North East Water

Priorities Survey
Weighted Results

Every five years we review our services. This sets the prices customers will pay from 1 July 2026.

This survey examined what is most important to customers about our services. The topics in this survey came from talking to customers and the community.

The results of this survey contained on the following pages along with other feedback, will go to a group of people chosen at random. This group will look at the information and make recommendations for the good of the whole community.

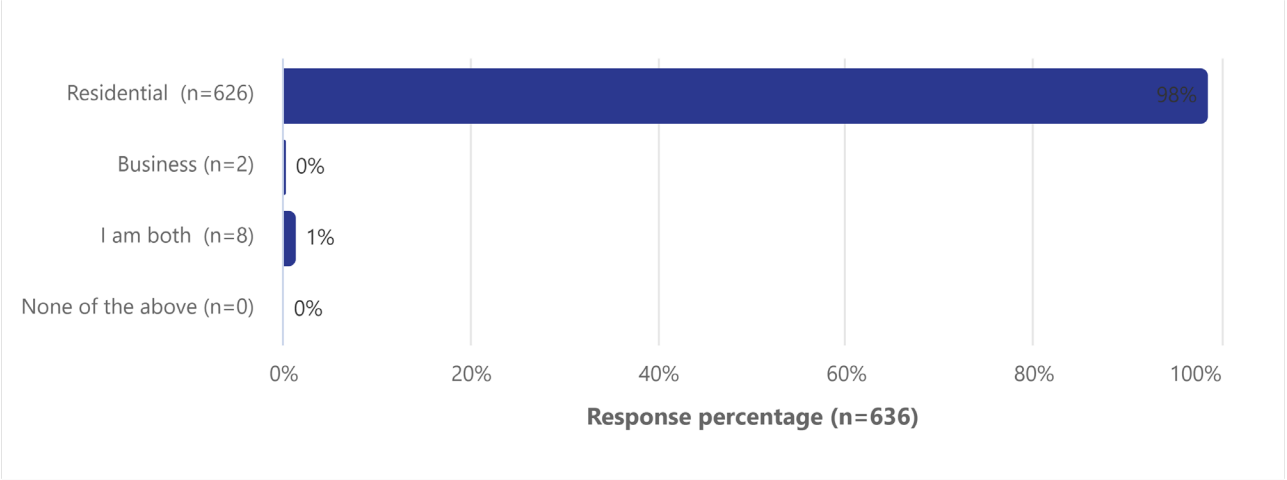
We will use the group's recommendations as much as we can. If we can't, we will explain why. Our price plans will then be reviewed by the Essential Services Commission (ESC), who will decide the final prices.

This survey was anonymous.

All responses
Invited 21 Oct 2024 – 28 Nov 2024

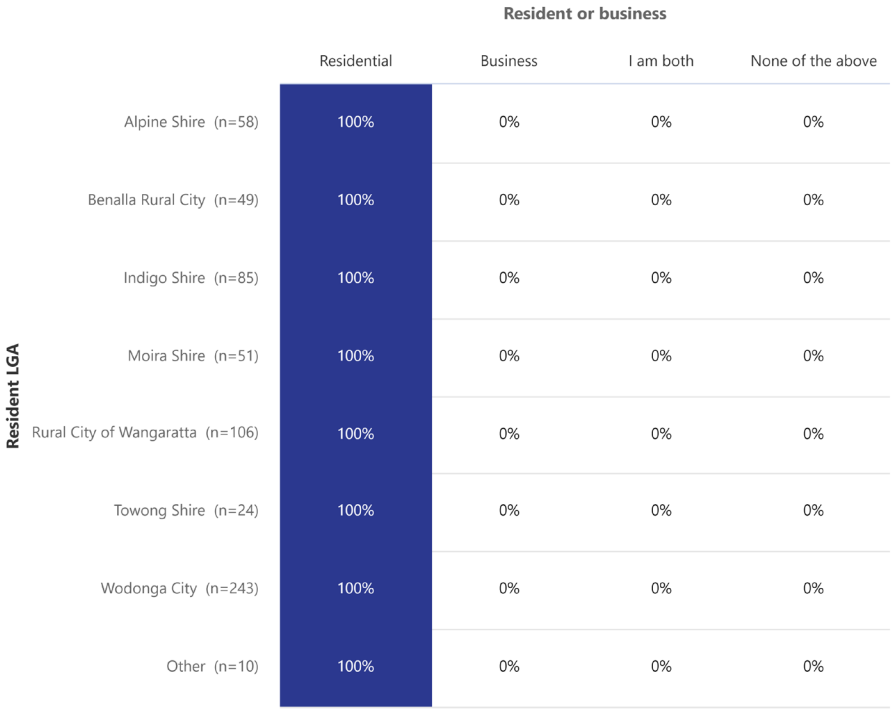
insync

characteristics: Are you a residential or non-residential (e.g., business) customer?



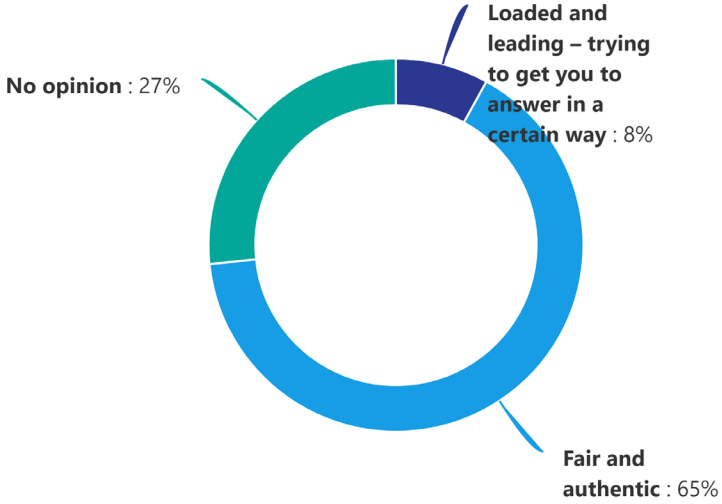
All responses
Invited 21 Oct 2024 – 28 Nov 2024

Respondent characteristics: Are you a residential or non-residential (e.g. business) customer?



All responses
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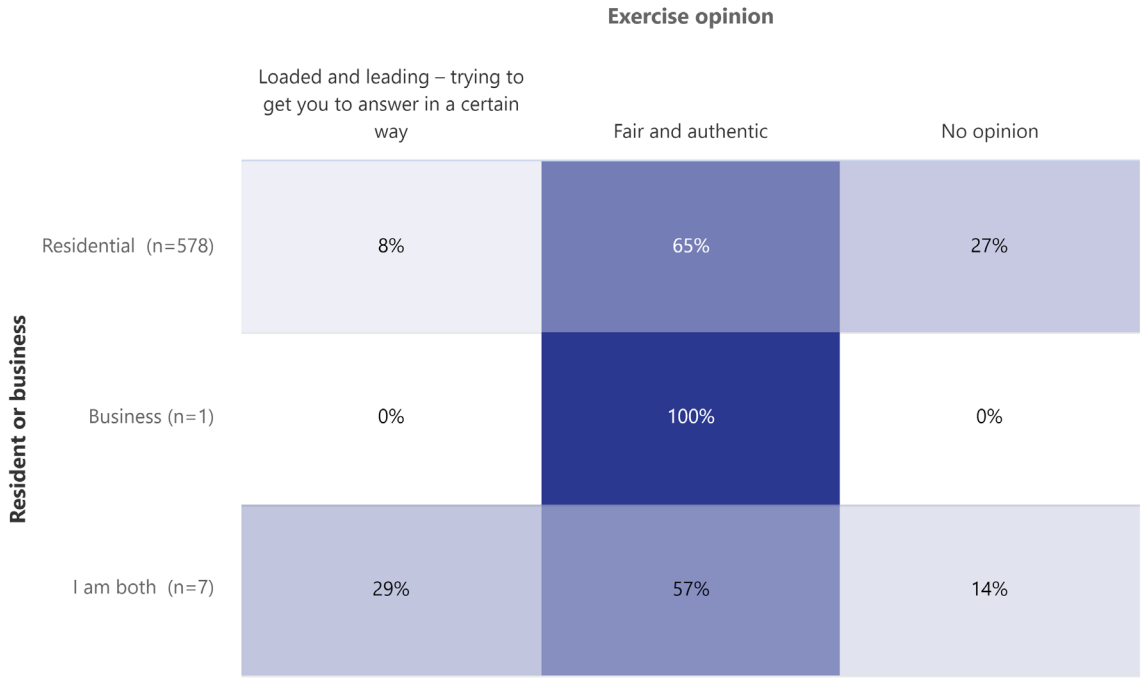
Loaded and leading: How did you find this exercise?



Response percentage (n=586)

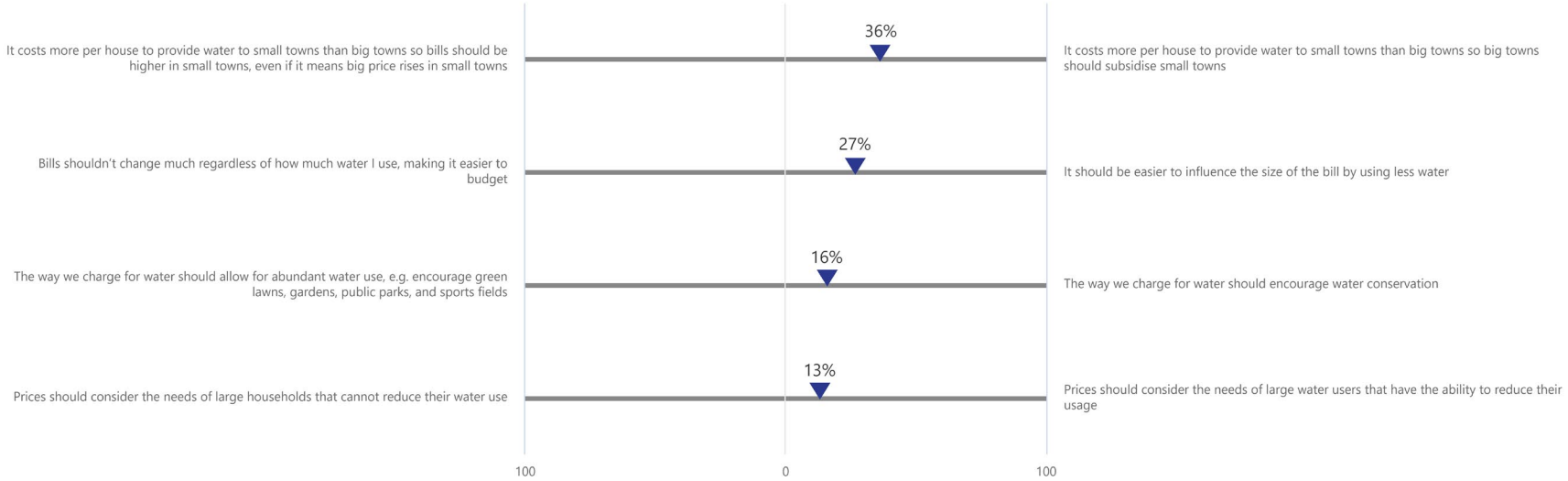
All responses
Invited 21 Oct 2024 – 28 Nov 2024

Loaded and leading: How did you find this exercise?



All responses
Invited 21 Oct 2024 – 28 Nov 2024

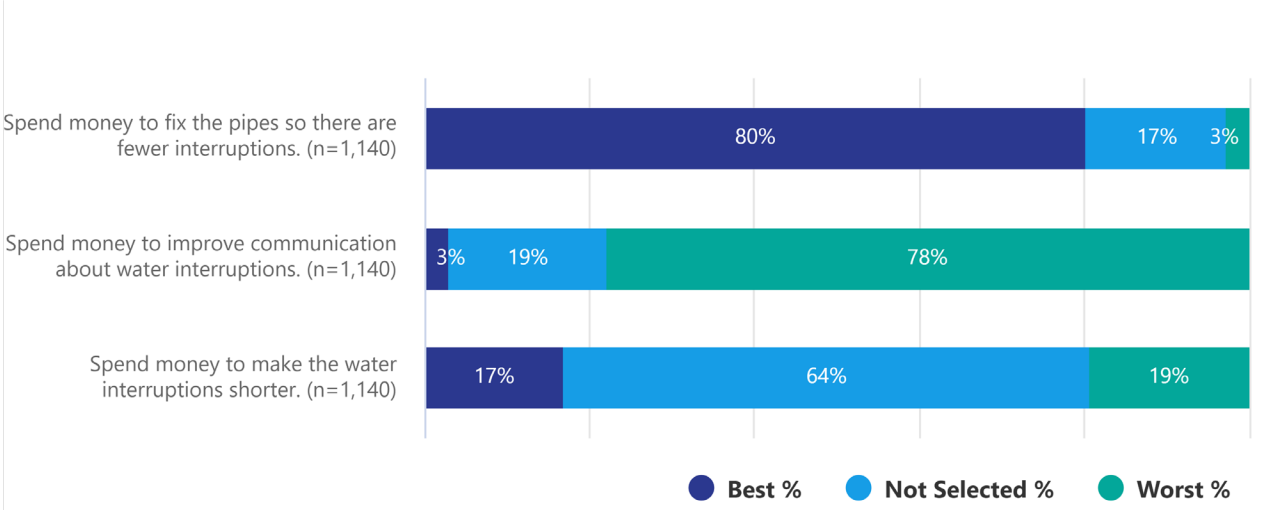
Fixed : Variable balance



The score has been weighted to better represent the customer/population demographics of North East Water.

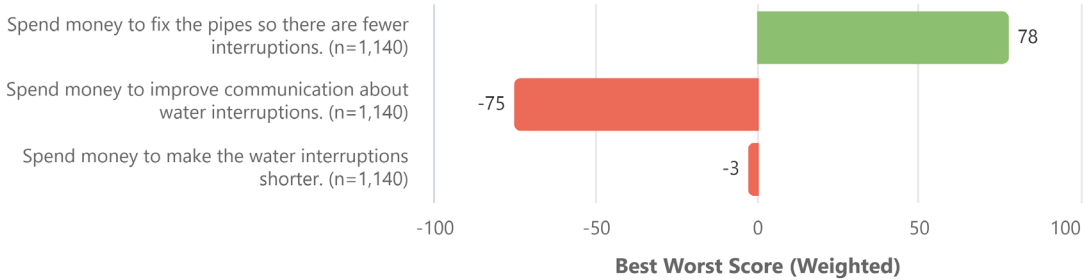
All responses
Invited 21 Oct 2024 – 28 Nov 2024

Water system performance: What is the Best/Worst option to reduce the impact of water interruptions?



All responses
Invited 21 Oct 2024 – 28 Nov 2024

Water system performance: Best Worst Score - Overall summary

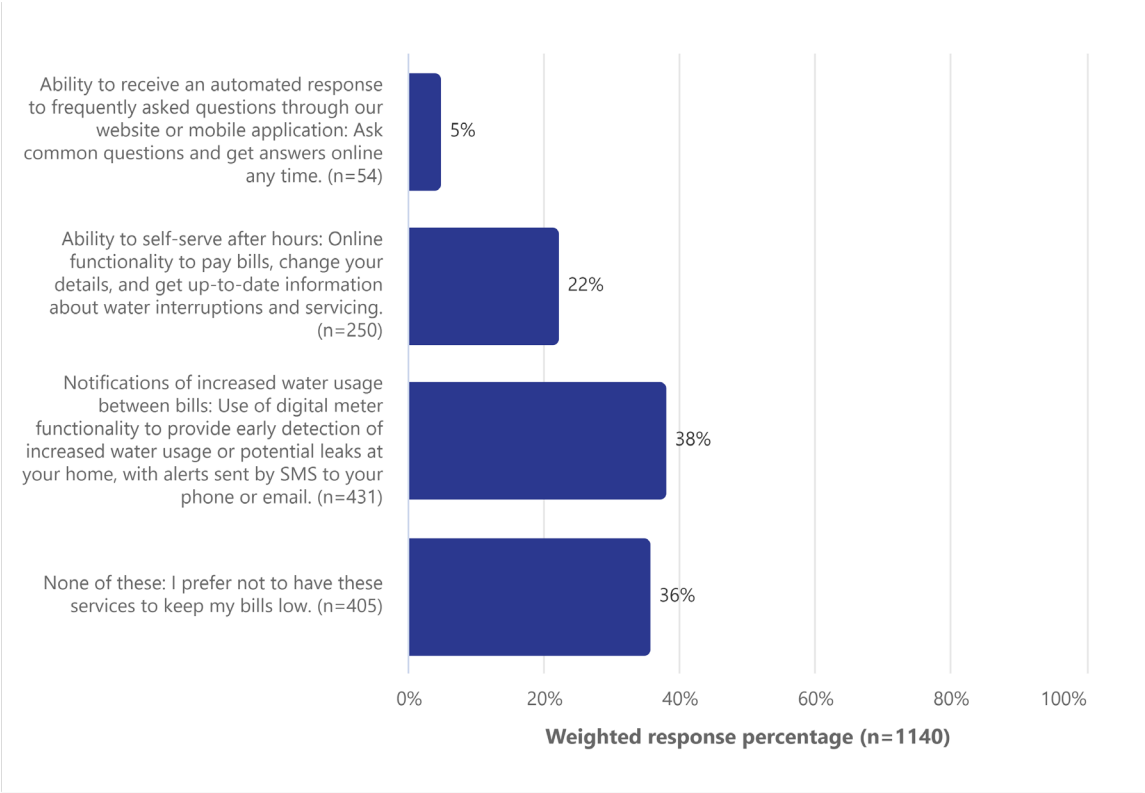


Legend: # More 'Worst' ratings # More 'Best' ratings

** Best Worst Score (BWS) = [n(Best) – n(Worst)] / Total responses. The score has been weighted to better represent the customer/population demographics of North East Water.*

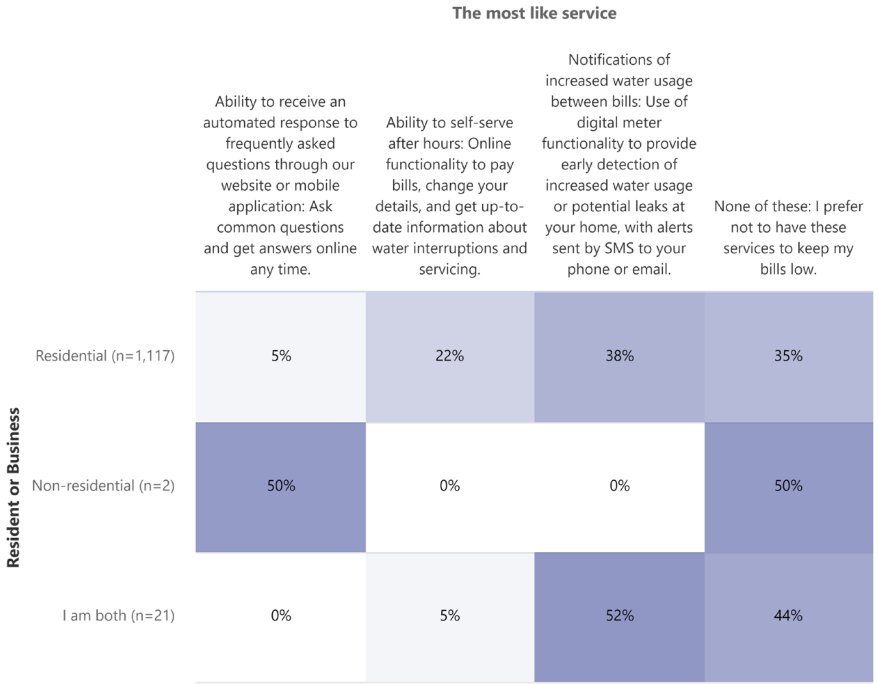
All responses
Invited 21 Oct 2024 – 28 Nov 2024

Ways to interact and monitor usage: Which of these services would you like the most? Please choose one:



All responses
Invited 21 Oct 2024 – 28 Nov 2024

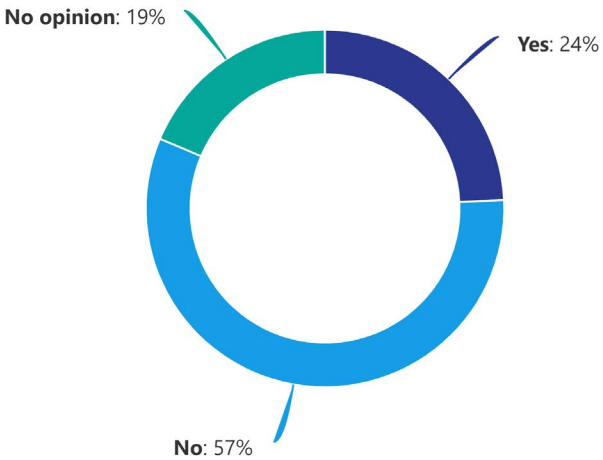
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All responses
Invited 21 Oct 2024 – 28 Nov 2024

Ways to interact and monitor usage: Would you be willing to pay extra to use a digital meter?

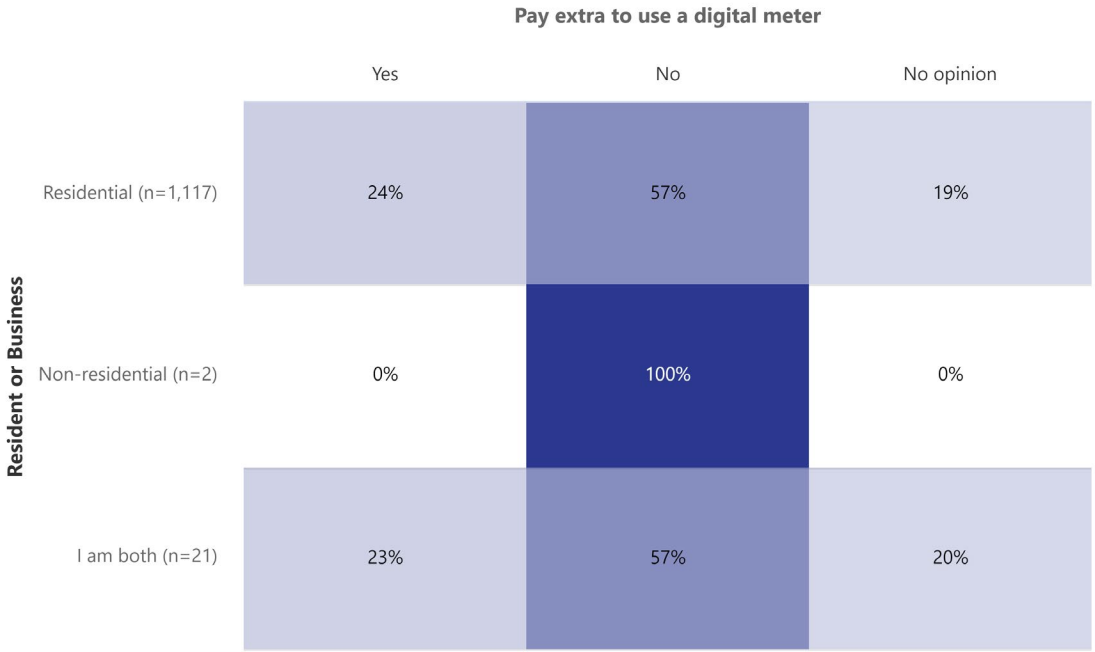


Weighted response percentage (n=1,140)

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All responses
Invited 21 Oct 2024 – 28 Nov 2024

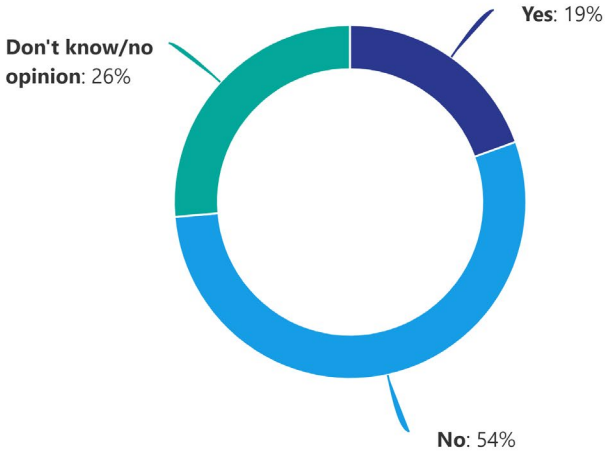
Ways to interact and monitor usage: Would you be willing to pay extra to use a digital meter?



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All responses
Invited 21 Oct 2024 – 28 Nov 2024

New business ideas: Since customers would ultimately benefit, should they help pay to start these new business opportunities?

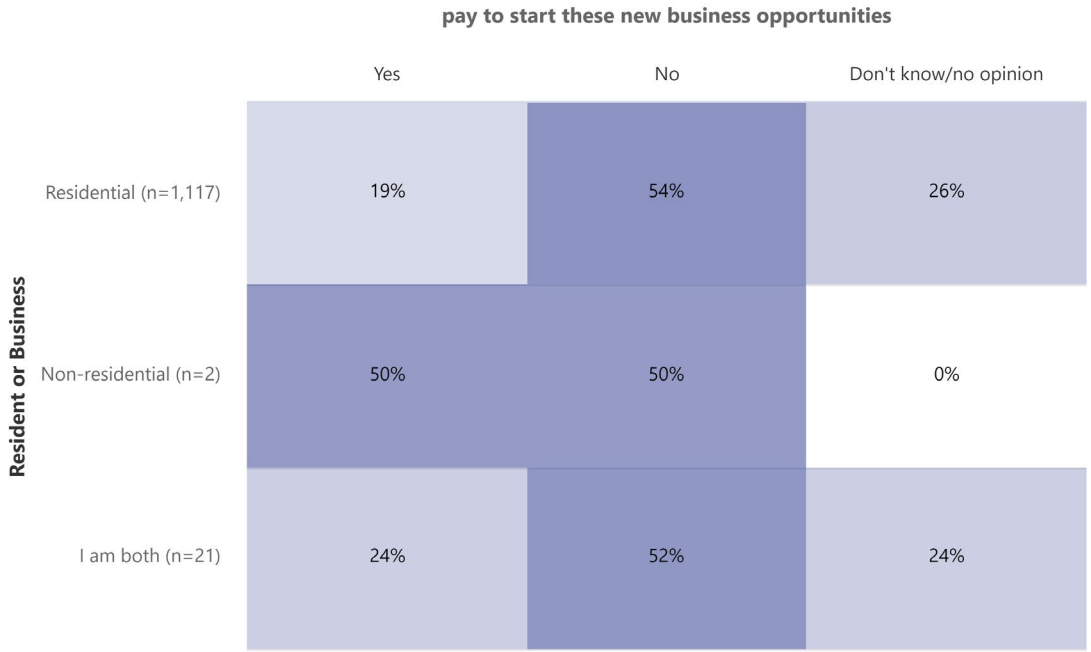


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All responses
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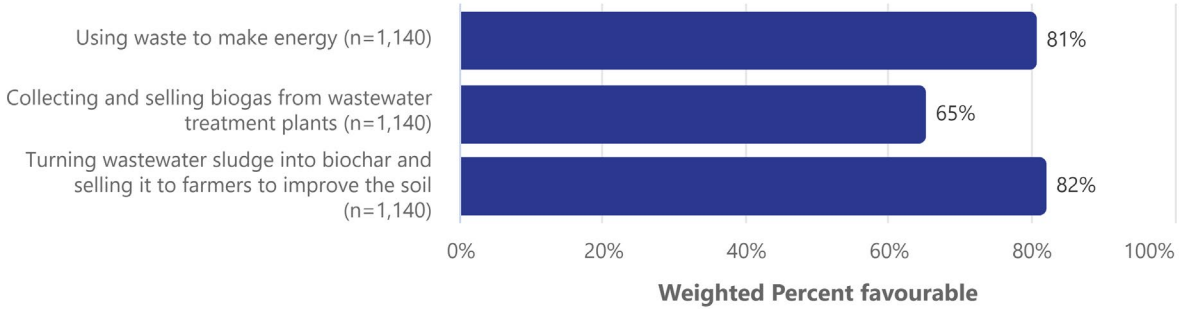
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All responses
Invited 21 Oct 2024 – 28 Nov 2024

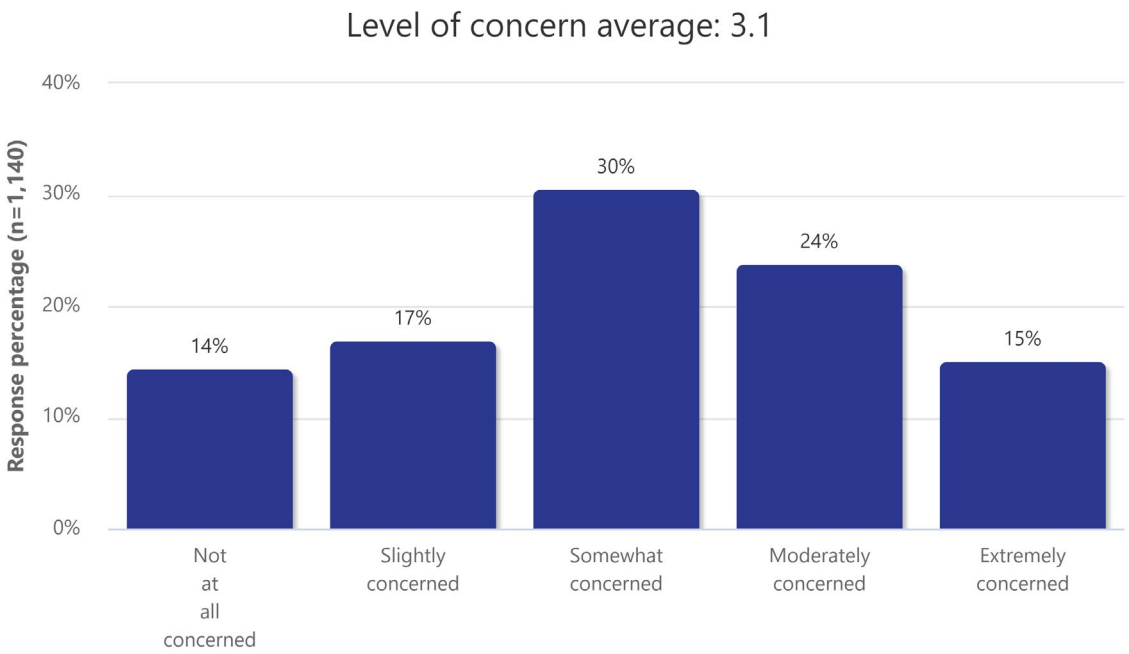
New business ideas: How much do you support each of these ideas?



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All responses
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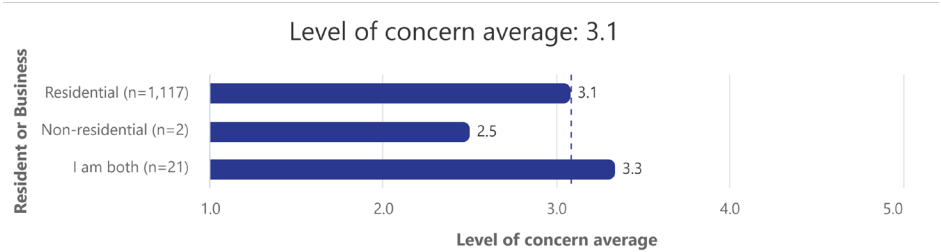
Water security: How concerned are you about our increasingly variable rainfall?



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All responses
Invited 21 Oct 2024 – 28 Nov 2024

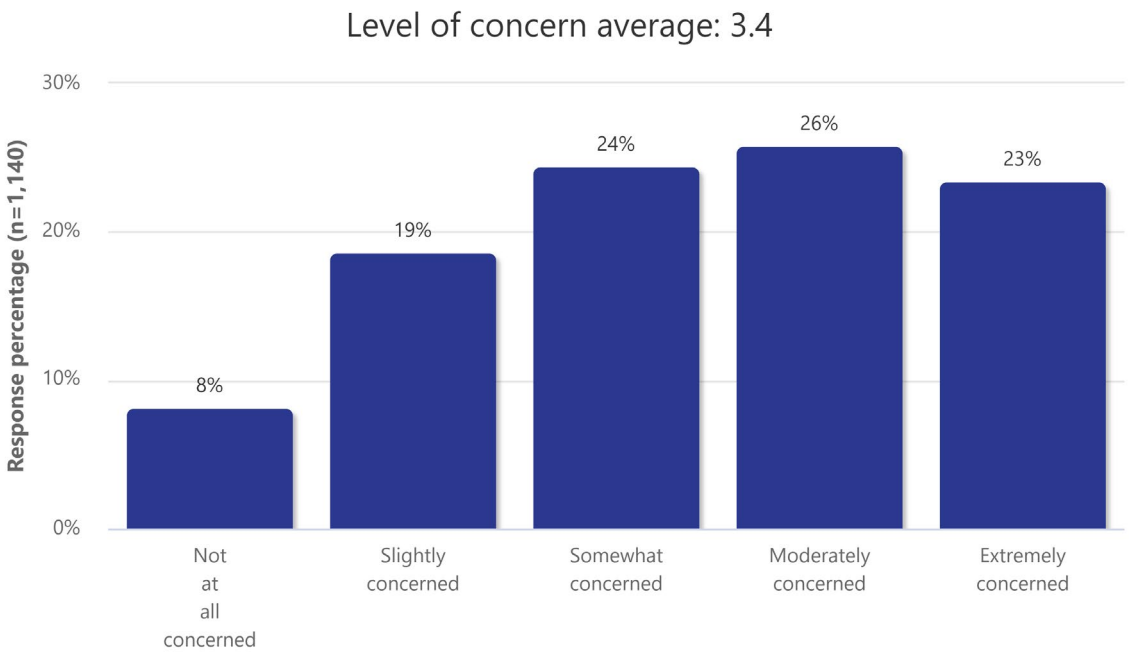
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** indicates that the difference between these responses and all other responses in the selected filter is statistically significant, as determined by an independent two-tailed t test with a confidence level of 95%.*
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All responses
Invited 21 Oct 2024 – 28 Nov 2024

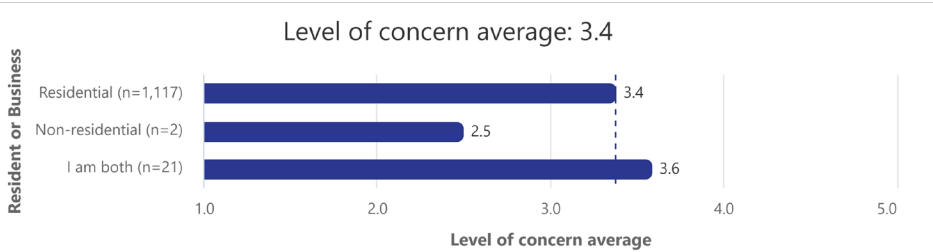
Water security: How concerned are you about our towns running out of water in future droughts?



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All responses
Invited 21 Oct 2024 – 28 Nov 2024

Water security: How concerned are you about our towns running out of water in future droughts?

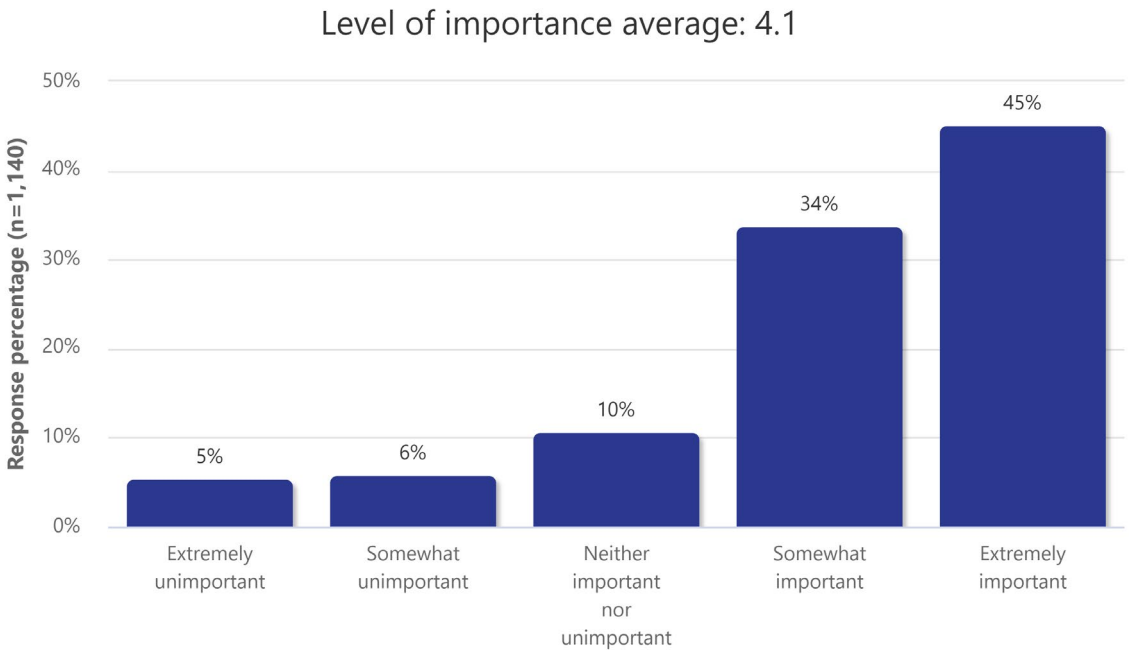


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All responses
Invited 21 Oct 2024 – 28 Nov 2024

Supporting people experiencing financial difficulty:

How important is it to you that North East Water helps people who are experiencing financial difficulty and struggling to pay their bill?

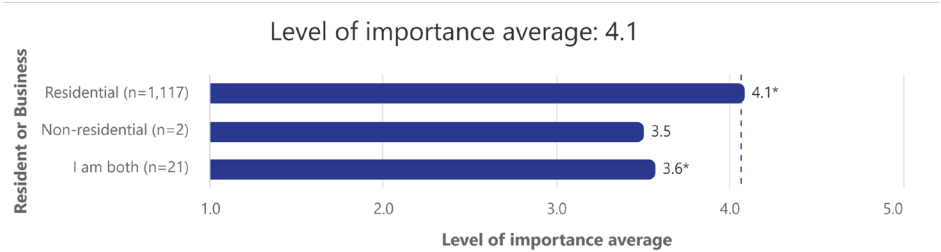


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All responses
Invited 21 Oct 2024 – 28 Nov 2024

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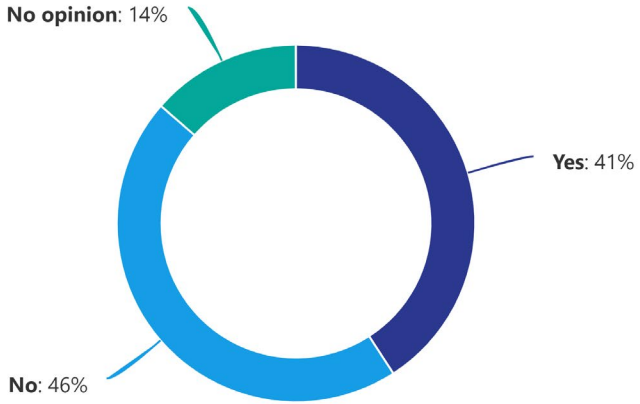
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The score has been weighted to better represent the customer/population demographics of North East Water.

All responses
Invited 21 Oct 2024 – 28 Nov 2024

Supporting people experiencing financial difficulty: North East Water is proposing to increase its support for customers who are struggling to pay their bill. On top of this, would you like to be able to round up your bill to the nearest dollar to provide further support?

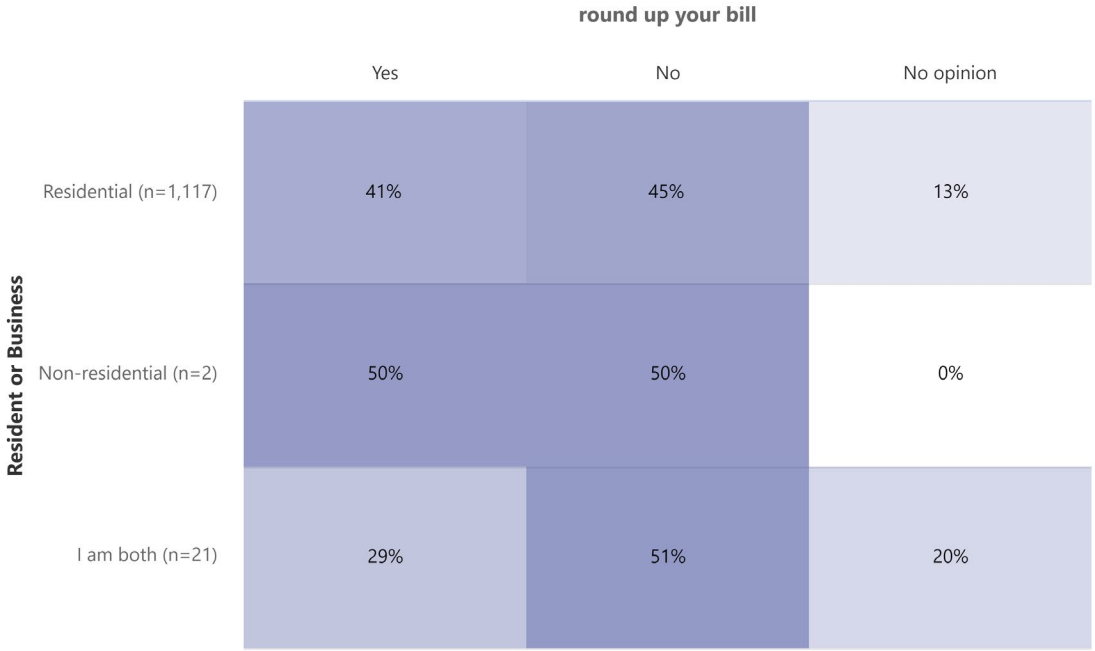


Weighted response percentage (n=1,140)

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All responses
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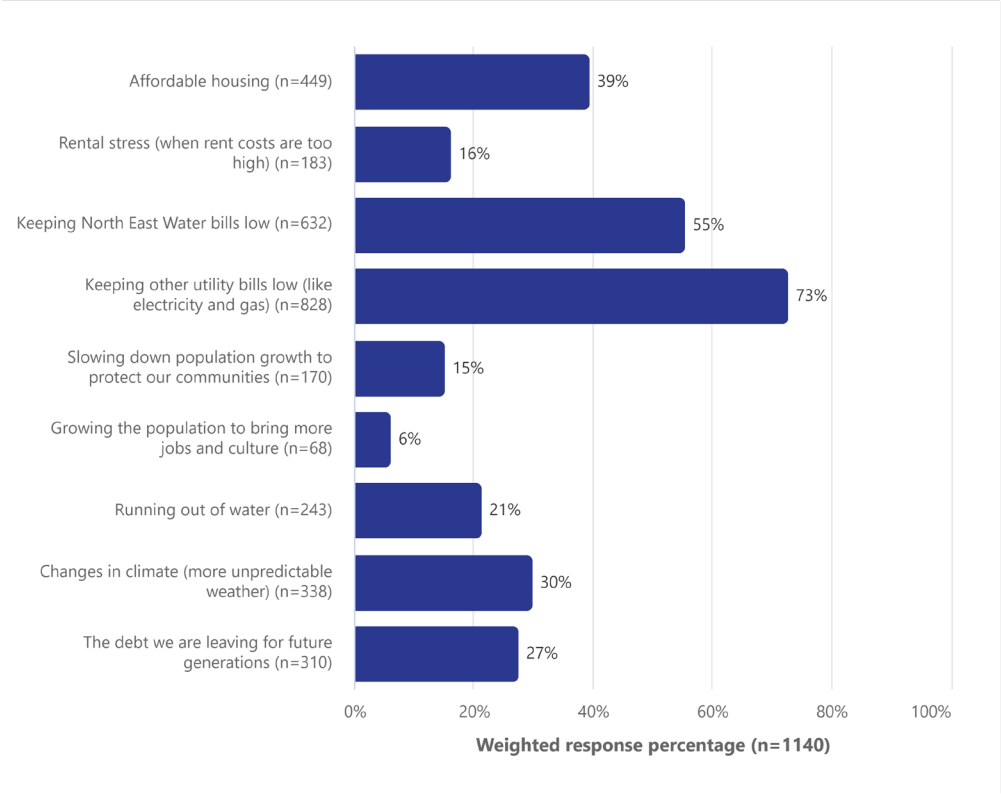
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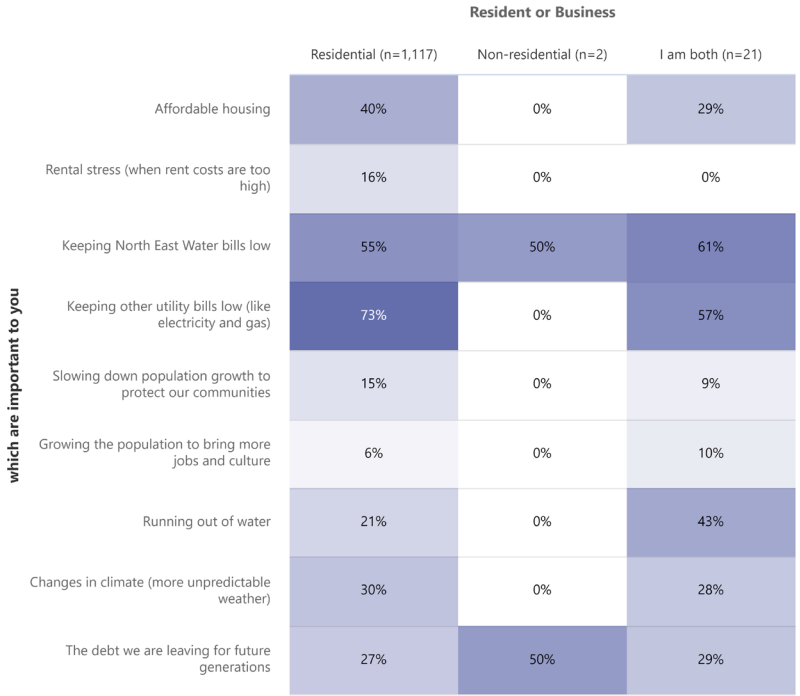
All responses
Invited 21 Oct 2024 – 28 Nov 2024

Appropriate pace of growth: Which of these are most important to you? Pick up to three:



All responses
Invited 21 Oct 2024 – 28 Nov 2024

Appropriate pace of growth: Which of these are most important to you? Pick up to three:



The score has been weighted to better represent the customer/population demographics of North East Water.

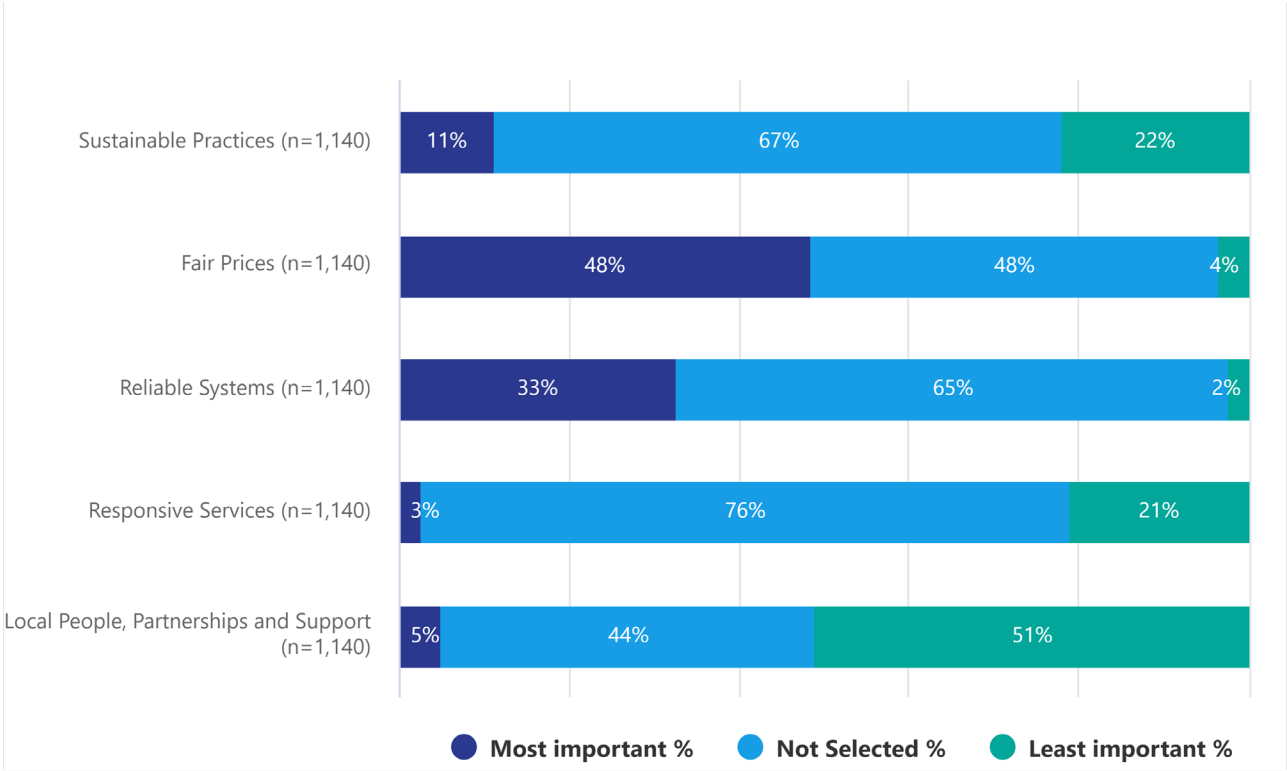
All responses
Invited 21 Oct 2024 – 28 Nov 2024

Item	Weighted Percent favourable
I am worried that young people will not be able to afford to buy a house.	79%
New people moving here are changing the feel of our small towns.	41%
Rent is too high – we need more houses for rent.	73%
The area is growing too fast.	34%
New housing areas bring more people and business to the region.	73%
We need more houses in this part of Victoria.	60%

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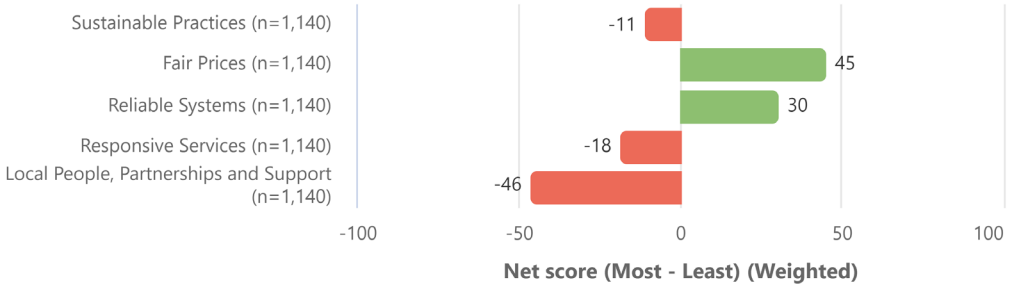
All responses
Invited 21 Oct 2024 – 28 Nov 2024

Customer outcomes: Which of these things that North East Water provides is most/least important to you?



All responses
Invited 21 Oct 2024 – 28 Nov 2024

Customer outcomes: Most Important Least Important Score - Overall summary

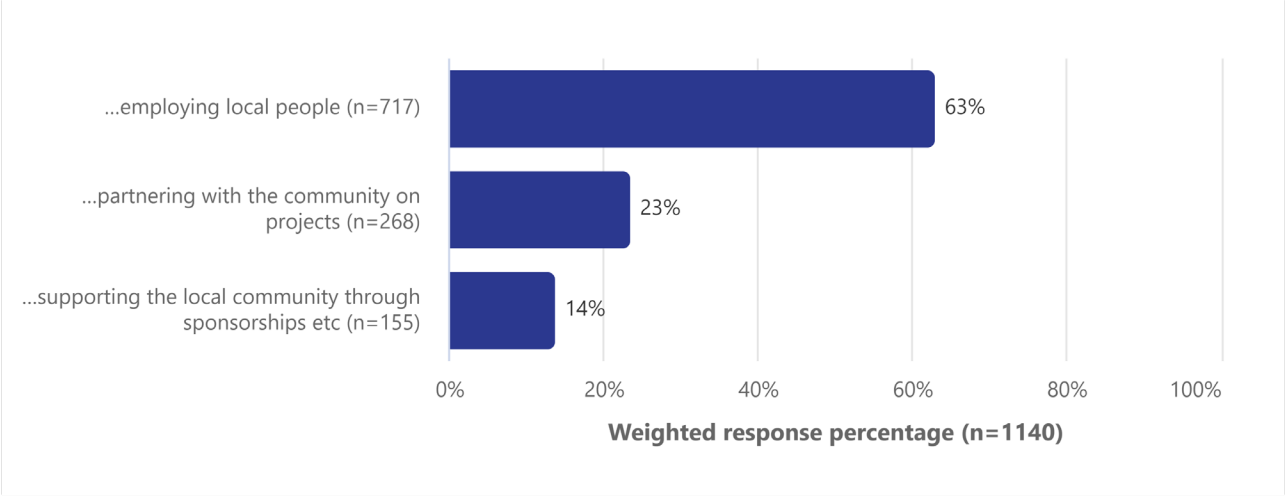


Legend: # More 'Least important' ratings # More 'Most important' ratings

** Net score = [n(Most important) – n(Least important)] / Total responses. The score has been weighted to better represent the customer/population demographics of North East Water.*

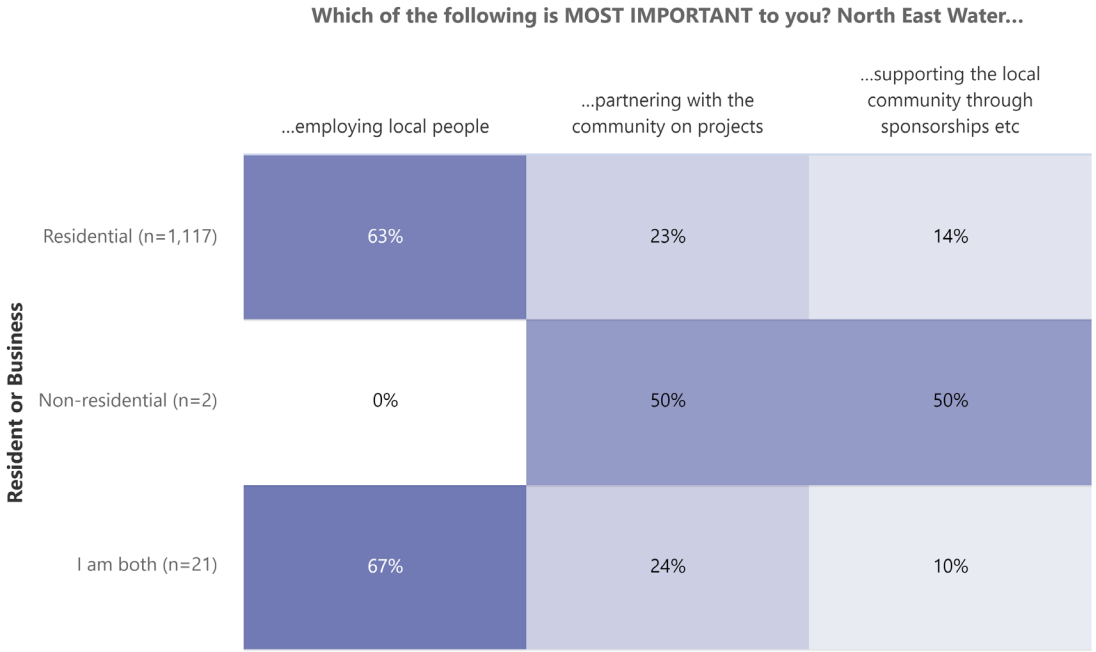
All responses
Invited 21 Oct 2024 – 28 Nov 2024

Customer outcomes: Which of the following is MOST IMPORTANT to you? North East Water...



All responses
Invited 21 Oct 2024 – 28 Nov 2024

Customer outcomes: Which of the following is MOST IMPORTANT to you? North East Water...



The score has been weighted to better represent the customer/population demographics of North East Water.

All responses
Invited 21 Oct 2024 – 28 Nov 2024

North East Water

Priorities Survey
Weighted Results

All responses

Invited 21 Oct 2024 – 28 Nov 2024