

Thank you for your response to our survey on Central Coast water prices

16 December 2021

We received 1,097 survey responses on water prices

IPART is reviewing the maximum prices that Central Coast Council can charge for its water, wastewater, stormwater and other water-related services. We released the council's pricing proposal and our Issues Paper on 28 September 2021 seeking community feedback via submissions and a [Have Your Say](#) survey (which has now closed). We also held a public hearing for our review on 26 October 2021.

We would like to thank everyone for engaging with us through our survey, making submissions and participating at our public hearing. Your feedback is very valuable to us and will be a key input in making our decisions for our Draft Report. We are currently in the process of reviewing the council's costs for which we have engaged expert consultants. We will do further analysis before releasing our Draft Report in March. We will seek feedback and comments again on our Draft Report and will hold a second public hearing on our review in April.

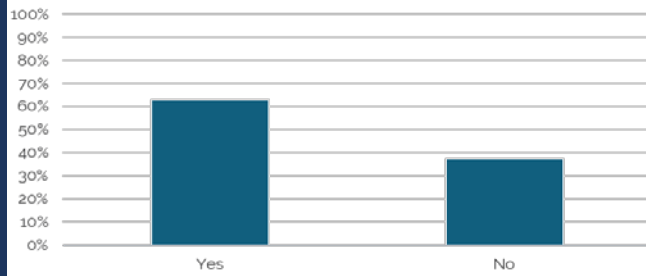

This Information Paper summarises the responses to the Have Your Say survey (with 7 questions). We received 1,097 responses to the survey, as well as 631 quick poll responses.

63% of responders are happy with the council's water service quality

Our quick poll asked about the quality of water services received. Although 63% of survey responders indicated they are happy with the quality of water services they receive, 37% are not happy with the quality of water services they receive.

Quick poll

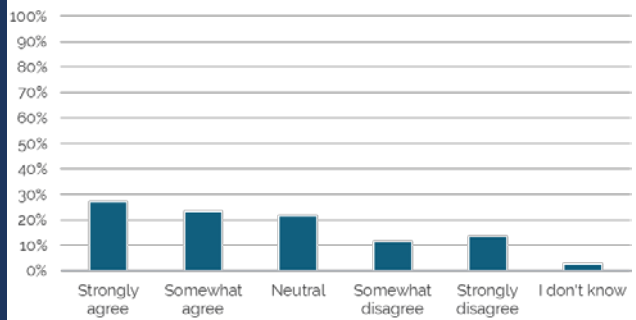
Are you happy with the quality of the water services you receive?



51% of responders think the council's water services need improving

The majority of survey responders agreed that the council needs to improve its water, wastewater and stormwater services. However, 25% disagreed with this.

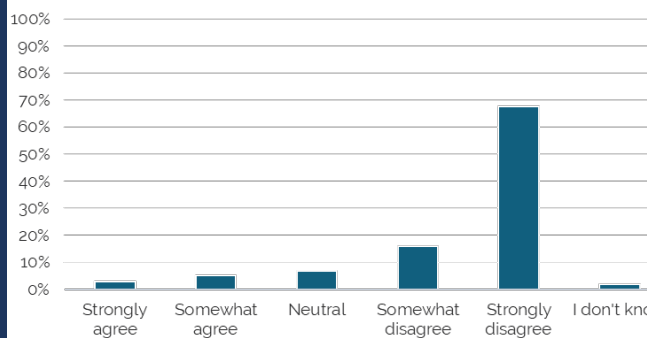
Do you think that the council needs to improve its water, wastewater and stormwater services?



84% of responders don't think proposed price increases are needed

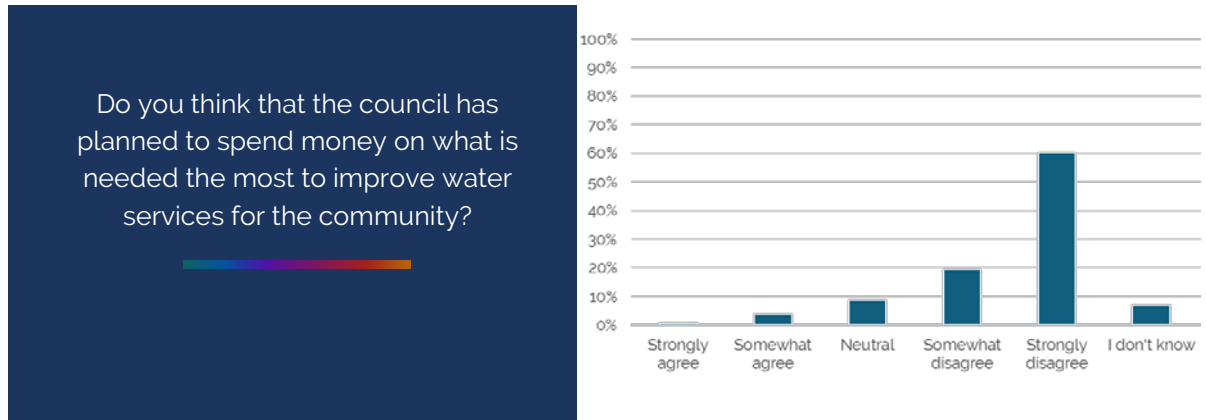
The large majority of survey responders disagreed that the council's proposed price increases are needed to improve its services, to meet drinking water standards and ensure environmental protection.

Do you think that the council's proposed price increases are needed to improve its services, meet drinking water standards and ensure environmental protection?



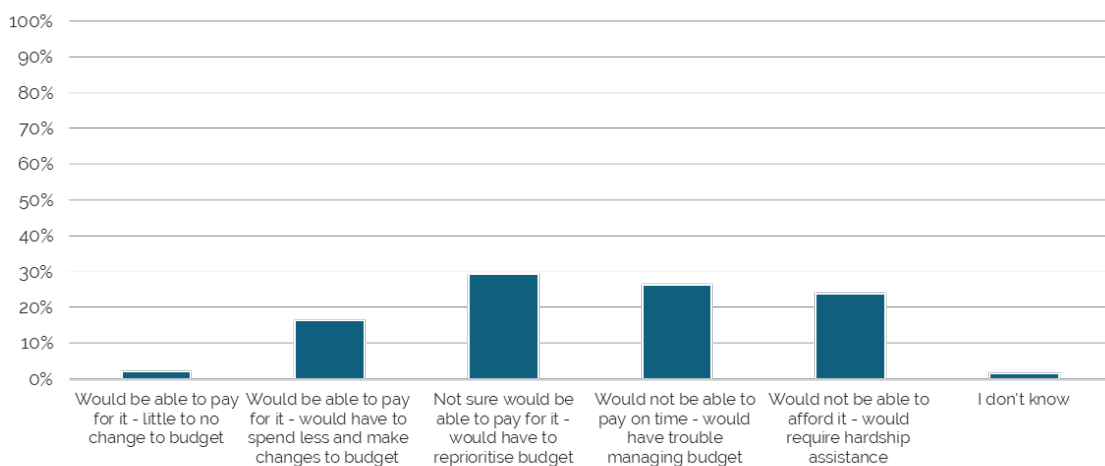
80% of responders don't think money will be spent on what's most needed

The large majority of survey responders disagreed that the council has planned to spend money on what is needed the most to improve water services for the community.



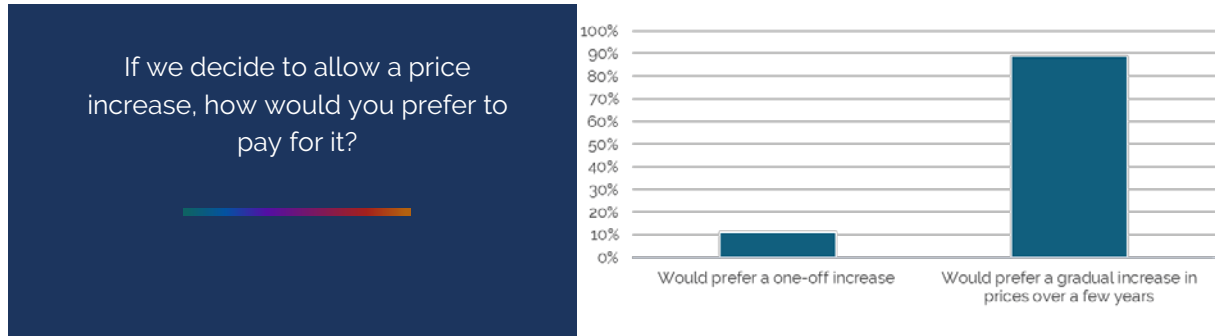
24% of responders don't think they can afford proposed bill increases

Although 19% of survey responders indicated they would be able to afford the proposed bill increases from 1 July 2022, 29% of responders said they weren't sure whether they would be able to afford them. There were also 26% of responders that said they would not be able to pay their bill on time and 24% of responders that said they would not be able to afford the increase and would require hardship assistance to pay for it.



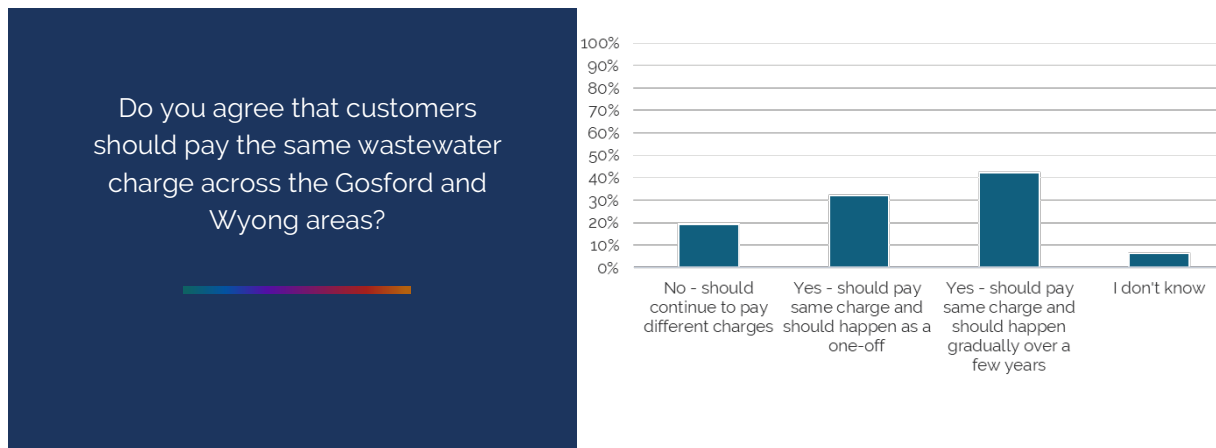
89% of responders prefer prices to increase gradually if needed

The large majority of survey responders agreed that if we decide to allow a price increase, they would prefer a gradual price increase over a few years.



74% of responders think Gosford and Wyong customers should pay the same

Currently Wyong customers pay slightly less than Gosford customers. The majority of survey responders agreed that customers should pay the same wastewater charge across the Gosford and Wyong areas. There were 42% of responders that also think that aligning these prices should happen gradually over a few years.



97% of responders were household customers

The large majority of survey responders were household customers. There were 26% of responders that were also pensioners. Business customers accounted for 1% of responders.



We have published submissions on our website

In response to the council's proposal and our Issues Paper we have also received 175 submissions. We have processed these in line with IPART's [Submissions Policy](#) and have published all non-confidential submissions on [our website](#).

Your comments about stormwater drainage

We also published an [Information Paper](#) on stormwater drainage and sought community feedback via a survey on our proposal to fund stormwater services through local government rates. Our survey closed on 15 November 2021 and we have released a [summary of results](#).

We will publish our Draft Report in March 2022

We will publish our draft decisions and draft prices for this review in our Draft Report which we will release in March 2022. We will consider all feedback when making our draft decisions for the Central Coast Council's water prices to apply from 1 July 2022.

