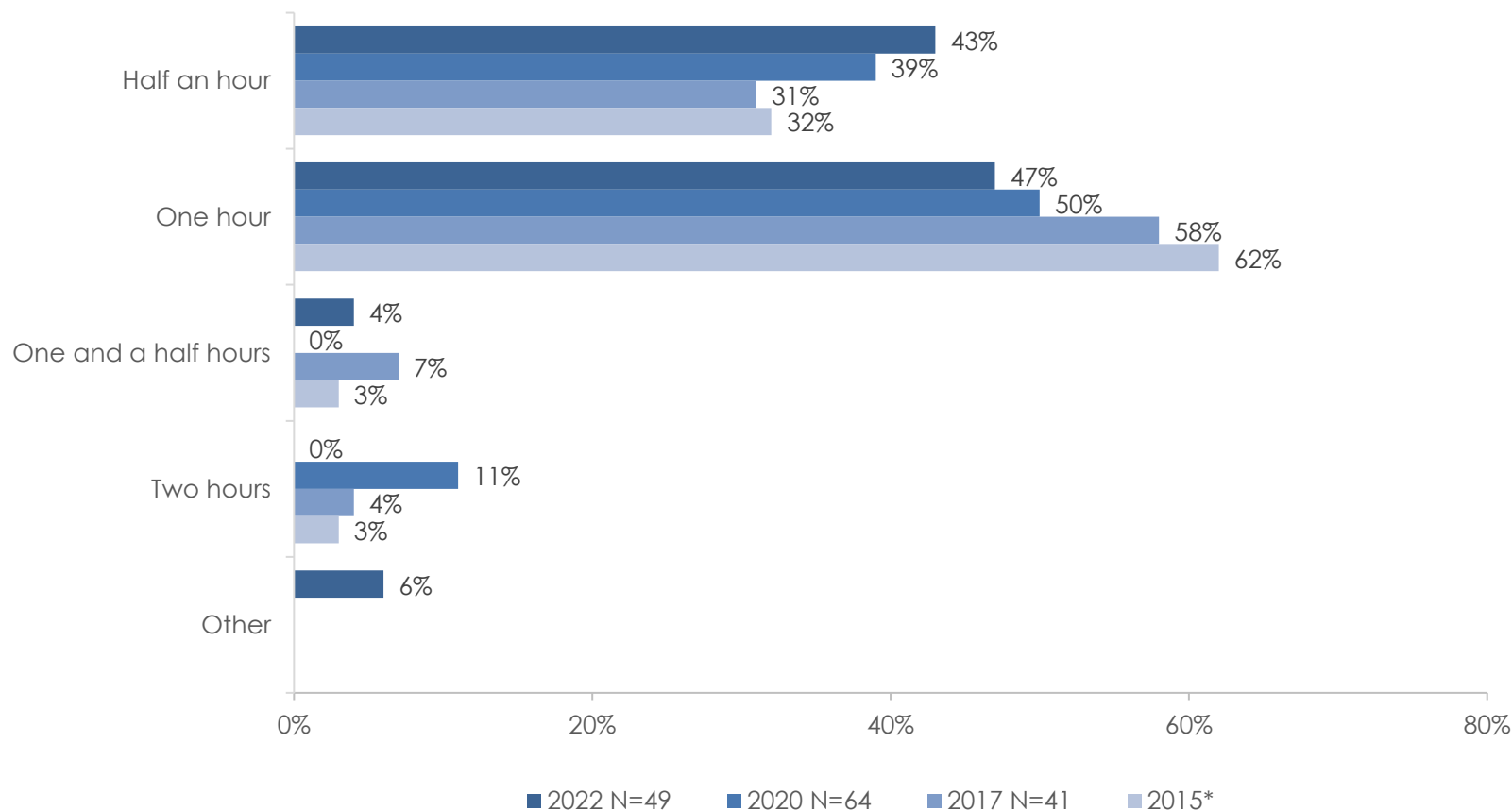
▲ ▼ = A significantly higher/lower percentage (by group)

Although the sample size is very small, respondents from Mumbil village (Service Area 5) are less satisfied than other respondents with Council's response time to Priority 1 urgent sewerage system failures.

Response to Priority 1 Urgent Sewerage System Failures

Q23. (If answered "No" to Question 22), If you are not happy, what response time would you see as acceptable in relation to Priority 1 urgent sewerage system failures?

Year on Year Results (% of those who are not satisfied with Priority 1 response times)



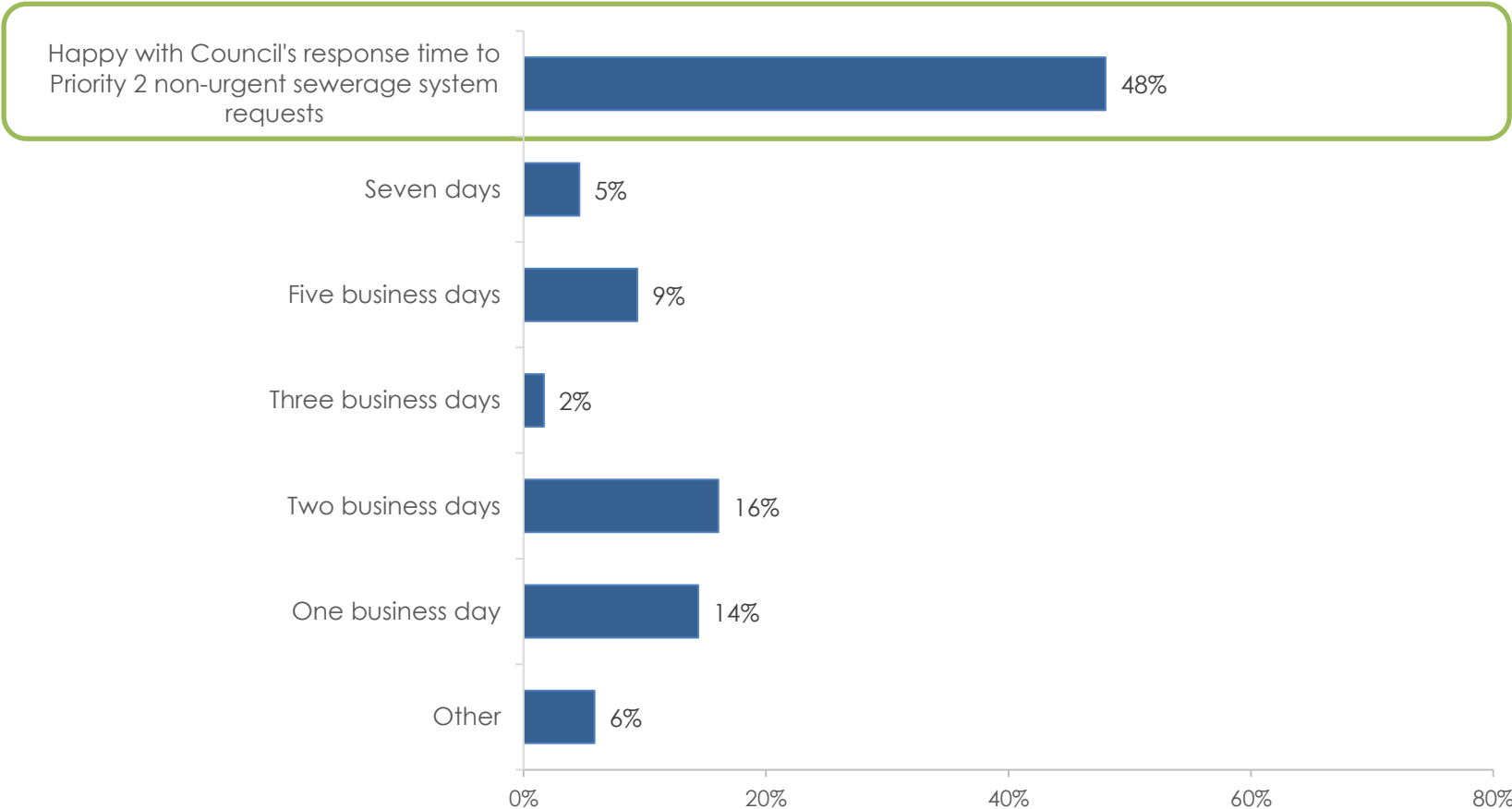
*Base sizes for 2015 are not available

Results on the three previous slides showed Q23 percentaged to total sample. However, the chart above percentages Q23 to those who are not happy with the current response time (from Q22), so we can directly compare with previous waves. As can be seen, results remain similar to the previous year, with the emphasis being on half an hour or an hour.

Response to Priority 2 Non-Urgent Sewerage System Requests

- Q24. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Currently, Council's policy in responding to Priority 2 non-urgent sewerage system requests is within 10 business days of being reported. Are you happy with this current level of response to sewerage system requests?
- Q25. (If answered "No" to Question 24), If you are not happy, what response time would you see as acceptable in relation to Priority 2 non-urgent sewerage system requests?

Overall results



Base: N = 479

Please see Appendix A for a detailed list of 'other' responses

Whilst 48% of respondents are happy with Council's response time to Priority 2 non-urgent sewerage system requests (10 business days), a slim majority (52%) are not. In fact, 30% of respondents believe Council should address such requests in one to two business days.

Response to Priority 2 Non-Urgent Sewerage System Requests

Q24. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Currently, Council's policy in responding to Priority 2 non-urgent sewerage system requests is within 10 business days of being reported. Are you happy with this current level of response to sewerage system requests?

Q25. (If answered "No" to Question 24), If you are not happy, what response time would you see as acceptable in relation to Priority 2 non-urgent sewerage system requests?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Happy with Council's response time to Priority 2 non-urgent sewerage system requests	48%	57%▲	41%	61%	47%	36%▼	53%	47%	54%
Seven days	5%	2%	6%▲	6%	5%	5%	4%	5%	4%
Five business days	9%	11%	8%	8%	16%▲	12%	5%	9%	13%
Three business days	2%	1%	2%	0%	2%	4%▲	0%	2%	1%
Two business days	16%	14%	17%	14%	18%	17%	16%	16%	14%
One business day	14%	10%	18%▲	6%	8%▼	16%	18%	16%	8%
Other	6%	4%	7%	6%	4%	11%▲	4%	6%	5%
Base	479	207	270	36	100	121	219	396	83

▲ ▼ = A significantly higher/lower percentage (by group)

A significantly higher proportion of male respondents are satisfied with the current Priority 2 response times, whilst those aged 50-64 are significantly less likely to express satisfaction (as was the case with Priority 1).

Response to Priority 2 Non-Urgent Sewerage System Requests

Q24. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Currently, Council's policy in responding to Priority 2 non-urgent sewerage system requests is within 10 business days of being reported. Are you happy with this current level of response to sewerage system requests?

Q25. (If answered "No" to Question 24), If you are not happy, what response time would you see as acceptable in relation to Priority 2 non-urgent sewerage system requests?

2022 Results by Demographics

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Happy with Council's response time to Priority 2 non-urgent sewerage system requests	49%	45%	50%	29%	50%	47%
Seven days	5%	3%	0%	0%	3%	5%
Five business days	8%	19%▲	4%	0%	10%	9%
Three business days	1%	4%	0%	0%	1%	2%
Two business days	18%▲	8%	8%▼	14%	19%	15%
One business day	13%	14%	25%	57%▲	13%	15%
Other	5%	8%	13%	0%	4%	6%
Base	374	74	24*	7*	136	342

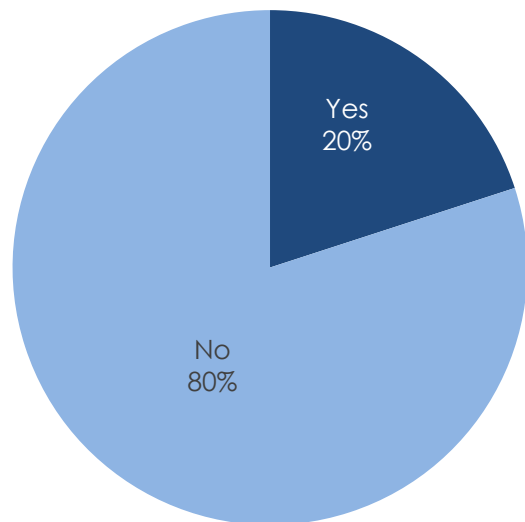
*Caution low base sizes

▲▼ = A significantly higher/lower percentage (by group)

As was the case with Priority 1, although the sample size is very small, respondents from Mumbil village (Service Area 5) are seemingly less satisfied than other respondents with Council's response time to Priority 2 urgent sewerage system failures.

Increased Sewerage Rates for Shorter Response Times

Q26. (If answered "No" to Question 22 and/or 24), Would you be prepared to pay higher sewerage rates to achieve shorter response times?



Base: N = 252

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	20%	22%	20%	67%▲	23%	22%	11%▼	19%	26%
No	80%	78%	80%	33%	77%	78%	89%	81%	74%
Base	252	93	158	15*	53	79	105	214	38

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarboron and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	22%	20%	0%	25%	25%	18%
No	78%	80%	100%	75%	75%	82%
Base	195	41	12*	4*	67	185

*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

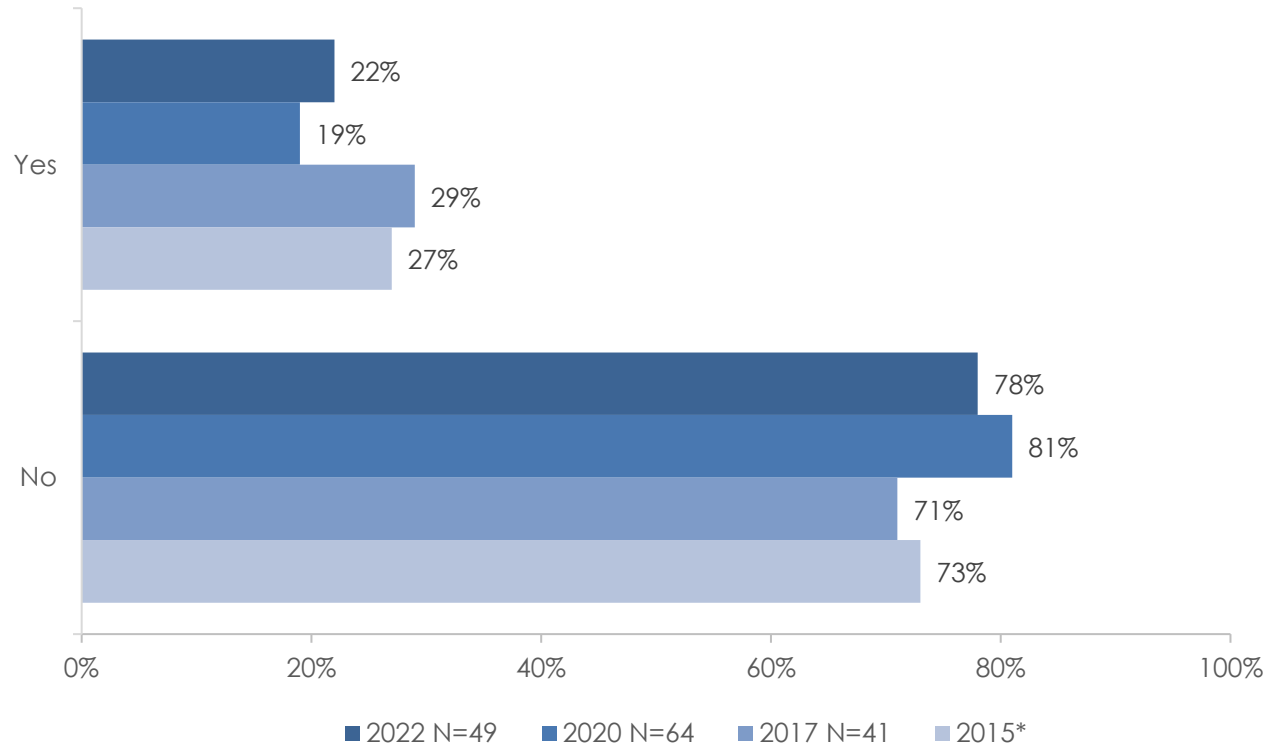
For those respondents who believe Priority 1 and/or 2 response times should be reduced, 20% are prepared to pay higher sewerage rates to achieve shorter response times.

Those aged 18-29 (caution, small sample) were more prepared to pay for higher sewer charges, whilst those aged 65+ were significantly less likely.

Increased Sewerage Rates for Shorter Response Times

Q26. (If answered "No" to Question 22), Would you be prepared to pay higher sewerage rates to achieve shorter response times?

Year on Year Results*



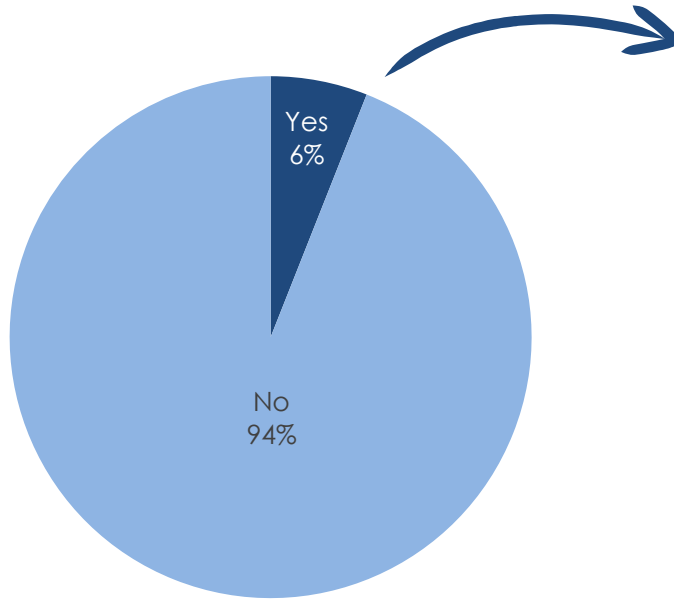
*Base sizes for 2015 are not available

In previous years this question was only asked of those not satisfied with Priority 1 response times. In 2022, respondents were also asked their satisfaction with Priority 2 response times – so the results on the previous slide are not directly comparable with previous waves. However, the results on this slide show only the 49 respondents who answered 'No' to Q22 in 2022, to be semi-comparable with previous waves. Our sense is that 2022 responses are very similar to 2020 (22% 'yes in 2022 v 19% in 2020).

Sewerage System Problems Experienced in the Last 12 Months

Q27a. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Have you had a sewerage system problem in the last 12 months and needed to call Council?

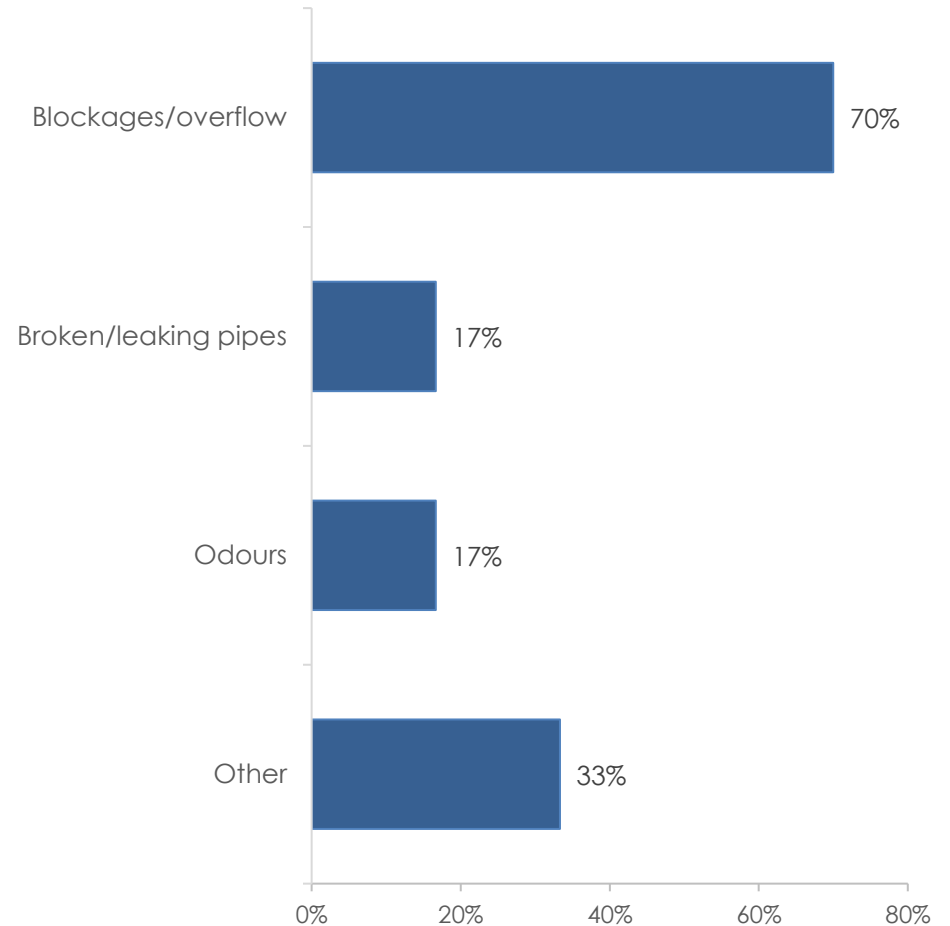
Q27b. (If answered "Yes" to Question 27a, i.e. Have you had a sewer problem). What was the problem?



Base: N = 479

	2022	2020	2017	2015
Yes	6%	6%	5%	2%
No	94%	94%	95%	96%
Base	479	540	533	N/A*

*Base sizes for 2015 are not available



Base: N = 30

Please see Appendix A for a detailed list of 'other' responses

6% of respondents in 2022 had experienced a sewerage system problem in the last 12 months that needed a call to Council – in line with previous waves.

For those who had experienced a problem, the primary issue was 'blockages/overflow'.

Sewerage System Problems Experienced in the Last 12 Months

Q27a. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Have you had a sewerage system problem in the last 12 months and needed to call Council?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	6%	9%	4%	0%	9%	8%	5%	6%	7%
No	94%	91%	96%	100%	91%	92%	95%	94%	93%
Base	479	207	271	36	100	121	220	397	83

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	5%▼	8%	4%	57%▲	7%	6%
No	95%	92%	96%	43%	93%	94%
Base	375	74	24*	7*	137	342

*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

Although the sample size is very small, respondents from Mumbil village were significantly more likely to have experienced a sewerage system problem – while those in the Dubbo service area were significantly less likely.

Sewerage System Problems Experienced in the Last 12 Months

Q27b. (If answered "Yes" to Question 27a, i.e. Have you had a sewer problem). What was the problem?

2022 Results by Demographics

	Overall	Male	Female	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Blockages/overflow	70%	67%	75%	56%	90%	64%	75%	50%
Broken/leaking pipes	17%	22%	8%	0%	40%▲	9%	17%	17%
Odours	17%	22%	8%	11%	30%	9%	17%	17%
Other	33%	33%	33%	44%	30%	27%	33%	33%
Base	30	18*	12*	9*	10*	11*	24*	6*

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Blockages/overflow	68%	50%	100%	100%	40%	85%
Broken/leaking pipes	11%	0%	0%	75%▲	30%	10%
Odours	5%▼	17%	0%	75%▲	30%	10%
Other	37%	50%	0%	0%	50%	25%
Base	19	6*	1*	4*	10*	20

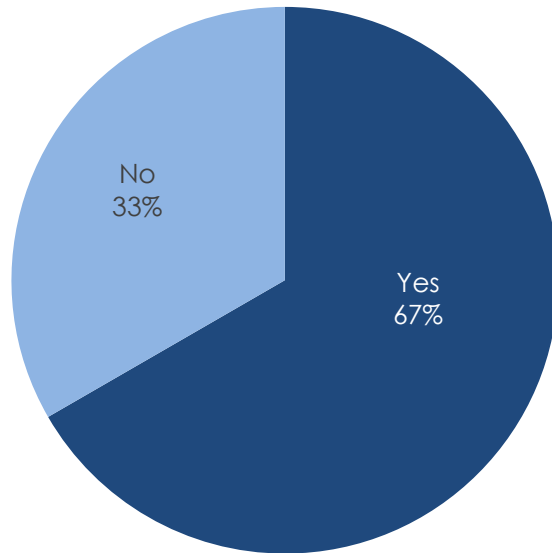
*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

The four respondents from Mumbil village who have experienced sewerage problems in the past 12 months seemingly had multiple problems (or one problem with multiple symptoms).

Satisfaction with the Response Time

Q28. (If answered "Yes" to Question 27a i.e. had called Council about a sewerage problem), Were you satisfied with the response time?



Base: N = 30

	2022	2020	2017	2015
Yes	67%	84%	81%	100%
No	33%	16%	19%	0%
Base	30	32	25	N/A*

2022 Results by Demographics

	Overall	Male	Female	30-49	50-64	65+	Ratepayer	Non-ratepayer
Yes	67%	67%	67%	56%	50%	91%▲	71%	50%
No	33%	33%	33%	44%	50%	9%	29%	50%
Base	30	18	12**	9**	10**	11**	24**	6**

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	74%	83%	100%	0%	40%	80%▲
No	26%	17%	0%	100%▲	60%	20%
Base	19**	6**	1**	4**	10**	20**

*Base sizes for 2015 are not available

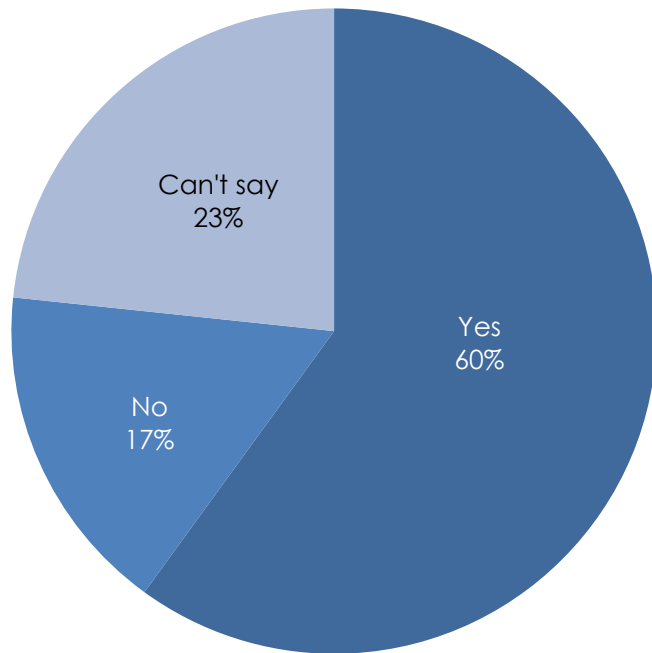
**Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

Of those who had experienced a sewerage problem, 67% were satisfied with the response time. As was the case with those who had experienced water problems (see Slide 28), this is down on previous waves (although in this case, with the smaller sample size, it is not statistically significant).

Satisfaction with the Workmanship

Q29. (If answered "Yes" to Question 27a i.e. had called Council about a sewerage problem), Were you satisfied with the workmanship?



Base: N = 30

	2022	2020	2017	2015
Yes	60%▼	84%	82%	100%
No	17%	16%	18%	0%
Can't say ¹	23%			
Base	30	32	25	N/A*

¹Comparisons with previous research should be viewed from an interest point only as 'can't say' was not an option in previous years. This may account for the decline in satisfaction with the workmanship when comparing results

*Base sizes for 2015 are not available

▲▼ = A significantly higher/lower percentage (by year)

60% of respondents expressed satisfaction with the workmanship provided in dealing with the sewerage problem experienced. Again, this is down on previous waves – although the inclusion of the 'can't say' option in 2022 may be a contributing factor.

Satisfaction with the Workmanship

Q29. (If answered "Yes" to Question 27a i.e. had called Council about a sewerage problem), Were you satisfied with the workmanship?

2022 Results by Demographics

	Overall	Male	Female	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	60%	61%	58%	56%	40%	82%	63%	50%
No	17%	11%	25%	44%▲	10%	0%	8%	50%▲
Can't say	23%	28%	17%	0%▼	50%▲	18%	29%	0%
Base	30	18*	12*	9*	10*	11*	24*	6*

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	63%	67%	100%	25%	30%	75%▲
No	21%	0%	0%	25%	30%	10%
Can't say	16%	33%	0%	50%	40%	15%
Base	19*	6*	1*	4*	10*	20*

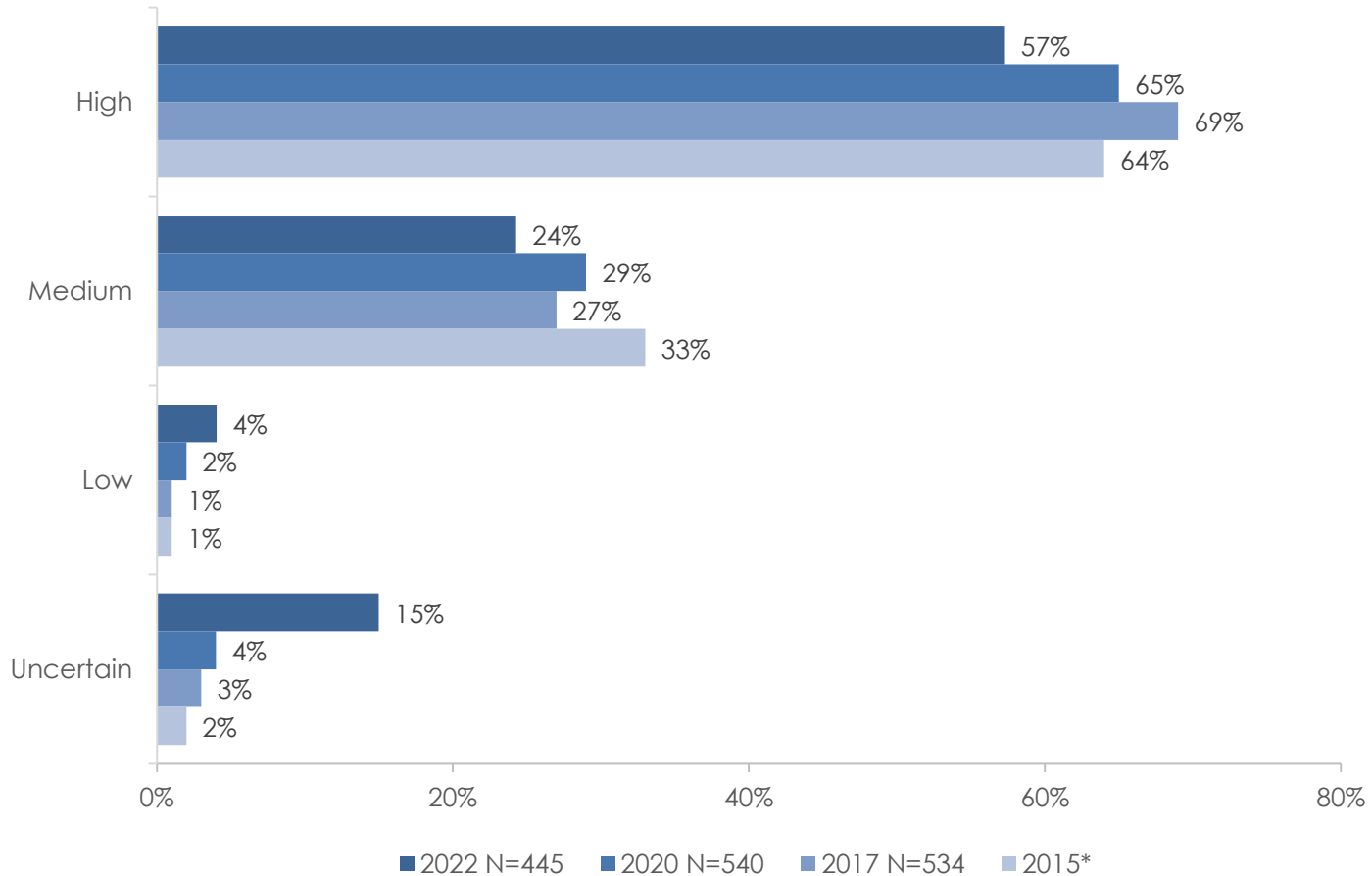
*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)



Satisfaction with the Quality of Council's Sewerage System

Q30. (If answered "Yes" to Question 3b i.e. connected to town sewerage), How would you rate your satisfaction with the quality of Council's sewerage system?



*Base sizes for 2015 are not available

**57% of respondents rated the quality of Council's sewerage system as 'high' and 24% 'medium' – this combined score of 81% is down significantly on the 2020 score of 94%.
There has been a significant increase in 'uncertain' responses in 2022.**

Satisfaction with the Quality of Council's Sewerage System

Q30. (If answered "Yes" to Question 3b i.e. connected to town sewerage), How would you rate your satisfaction with the quality of Council's sewerage system?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
High	57%	58%	56%	60%	60%	51%	59%	58%	55%
Medium	24%	23%	26%	17%	11%▼	29%	29%▲	26%▲	15%
Low	4%	5%	3%	0%	7%	5%	2%	4%	3%
Uncertain	15%	14%	15%	23%	21%▲	15%	10%▼	12%	28%▲
Base	445	195	248	30	96	112	204	370	75

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbron and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
High	62%▲	40%▼	57%	0%▼	56%	58%
Medium	22%▼	37%▲	29%	14%	16%	27%▲
Low	3%▼	0%	5%	86%▲	7%▲	3%
Uncertain	13%	23%▲	10%	0%	20%▲	12%
Base	354	62	21*	7*	128	317

*Caution low base sizes

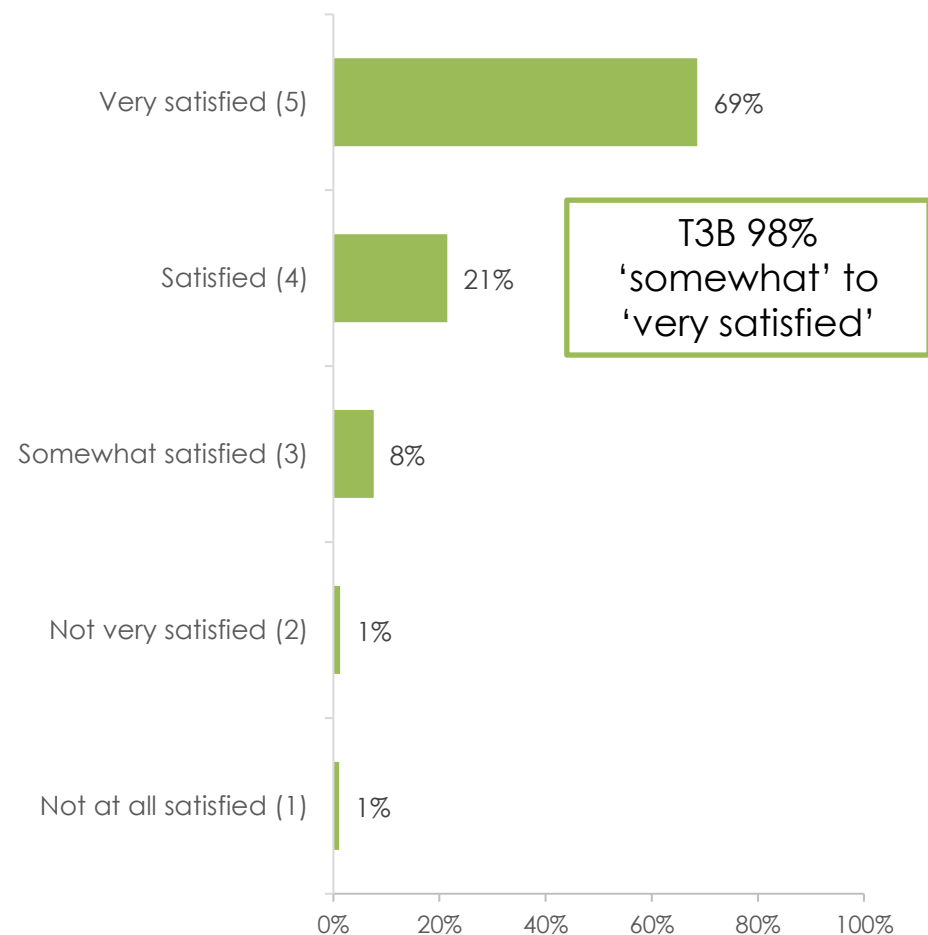
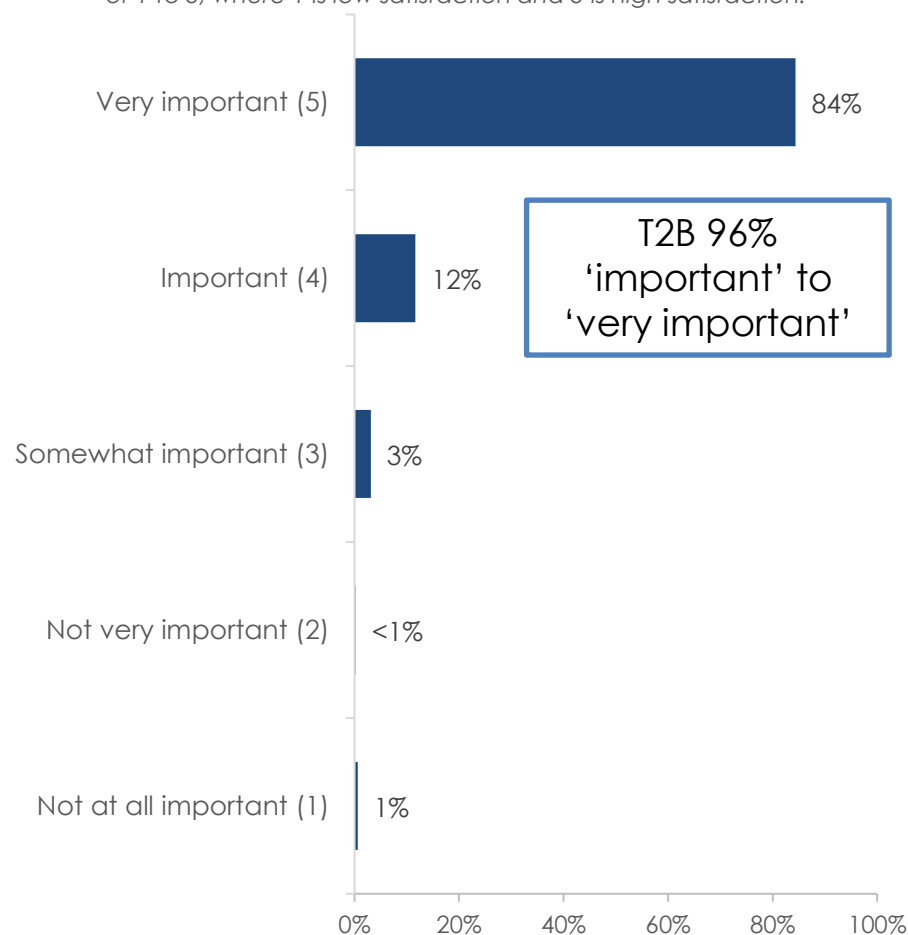
▲ ▼ = A significantly higher/lower percentage (by group)

Respondents from the Dubbo Service Area are significantly more likely to have rated their satisfaction with Council's sewerage system as 'high', whilst the handful of respondents from Mumbil village are significantly more likely to have rated their satisfaction as 'low'.

Importance of, and Satisfaction with, Council's Town Sewerage Service

Q30a. (If yes Q3b – connected to town sewerage) On a scale of 1 to 5, where 1 is low importance and 5 is high importance, how important is Council's town sewerage service to you?

Q30b. (If yes on Q3b – connected to town sewerage if rated Codes 4 or 5 on Q30a) And how satisfied are you with Council's town sewerage service, on a scale of 1 to 5, where 1 is low satisfaction and 5 is high satisfaction.



In addition to Council's usual four-point 'satisfaction with the quality of Council's sewerage system' question (see Slide 65), in 2022 we added five-point Importance and Satisfaction questions in order to be able to compare Dubbo's performance with Micromex norms. Respondents rate the importance of Council's Sewerage Service very highly and have expressed a very high level of satisfaction with Council's delivery in this service area.

Importance of Council's Town Sewerage Service

Q30a. (If yes Q3b – connected to town sewerage) On a scale of 1 to 5, where 1 is low importance and 5 is high importance, how important is Council's town sewerage service to you?

2022 Results by Demographics Importance

	Micromex Regional Benchmark	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non- ratepayer
Mean rating ¹	4.28	4.79	4.74	4.83	4.67	4.79	4.79	4.80	4.80	4.72
Top 2 Box - Importance	80%	96%	94%	97%	92%	97%	97%	96%	96%	95%
Base		480	207	271	36	100	121	220	397	83

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Mean rating ¹	4.81	4.68	4.83	4.57	4.81	4.78
Top 2 Box - Importance	97%▲	91%▼	96%	100%	96%	96%
Base	375	74	24*	7*	137	342

*Caution low base sizes

¹Mean ratings are calculated by assigning the importance options numerical values, 1 = not at all important, 5 = very important.

▲ ▼ = A significantly higher/lower percentage (by group)

Respondents in Dubbo (Service Area 1) rated Council's Town Sewerage Service higher in Importance, whilst those from Wellington (Service Area 3) rated it lower in Importance. Respondents rate the Importance of the town sewerage service higher than the Micromex Regional Benchmark.

Satisfaction with Council's Town Sewerage Service

Q30b. (If yes on Q3b – connected to town sewerage if rated Codes 4 or 5 on Q30a) And how satisfied are you with Council's town sewerage service, on a scale of 1 to 5, where 1 is low satisfaction and 5 is high satisfaction.

2022 Results by Demographics Satisfaction

	Micromex Regional Benchmark	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non- ratepayer
Mean rating ¹	3.95	4.55	4.49	4.60	4.64	4.51	4.38▼	4.65▲	4.57	4.47
Top 3 Box - Satisfaction	90%	98%	97%	98%	100%	98%	94%▼	99%	98%	97%
Base		461	195	264	33	97	117	211	382	79

	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Mean rating ¹	4.60	4.51	4.70	2.14▼	4.45	4.59
Top 3 Box - Satisfaction	98%▲	99%	100%	43%▼	96%	98%
Base	364	67	23*	7*	132	328

*Caution low base sizes

¹Mean ratings are calculated by assigning the satisfaction options numerical values, 1 = not at all satisfied, 5 = very satisfied.

▲ ▼ = A significantly higher/lower percentage (by group)

Respondents aged 65+ expressed a significantly higher level of satisfaction with Council's provision of the town sewerage service.

Respondents from Mumbil village expressed a significantly lower level of satisfaction with the service. Respondents' satisfaction with Council's town sewerage service is significantly higher than the Micromex Regional Benchmark.

2b. Town Sewerage Services – Key Results by Satisfaction with Council's Sewer Services



Detailed Results

- 1a. Town Water Services
- 1b. Town Water Services – Key results by satisfaction with Council's town water service
- 2a. Town Sewerage Services
- 2b. **Town Sewerage Services – Key results by satisfaction with Council's town sewerage service**
- 3. Water Conservation

This section explores key results by respondents' satisfaction with Council's town sewerage services.

Profile of Key Questions by Respondents' Satisfaction With Council's Town Sewerage Service

	Satisfaction with Council's town sewerage service (Q30b)		
	Very satisfied (N=15-316)	Satisfied (N=4-98)	Not at all satisfied/Not very satisfied/ Somewhat satisfied (N=11-46)
Satisfied with Priority 1 <u>urgent</u> sewerage system failure response times (Q22 - % yes)	92%▲	93%	63%▼
Satisfied with Priority 2 <u>non-urgent</u> sewerage system requests (Q24 - % yes)	55%▲	35%▼	35%▼
Willingness to pay higher sewerage rates to achieve shorter response times (Q26 - % yes)	20%	22%	28%
Experienced a sewerage system problem in the L12M and needed to call Council (Q27a - % yes)	5%▼	4%	24%▲
Satisfied with the response time (Q28 - % yes)	93%▲	75%	27%▼
Satisfaction with the quality of Council's sewerage system (Q30 - % yes)			
Rate Council's sewerage system - 'High' (Q30)	73%▲	30%▼	16%▼
Rate Council's sewerage system - 'Low' (Q30)	1%▼	2%	26%▲

▲ ▼ = A significantly higher/lower percentage (by level of satisfaction)

Respondents who expressed lower levels of satisfaction with Council's town sewerage service overall, also expressed significantly lower levels of satisfaction with Priority 1 and 2 response times, were less likely to rate their satisfaction with the service as 'high' and were significantly more likely to have experienced a sewerage system problem in the L12M, with these respondents significantly less satisfied with Council's response time addressing such issues.

3. Water Conservation



Detailed Results

1a. Town Water Services

1b. Town Water Services – Key results by satisfaction with Council's town water service

2a. Town Sewerage Services

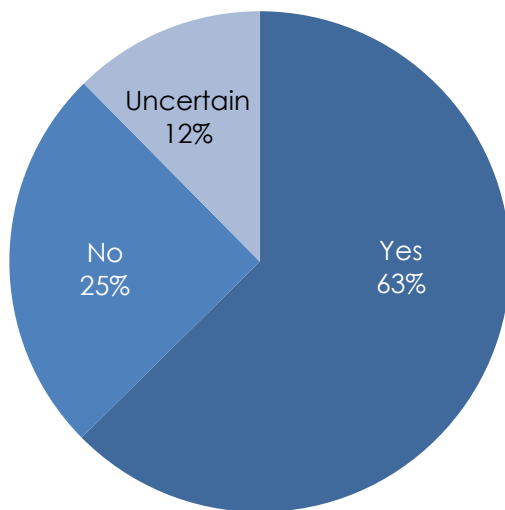
2b. Town Sewerage Services – Key results by satisfaction with Council's town sewerage service

3. **Water Conservation**

This section explores respondents' support for water conservation measures.

Council's Encouragement of Water Conservation

Q31. Should Council do more to encourage water conservation across the LGA?



Base: N = 500

	2022	2020	2017	2015
Yes	63%	63%	67%	61%
No	25%	29%	24%	31%
Uncertain	12%	8%	9%	8%
Base	500	717	576	N/A*

*Base sizes for 2015 are not available

63% of respondents believe Council should do more to encourage water conservation across the LGA.

Results have remained similar to previous waves.

Council's Encouragement of Water Conservation

Q31. Should Council do more to encourage water conservation across the LGA?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	63%	63%	63%	61%	65%	70%	58%	60%	74%▲
No	25%	30%▲	21%	32%	25%	20%	26%	27%▲	15%
Uncertain	12%	7%	17%▲	8%	10%	10%	16%▲	13%	11%
Base	500	215	283	38	104	128	227	415	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	63%	40%	62%	67%	42%	60%	64%
No	27%	0%	22%	20%	8%	21%	27%
Uncertain	10%▼	60%▲	16%	13%	50%▲	19%▲	10%
Base	379	5*	74	30	12*	147	352

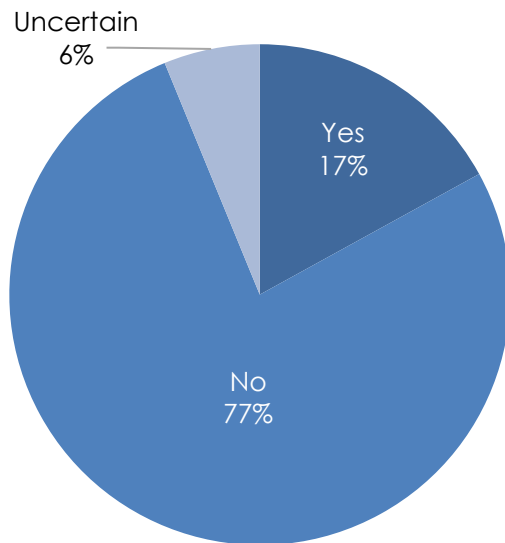
*Caution low base sizes

▲▼ = A significantly higher/lower percentage (by group)

Non-ratepayers are more likely to feel Council should do more to encourage water conservation across the LGA.

Adoption of a Higher Pricing System to Encourage Water Conservation

Q32. Should Council adopt a higher water pricing system to encourage residents and other users to practice water conservation?



Base: N = 500

	2022	2020	2017	2015
Yes	17%▼	56%▲	54%	58%
No	77%	34%	36%	33%
Uncertain	6%	9%	10%	9%
Base	500	717	576	N/A*

*Base sizes for 2015 are not available
▲ ▼ = A significantly higher/lower percentage (by year)

Only 17% of respondents believe Council should adopt a higher pricing system to encourage residents and other users to practice water conservation. Whilst this is well below the previous waves' results, there was an important change to the question wording in 2022 – the word 'higher' was added (i.e.: '...a higher water pricing system...') – so the dramatic decline may reflect price sensitivity within the community.

Adoption of a Higher Pricing System to Encourage Water Conservation

Q32. Should Council adopt a higher water pricing system to encourage residents and other users to practice water conservation?

2022 Results by Demographics

	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Yes	17%	17%	17%	32%▲	14%	15%	16%	14%	32%▲
No	77%	79%	76%	63%▼	82%	78%	77%	80%▲	60%
Uncertain	6%	5%	7%	5%	4%	7%	7%	6%	8%
Base	500	215	283	38	104	128	227	415	85

	Service area					Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	Eumungerie and Mogriguy villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	18%	20%	18%	13%	0%	18%	16%
No	77%	80%	73%	80%	75%	74%	78%
Uncertain	5%	0%	9%	7%	25%▲	7%	6%
Base	379	5*	74	30	12*	147	352

*Caution low base sizes

▲ ▼ = A significantly higher/lower percentage (by group)

Those aged 18-29 and non-ratepayers were significantly more likely to agree with a higher water pricing system to encourage water conservation.



Appendix A

Additional Responses - Other

Priority 2 Response Times to Water Supply Failures

- Q6. Currently, Council's policy in responding to Priority 2 water supply failures is within 2 business days of being reported, (Priority 2 is minor - reduced supply issue). Are you happy with this current level of response to water supply failures?
- Q7. (If answered "No" to Question 6), If you are not happy with Priority 2 response times, what response time would you see as acceptable in relation to water supply failures?

Other specified	Count
24 hours	3
1 business day during the week or 2 days on weekends	1
1 hour	1
30 mins	1
48 hours	1
6 hours	1
6-12 hours	1
Depends on the problem, especially if the problem is on the weekend or a holiday	1
Half a day	1
No more than one day	1
Would like any response	1



Priority 3 Response Times to Water Supply Requests

- Q8. Currently, Council's policy in responding to Priority 3 water supply requests is within 10 business days of being reported, (Priority 3 is non-urgent such as minor leak or hydrant leak). Are you happy with this current level of response to water supply requests?
- Q9. (If answered "No" to Question 8), If you are not happy with Priority 3 response times, what response time would you see as acceptable in relation to water supply requests?

Other specified	Count
5 days	10
2 hours	5
3-4 business days	5
3 business days	4
4 business days	2
3-4 days	1
4 hours	1
6 business days	1
7 days	1
74 hours	1
Depends on how it affects the person's water bill	1
Depends on size of leak	1
Hydrant leaks need to be fixed within a few hours because firefighters need guaranteed access or their ability to fight a fire is impaired - it should be priority 1	1
Need to actually respond	1
Not specified	1
Shortest time possible	1
Straight away	1
Three days	1
1 hour	1
1-2 days	1
12 hours	1
2-3 business days	1
2-5 days	1
30 mins	1
3-5 days	1
4 hours, depending on how bad the leak is, to preserve water	1
4-5 business days	1
4-5 days	1
48 hrs (including weekends)	1



Water Supply Problems Experienced in the Past 12 months

Q11. Have you had a water supply problem in the last 12 months and needed to call Council?

Q12. (If answered "Yes" to Question 11 i.e. have you had a water problem), What was the problem?

Other specified	Count
Burst/damaged water main	2
Would not specify	2
Burst water pipe	1
Contamination	1
Council cut off water without notice	1
Leak from neighbours' house	1
Pipes needed to be cleaned	1
Reduced water supply	1



MyDRC Water Customer Portal

- Q17. *Your property has or soon will have a smart water device installed. There is a free customer portal, MyDRC Water, to assist you monitor your water usage using the smart meter technology. Are you registered on the MyDRC Water customer portal?*
- Q18. *(If you answered "Yes" to Question 17 are you registered for MyDRCWater), What do you use the portal for?*

Other specified	Count
Comparison with different periods	1
I get an email every month	1
It is unfriendly for alerts for high water usage so I do not use, but would like to use it more	1
Make a complaint	1
Portal use for water usage	1
The email says no leaks every month	1
Troubleshooting	1
Very good information provided	1



MyDRC Water Customer Portal

- Q17. Your property has or soon will have a smart water device installed. There is a free customer portal, MyDRC Water, to assist you monitor your water usage using the smart meter technology. Are you registered on the MyDRC Water customer portal?
- Q20. (If answered "No" to Question 17 are you registered for MyDRCWater), Why in particular, are you not registered for the MyDRC Water customer portal?

Other specified	Count
I am a renter and wasn't aware of the portal	19
Not high on my priority list	6
The smart water device has only just been installed, so haven't yet accessed the portal	4
We don't have a computer or compatible smart device to access the portal	4
Don't use town water very much	3
Elderly and not very IT literate	3
Not specified	3
We don't have a separate meter	3
Not sure if the device has been installed yet	2
Cost effectiveness concerns	1
Didn't know I needed to set it up	1
Don't agree with the smart meter policy	1
Forgot to register	1
Have heard bad reports from other councils using the same system	1
I am already conscious about water usage without using the device/portal	1
I am happy with the breakdown on my water bill	1
I don't use mobile phone apps	1
I'm not worried about water usage	1
Need guidance/help using the portal	1
No internet coverage	1
Security concerns	1
There is no benefit to monitoring usage	1
We have a new metre	1



Response to Priority 2 Non-Urgent Sewerage System Requests

Q24. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Currently, Council's policy in responding to Priority 2 non-urgent sewerage system requests is within 10 business days of being reported. Are you happy with this current level of response to sewerage system requests?

Q25. (If answered "No" to Question 24), If you are not happy, what response time would you see as acceptable in relation to Priority 2 non-urgent sewerage system requests?

Other specified	Count
2 hours	4
2-3 business days	3
4-5 days	3
5-7 days	3
48 hours	2
5-7 business days	2
It would depend on what the issue is	2
1 hour	1
3-4 days	1
3-5 business days	1
4 business days	1
4-5 business days	1
Immediate response for sewerage issues	1
Same business day	1
Within 24 hours	1
Not specified	1



Sewerage System Problems Experienced in the Last 12 Months

Q27a. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Have you had a sewerage system problem in the last 12 months and needed to call Council?

Q27b. (If answered "Yes" to Question 27a, i.e. Have you had a sewer problem). What was the problem?

Other specified	Count
Tree roots impacting the sewerage system	2
Council pipes overflow backed up my outlet and burst my pipes	1
I had to chase Council for a follow up response	1
Issue with sewer main on my property	1
It would have been quicker to fix it privately but it was on the border of private/public property	1
My issue happened last November and I couldn't move back home until last week	1
Needed a plumber	1
Red light came on the sewerage box	1
Sewerage blocked and Council came out then informed me it was on my property	1
Tree roots from Council impacted our pipes	1
We had sewerage issue on adjoining property and council contacted us to access it	1





Appendix B

Background & Methodology

Background & Methodology

Sample selection and error

A total of 500 interviews were completed.

In order to capture a representative sample of respondents from across the LGA, including the villages, a mixed mode methodology was adopted.

- Telephone interviewing commenced May 30 2022, with N = 486 household decision makers interviewed via telephone survey (landline and mobile). These respondents were selected by means of a computer based random selection process using Australian Marketing Lists, Sample Pages, List Brokers and the Electronic White Pages
- In order to boost the number of respondents from the villages, telephone interviewing was paused and Council distributed hard copy surveys to central locations in the villages (Brocklehurst, Mumbil, Eumungerie, Mogriguy and Ballimore). Hard copy distribution and collection took place from June 15 to June 28, 2022. A further N = 14 responses were obtained during this stage.
- Telephone interviewing re-commenced July 5, and was completed on July 8 2022

A sample size of 500 respondents provides a maximum sampling error of plus or minus 4.4% at 95% confidence. This means that if the survey was replicated with a new universe of N=500 respondents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.4%.

For the survey under discussion the greatest margin of error is 4.4%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

Service Area	Target quota	Telephone interview	Hard copies	Total achieved	% of sample
Dubbo, including Brocklehurst, Wongarbon and Ballimore villages	380	378	1	379	76%
Wellington, including Nanima village	70	74	0	74	15%
Geurie village	30	30	0	30	6%
Mumbil village	10	2	10	12	2%
Eumungerie and Mogriguy villages	10	2	3	5	1%

Background & Methodology

Interviewing

Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour.

Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and directly responsible for making household decisions.

Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲▼ are used to identify statistically significant differences between groups, i.e., gender, age, ratepayer status, residential location and length of time lived in the LGA.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Ratings questions

The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction.

This scale allowed us to identify different levels of importance and satisfaction across respondents.

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

Note: Only respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility.

Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.

Background & Methodology

Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from 75 unique councils, more than 175 surveys and over 93,000 interviews since 2012.

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%

Base sizes

Whilst N=500 respondents completed the household interview (via telephone or hard copy), in some cases those who filled in the hardcopy questionnaires skipped some questions – so base sizes are sometimes shown as 499 or 498 rather than 500.

Please note, base sizes have not been made available from the 2015 wave of research.

Water quality events

It is important to note that during the course of the research program two water quality events that took place in the LGA.

- 1) A precautionary boiled water alert was issued for Geurie effective from Wednesday, 8 June 2022
- 2) A boil water alert was issued for properties connected to town water in Dubbo, including Firgrove, Wongarbon, Eumungerie, Ballimore, Mogriguy, and Brocklehurst from 7 July 2022. On the day this boil water alert was issued, the final N=7 interviews were conducted with respondents in Dubbo, i.e. Service Area 1.





Appendix C

Questionnaire

Dubbo Regional Council
Customer Service Levels Survey
May 2022 Water Supply and Sewerage

Good morning/afternoon/evening, my name is _____ and I am calling on behalf of Dubbo Regional Council from a company called Micromex. Council is in the process of assessing customer service standards. Would you be prepared to spend a few minutes to answer some questions?

Q31. Are you usually involved in making decisions about your household?

- ☐ Yes
☐ No (switch to a decision-maker if available, or arrange call-back, or terminate)

Q1A. [Only ask if we need to rely on paper or online surveys as well] Have you completed any surveys for Council over the phone in the past few weeks?

- ☐ Yes (Terminate)
☐ No

Q2. Do you live in one of the following localities?

- ☐ Dubbo
☐ Brookiehurst
☐ Eumungerie
☐ Mogriguy
☐ Wongaroon
☐ Ballimore
☐ Wellington
☐ Nanima Village
☐ Geurie
☐ Mumbil
☐ Other (Terminate)

Q3a. Are you connected to town water?

- ☐ Yes
☐ No (Terminate)

Q3b. [Do NOT ask in Ballimore, Eumungerie & Mogriguy – they remain in sample but are NOT asked Section 2] And are you connected to town sewerage?

- ☐ Yes
☐ No (if in Geurie or Wongaroon and NO sewer, they can stay in sample – but they skip Section 2. Others with NO sewer terminate)

FAQs:

Your contact details have been sourced from the electronic White Pages/marketing lists/Number harvesting.

As a market & social research organisation, we are exempt from the Do Not Call Register. We are not trying to sell or market anything to you and your decision to participate in this survey is voluntary.

The survey will take approximately 8-10 minutes.

Section 1: Water Services ALL Respondents

Q4. Thinking now about Council's town water supply... Currently, Council's policy in responding to Priority 1 water supply failures is within 2 hours of being reported, (Priority 1 is urgent - total loss of supply, major main break). Are you happy with this current level of response to water supply failures?

- ☐ Yes
☐ No

Q5. (If answered "No" to Question 4), if you are not happy with Priority 1 response times, what response time would you see as acceptable in relation to water supply failures? *Prompt*

- ☐ Half an hour
☐ One hour
☐ One and a half hours
☐ Other _____

Q6. Currently, Council's policy in responding to Priority 2 water supply failures is within 2 business days of being reported, (Priority 2 is minor - reduced supply issue). Are you happy with this current level of response to water supply failures?

- ☐ Yes
☐ No

Q7. (If answered "No" to Question 6), if you are not happy with Priority 2 response times, what response time would you see as acceptable in relation to water supply failures? *Prompt*

- ☐ Two hours
☐ Four hours
☐ One business day
☐ Other _____

Q8. Currently, Council's policy in responding to Priority 3 water supply requests is within 10 business days of being reported, (Priority 3 is non-urgent such as minor leak or hydrant leak). Are you happy with this current level of response to water supply requests?

- ☐ Yes
☐ No

Q9. (If answered "No" to Question 8), if you are not happy with Priority 3 response times, what response time would you see as acceptable in relation to water supply requests? *Prompt*

- ☐ One business day
☐ Two business days
☐ Seven business days
☐ Other _____

Q10. (If answered "No" to Questions 4, 6 and/or 8), Would you be prepared to pay higher water charges to achieve shorter response times?

- ☐ Yes
☐ No

Q11. Have you had a water supply problem in the last 12 months and needed to call Council?

- ☐ Yes
- ☐ No

Q12. (If answered "Yes" to Question 11 i.e. have you had a water problem), What was the problem? Do NOT Prompt unless absolutely necessary (MR)

- ☐ Water Supply pressure at your home
- ☐ No water coming from your tap
- ☐ Water Quality
- ☐ You noticed water leaking outside your property from a Council pipe
- ☐ Your water meter (damaged, leaking, frozen, stopped working)
- ☐ Other briefly outline.....

Q13. (If answered "Yes" to Question 11 i.e. had called Council about a water problem), Were you satisfied with the response time?

- ☐ Yes
- ☐ No

Q14. (If answered "Yes" to Question 11 i.e. had called Council about a water Problem), Were you satisfied with the workmanship?

- ☐ Yes
- ☐ No
- ☐ Can't say

Ask All:

Q15. How would you rate the quality of water supplied by council?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Q16. Would you be prepared to pay for the quality of water to be improved?

- ☐ Yes
- ☐ No

Q17. Your property has or soon will have a smart water device installed. There is a free customer portal, MyDRC Water, to assist you monitor your water usage using the smart meter technology. Are you registered on the MyDRC Water customer portal?

- ☐ Yes
- ☐ No
- ☐ Uncertain

Q18. (If you answered "Yes" to Question 17 are you registered for MyDRCWater), What do you use the portal for? Prompt RANDOMISE (MR)

- ☐ Monitor usage
- ☐ Set alerts for leaks
- ☐ Set alerts for high usage
- ☐ Track trends or inconsistencies
- ☐ Other briefly explain.....
- ☐ Have not used yet Do NOT Prompt

Q19. (If you answered "Yes" to Question 17 are you registered for MyDRCWater), Have you made changes to your water usage behaviours/habits from the information available through the portal? Prompt

- ☐ Yes, reduced water usage
- ☐ Yes, have increased water usage
- ☐ No
- ☐ Uncertain

Q20. (If answered "No" to Question 17 are you registered for MyDRCWater), Why in particular, are you not registered for the MyDRC Water customer portal? Do NOT Prompt (MR)

- ☐ Don't have a smart water device installed yet
- ☐ Didn't know about it
- ☐ Didn't have time
- ☐ Technology too hard
- ☐ Do not care about monitoring usage
- ☐ Other - briefly explain.....

Q20a. On a scale of 1 to 5, where 1 is low importance and 5 is high importance, how important is Council's town water supply to you?

- ☐ 5 - High importance
- ☐ 4
- ☐ 3
- ☐ 2
- ☐ 1 - Low importance

Q20b. (If rated Codes 4 or 5 on Q20a), And how satisfied are you with Council's town water service, on a scale of 1 to 5, where 1 is low satisfaction and 5 is high satisfaction.

- ☐ 5 - High satisfaction
- ☐ 4
- ☐ 3
- ☐ 2
- ☐ 1 - Low satisfaction

Section 2: Town Sewerage Services – If ‘Yes’ on Q3b

Q21. Thinking now about Council's town sewerage services... Currently, Council's policy in responding to **Priority 1** urgent sewerage system failures is within 2 hours of being reported. Are you happy with this current level of response to sewerage system failures?

- ☐ Yes
- ☐ No

Q22. (If answered "No" to Question 21), if you are not happy, what response time would you see as acceptable in relation to **Priority 1** urgent sewerage system failures? *Prompt*

- ☐ Half an hour
- ☐ One hour
- ☐ One and a half hours
- ☐ Two hours
- ☐ Other: _____

Q23. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Currently, Council's policy in responding to **Priority 2** non-urgent sewerage system requests is within 10 business days of being reported. Are you happy with this current level of response to sewerage system requests?

- ☐ Yes
- ☐ No

Q24. (If answered "No" to Question 23), if you are not happy, what response time would you see as acceptable in relation to **Priority 2** non-urgent sewerage system requests? *Prompt*

- ☐ One business day
- ☐ Two business days
- ☐ Seven days
- ☐ Other: _____

Q25. (If answered "No" to Question 22 and/or 24), Would you be prepared to pay higher sewerage rates to achieve shorter response times?

- ☐ Yes
- ☐ No

Q26a. (If answered "Yes" to Question 3b i.e. connected to town sewerage), Have you had a sewerage system problem in the last 12 months and needed to call Council?

- ☐ Yes
- ☐ No

Q26b. (If answered "Yes" to Question 27a i.e. Have you had a sewer problem). What was the problem? Do NOT prompt unless absolutely necessary (MR)

- ☐ Blockages/overflow
- ☐ Broken/leaking pipes
- ☐ Odours
- ☐ Other briefly outline: _____

Q27. (If answered "Yes" to Question 27a i.e. had called Council about a sewerage problem), Were you satisfied with the response time?

Q28. (If answered "Yes" to Question 27a i.e. had called Council about a sewerage problem), Were you satisfied with the workmanship?

- ☐ Yes
- ☐ No
- ☐ Can't say

Q29. (If answered "Yes" to Question 3b i.e. connected to town sewerage), How would you rate your satisfaction with the quality of Council's sewerage system? *Prompt*

- ☐ High
- ☐ Medium
- ☐ Low
- ☐ Uncertain

Q30a. (If yes Q3b – connected to town sewerage) On a scale of 1 to 5, where 1 is low importance and 5 is high importance, how important is Council's town sewerage service to you?

- ☐ 5 – High importance
- ☐ 4
- ☐ 3
- ☐ 2
- ☐ 1 – Low importance

Q30b. (If yes on Q3b – connected to town sewerage if rated Codes 4 or 5 on Q30a) And how satisfied are you with Council's town sewerage service, on a scale of 1 to 5, where 1 is low satisfaction and 5 is high satisfaction.

- ☐ 5 – High satisfaction
- ☐ 4
- ☐ 3
- ☐ 2
- ☐ 1 – Low satisfaction

Section 3: General – Ask ALL

Some final questions...

Q31. Should Council do more to encourage water conservation across the LGA?

- ☐ Yes
- ☐ No
- ☐ Uncertain

Q32. Should Council adopt a higher water pricing system to encourage residents and other users to practice water conservation?

- ☐ Yes
- ☐ No
- ☐ Uncertain

Q33. Now a question regarding yourself - Your age, are you between: *Prompt*

- ☐ 18 to 29
- ☐ 30 to 49
- ☐ 50 to 64

- ☐ 65 or over
- ☐ Prefer not to say *Do Not Prompt*

Q34. What is your gender? *Do NOT Prompt*

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ Prefer not to say

Q35. How long have you lived in the Dubbo Regional Council area? *Prompt*

- ☐ Less than 2 years
- ☐ 2 – 5 years
- ☐ 6 – 10 years
- ☐ 11 – 20 years
- ☐ More than 20 years

Q36. Which of the following best describes the home where you are currently living? *Prompt*

- ☐ I/We own/are currently buying this property
- ☐ I/We currently rent this property

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Dubbo Regional Council (If respondent wants our number, provide 02 6801 4000)

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