



AGENDA

INFRASTRUCTURE, PLANNING AND ENVIRONMENT COMMITTEE

8 SEPTEMBER 2022

MEMBERSHIP: Councillors J Black, L Burns, S Chowdhury, M Dickerson, V Etheridge, J Gough, R Ivey, D Mahon, P Wells and M Wright.

The meeting is scheduled to commence at 5.30 pm.

	Page
IPEC22/39 LEAVE OF ABSENCE (ID22/1842)	
IPEC22/40 CONFLICTS OF INTEREST (ID22/1847) In accordance with their Oath/Affirmation under the Act, and Council's Code of Conduct, Councillors must disclose the nature of any pecuniary or non-pecuniary interest which may arise during the meeting, and manage such interests accordingly.	
IPEC22/41 REPORT OF THE CLIMATE CHANGE AND RESILIENCE COMMITTEE - MEETING 24 AUGUST 2022 (ID22/1865) The Committee had before it the report of the Climate Change and Resilience Committee meeting held 24 August 2022.	3
IPEC22/42 UPDATE ON THE FLUORIDATION OF DUBBO URBAN AREA WATER SUPPLY (ID22/1758) The Committee had before it the report dated 25 August 2022 from the Director Infrastructure regarding Update on the Fluoridation of Dubbo Urban Area Water Supply.	7
IPEC22/43 DRAFT WATER SUPPLY AND SEWERAGE CUSTOMER SERVICE PLAN 2022/2023 AND 2023/2024; AND 2022 WATER SUPPLY AND SEWERAGE CUSTOMER SURVEY RESULTS (ID22/1522) The Committee had before it the report dated 1 August 2022 from the Water Sewer Client Services Coordinator regarding Draft Water Supply and Sewerage Customer Service Plan 2022/2023 and 2023/2024; and 2022 Water Supply and Sewerage Customer Survey Results.	13

IPEC22/44 BUILDING SUMMARY - AUGUST 2022 (ID22/1706) 143

The Committee had before it the report dated 29 August 2022 from the Director Development and Environment regarding Building Summary - August 2022.

IPEC22/45 OPTIONS FOR THE FLUORIDATION OF THE DUBBO URBAN AREA WATER SUPPLY (ID22/1764)

The Committee had before it the report dated 29 August 2022 from the Director Infrastructure regarding Options for the Fluoridation of the Dubbo Urban Area Water Supply.

In accordance with the provisions of Section 9 (2A) of the Local Government Act 1993 the Chief Executive Officer is of the opinion that consideration of this item is likely to take place when the meeting is closed to the public for the following reason: information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business (Section 10A(2)(c)).

**Report of the Climate Change and
Resilience Committee - meeting 24
August 2022**



**DUBBO REGIONAL
COUNCIL**

AUTHOR:

**Administration Officer - Chief Executive
Officer**

REPORT DATE: 1 September 2022

The Council had before it the report of the Climate Change and Resilience Committee meeting held 24 August 2022.

RECOMMENDATION

That the report of the Climate Change and Resilience Committee meeting held on 24 August 2022, be noted.



REPORT
CLIMATE CHANGE AND RESILIENCE
COMMITTEE
24 AUGUST 2022

PRESENT: Councillors M Dickerson, M Wright and R Ivey, the Director Development and Environment, the Chief Executive Officer, the Manager Resource Recovery and Efficiency, J Karki (Community Representative), P Duggan (Community Representative), M Gray (Community Representative), Y Aubusson-Foley (Community Representative), S Ellis (Community Representative), B Connor (Community Representative), G Avery (Community Representative), M McDonald (Community Representative), J Rice-Ward (Community Representative) and J Parker (Community Representative).

ALSO IN ATTENDANCE:

The Organisation Sustainability Coordinator and the Executive Officer Development and Environment.

The Chief Executive Officer assumed the Chair of the meeting.

The proceedings of the meeting commenced at 4.03 pm.

CCAR22/1 ACKNOWLEDGEMENT OF COUNTRY (ID22/1605)

The Chief Executive Officer delivered an Acknowledgement of Country.

CCAR22/2 APOLOGIES (ID22/1606)

An apology was received from K Gersche (Community Representative).

B Connor (Community Representative) attended via-audio visual link.

CCAR22/3 CONFLICTS OF INTEREST (ID22/1607)

There were no conflicts of interest declared.

CCAR22/6 ELECTION OF CHAIRPERSON (ID22/1741)

At this juncture, the Chief Executive Officer called for nominations for Chairperson of the Climate Change and Resilience Committee.

Councillor M Wright was nominated by Councillor M Dickerson.

Councillor M Wright accepted his nomination and was elected Chairperson of the Climate Change and Resilience Committee for the Mayoral term.

Councillor M Wright assumed the Chair of the meeting.

CCAR22/4 WELCOME AND INTRODUCTION (ID22/1608)

Councillor M Wright provided a welcome and introduction to the Committee.

CCAR22/5 TERMS OF REFERENCE AND CODE OF MEETING PRACTICE (ID22/1609)

The Committee had before it the report dated 3 August 2022 from the Administration Officer - Governance and Internal Control regarding Terms of Reference and Code of Meeting Practice.

RECOMMENDATION

That the Terms of Reference (Appendix 1) and Code of Meeting Practice for Community Committees and Working Parties (Appendix 2) be noted.

CCAR22/7 INTRODUCTION TO CLIMATE CHANGE - IMPORTANCE, GLOBAL TO LOCAL RESPONSES, COUNCIL RESPONSE SO FAR, OPPORTUNITIES GOING FORWARD (ID22/1714)

The Committee were provided with a presentation by the Organisation Sustainability Coordinator.

RECOMMENDATION

That the presentation provided by the Organisation Sustainability Coordinator, be noted.

CCAR22/8 FUTURE MEETING DATES (ID22/1642)

The Advisory Committee gave consideration to Future Meeting Dates.

RECOMMENDATION

- 1. That future meetings of the Climate Change and Resilience Committee be held as follows, noting that each meeting is to be held on the last Tuesday of the scheduled month at 4.00 pm:**
 - **29 November 2022**
 - **28 February 2022**
 - **30 May 2022**
 - **29 August 2022**

2. That it be noted that extraordinary meetings can be called as required.
 -
3. That calendar invitations be sent out to all members of the Climate Change and Resilience Committee for the abovementioned dates.

The meeting closed at 5.26 pm.

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CHAIRPERSON



DUBBO REGIONAL
COUNCIL

REPORT: Update on the Fluoridation of Dubbo Urban Area Water Supply

DIVISION: Infrastructure
REPORT DATE: 25 August 2022
TRIM REFERENCE: ID22/1758

EXECUTIVE SUMMARY

Purpose	Fulfil legislated requirement/Compliance	
Issue	<ul style="list-style-type: none">• Council has not been operating the fluoridisation system at the Dubbo Water Treatment Plant since January 2019• Council has obligations under the Fluoridation of Public Water Supplies Act 1957 to continue to provide fluoridation once approved	
Reasoning	<ul style="list-style-type: none">• To provide an update on the progress of reinstating a fluoridation system to the Dubbo Water Treatment Plant	
Financial Implications	Budget Area	Nil
	Funding Source	N/A
	Proposed Cost	N/A
	Ongoing Costs	Nil
Policy Implications	Policy Title	Water Supply Service Policy
	Impact on Policy	Implementation of a fluoridation system will be in line with 4.2.2 of the Policy

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principle themes and a number of objectives and strategies. This report is aligned to:

Theme: 2 Infrastructure
CSP Objective: 2.2 Infrastructure meets the current and future needs of our community
Delivery Program Strategy: 2.2.1 Water and sewer infrastructure and services meet the needs of the community

RECOMMENDATION

That the information contained within this report be noted.

Luke Ryan
Director Infrastructure

LR
Director Infrastructure

BACKGROUND

Dubbo Regional Council has not been dosing the water at the John Gilbert Water Treatment Plant in Dubbo with fluoride since January 2019. The current senior staff were made aware of this in April 2022 and actions have been taken to address this issue.

Previous Resolutions of Council

18 July 2022	<ol style="list-style-type: none">1. <i>That it be noted that existing infrastructure for fluoridation at the John Gilbert Water Treatment Plant in Dubbo has been independently assessed in June 2019 as non-compliant with the Australian Standard for the storage and handling of corrosive substances (AS3780) and the NSW Code of Practice for Fluoridation of Public Water Supplies.</i>2. <i>That it be noted that Council has not been fluoridating drinking water in Dubbo since January 2019.</i>2. <i>That it be noted that as of April 2022 Public Works Advisory has been engaged to scope the body of work required to build infrastructure that meets Council's legislative and regulatory obligations.</i>3. <i>That it be noted that the Mayor and Chief Executive Officer first met with regulatory agencies including Western Local Health District, Health NSW – Water Unit and the Department of Planning and Environment – Water Group on 11 July 2022 regarding concerns about the performance of Council as a water utility.</i>4. <i>That the Chief Executive Officer complete asset renewals of its fluoridation capability in 2022/2023.</i>5. <i>That the Chief Executive Officer provide an update report on the progress of the fluoridation asset renewals at its Ordinary meeting scheduled for 22 September 2022.</i>6. <i>That it be noted that this matter concerning fluoridation infrastructure is not related to, nor did it contribute to, the issuing of a Boil Water Alert for Dubbo and surrounds in July 2022.</i>
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REPORT

This report provides information relation to the options study for the upgrading of the fluoride dosing system at the Dubbo Water Treatment Plant.

Dubbo Regional Council engaged Public Works Advisory to undertake an options study for the upgrading of the fluoride dosing system at the Dubbo Water Treatment Plant. This study was received by Council on 5 August 2022 identifying three options to provide fluoride into the water supply. A do nothing option has not been considered for this study.

The three options considered in the study are:

1. Upgrade the existing system.
2. Construct a completely new dosing system using the same chemical (Hydrofluorosilicic acid) to replace the existing system; and
3. Construct a completely new dosing system using a different chemical (sodium silicofluoride granules) to replace the existing system.

The report recommends option 3 and the decommissioning of the current system.

Council staff have been discussing the recommended option with Griffith City Council as they have recently installed the sodium silicofluoride system at their water treatment plant. The purpose of these discussions was to reality check the operation of the recommended option in the report and understand if there are any operational challenges.

This recommended option has also been discussed with staff from the Water Unit of the Department of Planning and Environment and staff from the Department of Health. No issues have been identified with the preferred option.

It is proposed that Council implements a sodium silicofluoride system at the water treatment plant to provide fluoride in the drinking water.

Consultation

- Department of Planning and Environment were provided a copy of the Options Study and requested to provide comment on the preferred option. No concerns were raised on the preferred option.
- Department of Health were provided a copy of the Options Study and requested to provide comment on the preferred option. No concerns were raised on the preferred option. The Department of Health advised that a fluoride technical application for a new or upgraded fluoridation system (Form 1) will be required to be submitted.
- Discussions held with Griffith City Council staff to discuss the recommended option. The purpose of this was to obtain feedback on the sodium silicofluoride system as this has been recently installed at their water treatment plant.
- Discussions held with Council Technicians as this is a different method of dosing for fluoride.

Resourcing Implications

- A tender will be required to be prepared and administered for the design and construction of the fluoride dosing system. It is proposed that the tender documentation be prepared by Public Works Advisory and that Council call for the tender of this project.

Options Considered

There is an assessment in the body of the Options Study prepared by Public Works Advisory and this is shown below.

- Upgrade the existing system.

- Construct a completely new dosing system using the same chemical (Hydrofluorosilicic acid) to replace the existing system; and.
- Construct a completely new dosing system using a different chemical (sodium silicofluoride granules) to replace the existing system.

The detailed assessment is located in the Options Study with the advantages and disadvantages of each option listed below.

Option 1 - Upgrade the existing system

Advantages	Disadvantages
<p>Storage bund is existing</p> <p>Fluoride Room is existing</p> <p>Electrical cubicle is existing</p>	<p>Safety concerns in storage and handling of severely corrosive acid</p> <p>Complete overhaul and refurbishment to the bulk storage and bund is required</p> <p>Complete new dosing equipment is required</p> <p>Transfer pipework between the bulk tank and the dosing system to be replaced and may prove disruptive to JGWTP operations</p> <p>Switchboard/control panel may have to be replaced after five to seven years with an approximate cost of \$130,000 when the existing panel would be at the end of its design life</p> <p>Dosing pipework remains quite long</p> <p>The facility is too close to the main entrance and this can be a concern for public safety</p> <p>Construction of the recommended ground tank for accidental spill containment system will need a complex ground excavation</p> <p>Design life will be less than the new dosing system than options 2 and 3</p>

Option 2 - Construct a completely new dosing system using the same chemical (Hydrofluorosilicic acid) to replace the existing system

Advantages	Disadvantages
<p>A very compact and efficient arrangement</p> <p>The design life would be 20 years.</p> <p>Less work, health and safety issues compare to Option 1</p> <p>Can be located at a much safer place on the site away from the main entrance</p> <p>Construction of the proposed underground spill containment tank will be simpler than in Option 1</p>	<p>Safety concerns in storage and handling of severely corrosive acid</p> <p>Slightly longer construction period</p>

Option 3 - Construct a completely new dosing system using a different chemical (sodium silicofluoride granules) to replace the existing system

Advantages	Disadvantages
<p>Much safer chemical during storage and handling compared to acid used in options 1 and 2.</p> <p>Operation and maintenance are similar to other chemicals at the treatment plant and can be safely carried out</p> <p>No separate spill containment bunds or unloading bund for the delivery trucks are required</p> <p>Work, health and safety hazards from any accidental leak from overhead dosing lines is not as severe as in the case of acid</p> <p>The design life would be 20 years</p>	<p>Bag loading process requires plant operator intervention</p>

Preferred Option

- The preferred option is construct a completely new dosing system using a different chemical (sodium silicofluoride granules) to replace the existing system identified as option three in this report and the Options Study – Upgrading of Fluoride Dosing System John Gilbert Water Treatment Plant – Dubbo.

Timeframe

Key Date	Explanation
Mid September 2022	Engage Public Works Advisory to development the tender documentation for the design and construction of a sodium silicofluoride granules dosing system
Mid January 2023	Advertise the tender for the fluoride dosing system
Late March / early April 2023	Award the works through the tender process

A further timeline update will be provided when the report is submitted to Council for the awarding of the tender.

Next Steps

- The next step will be to engage Public Works Advisory to develop tender documentation for the design and construction of a new dosing system (sodium silicofluoride granules) to replace the existing system.



REPORT: Draft Water Supply and Sewerage Customer Service Plan 2022/2023 and 2023/2024; and 2022 Water Supply and Sewerage Customer Survey Results

DIVISION: Infrastructure
REPORT DATE: 1 August 2022
TRIM REFERENCE: ID22/1522

EXECUTIVE SUMMARY

Purpose	<ul style="list-style-type: none"> Seek endorsement Seek director or decision 	<ul style="list-style-type: none"> Provide review or update
Issue	<ul style="list-style-type: none"> Adoption of the Water Supply and Sewerage Customer Satisfaction Survey 2022 and Draft Water Supply and Sewerage Customer Service Plan 2022/2023 and 2023/2024 for public exhibition 	
Reasoning	<ul style="list-style-type: none"> Place the Water Supply and Sewerage Customer Satisfaction Survey 2022; and Draft Water Supply and Sewerage Customer Service Plan 2022/2023 and 2023/2024 on public exhibition. 	
Financial Implications	Budget Area	The only financial implications are existing budgeted operational costs as this is a routine survey.
	Funding Source	Operational Budget
	Proposed Cost	N/A
	Ongoing Costs	N/A
Policy Implications	Policy Title	There are no policy implications arising from this report.
	Impact on Policy	N/A

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principle themes and a number of objectives and strategies. This report is aligned to:

Theme: 2 Infrastructure

CSP Objective: 2.2 Infrastructure meets the current and future needs of our community

Delivery Program Strategy: 2.2.1 Water and sewer infrastructure and services meet the needs of the community

Theme:	2 Infrastructure
CSP Objective:	2.2 Infrastructure meets the current and future needs of our community
Delivery Program Strategy:	2.2.2 Solid waste management services meet the of the community

RECOMMENDATION

- 1. That the Water Supply and Sewerage Services Customer Satisfaction Survey Results 2022 as attached to this report (Appendix 1) be noted.**
- 2. That the Water Supply and Sewerage Services Customer Satisfaction Survey Results 2022 attached to this report (Appendix 1) be adopted for public exhibition of not less than 28 days.**
- 3. That the Draft Water Supply and Sewerage Services Customer Service Plan 2022/2023 and 2023/2024 attached to this report (Appendix 2) be adopted for public exhibition of not less than 28 days.**

Luke Ryan
Director Infrastructure

RE
Water Sewer Client
Services Coordinator

BACKGROUND

Dubbo Regional Council surveys its water and sewerage customer satisfaction levels every two years. The survey results determine customer satisfaction in relation to Council's water supply and sewerage customer service standards.

The water supply and sewerage customer service standards are the primary driving force for Council, as the water supply authority, and are a critical part of Council's strategic business plans for water supply and sewerage adopted each financial year.

Council's most recent survey was undertaken in June/July 2022 by Micromex Research.

The random sample survey was completed by a mix of telephone survey (486), and hardcopy distributed to villages (14), with a sample size of 500 respondents across the water and sewerage supply areas of Dubbo (including Brocklehurst, Wongarbron and Ballimore villages), Eumungerie, Mogriguy, Wellington, Geurie and Mumbil.

Previously, the customer service standards have been referred to as the 'Water Supply and Sewerage Customer Service Standards'. These customer service standards have now been incorporated into a new document referred to as 'Water Supply and Sewerage Customer Service Plan'.

The preparation of a Customer Service Plan is a requirement of Best Practice in NSW as stipulated by NSW Department of Planning and Environment.

Overall, the Water Supply and Sewerage Customer Service Plan informs Council's customers of the services and responsibilities that they can expect from Council in accordance with the legislative framework for Local Government Water Utilities in NSW.

The document provides:

- An explanation of the services offered for drinking water, septic waste, effluent, sewerage collection and treatment.
- Information on a range of customer service processes including connections, metering, billing, managing maintenance work, complaints and dispute resolution.
- A list of targets to express the levels of customer service or 'Customer Service Standards' that Council aims to deliver to its customers and the environment. This includes critical items such as standards for drinking water, water pressure, water supply interruptions, sewerage overflows and odours, response and repair completion times, as may be applicable.

The Water Supply and Sewerage Customer Service Plan will continue to be reviewed in conjunction with the water supply and sewerage customer satisfaction survey every two financial years.

The report recommends adoption of the Draft Water Supply and Sewerage Services Customer Service Plan 2022/2023 and 2023/204, to be placed on public exhibition before final adoption by Council (**Appendix 1**).

REPORT

The 2022 survey results highlight areas of continuity and overall satisfaction of water supply and sewerage services with previous years' results. Council's water supply and sewerage services customers are essentially satisfied with response times for reported water supply and sewerage service failures.

Micromex Research indicated that Council performs above the comparable Micromex benchmarks, derived from other regional council surveys, for both water and sewer importance and satisfaction.

Key findings from survey results are shown below:

WATER SUPPLY SERVICES

- 92% of respondents are at least 'somewhat satisfied' with Council's delivery of town water service.
- 90% of respondents are satisfied with Priority 1 response times (within two hours).
- 72% of respondents are satisfied with Priority 2 response times (two business days).
- 60% of respondents are happy with Priority 3 response times (10 business days), 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 and 3 response times.
- 11% of respondents had a water supply problem in the last 12 months. The primary reasons were water leaking outside their property or a problem with their water meter (damaged, leaking, frozen).
- 59% of respondents who had a water supply problem were satisfied with the workmanship. This is the first time a new third answer option was available, 'Can't say', accounting for 17% of respondents answers.
- 71% of respondents rate the quality of water supplied by Council as 'good' to 'excellent'. Although a small sample size, respondents from Geurie and Mumbil were more likely than other respondents to experience a problem with their water quality. It is noted that during the phone survey interview period, Geurie entered into a boil water alert due to turbidity issues from heavy rainfall. Mumbil has a ground water source that is known to contribute to water hardness.
- 24% of respondents would be willing to pay for the quality of water to be improved.
- 15% of respondents are registered on the online smart water meter customer portal, MyDRC Water. The primary purpose for using the portal is monitoring usage, tracking trends and leak alerts.

SEWERAGE SERVICES

- 98% of respondents are at least 'somewhat satisfied' with Council's delivery of town sewerage service.
- 81% of respondents rate their satisfaction with the quality of Council's sewerage system 'medium' to 'high'.
- 90% of respondents are satisfied with Priority 1 – urgent response times (within two hours).
- 48% of respondents are satisfied with Priority 2 – non-urgent response times (10 business days)
- 6% of respondents had a sewerage problem in the last 12 months, with the primary issue a blockage/overflow.
- 67% of respondents were satisfied with the response time to problems experienced.
- 60% of respondents who had a sewerage problem were satisfied with the workmanship. This is the first time a new third answer option was available, 'Can't say', accounting for 23% of respondents answers.
- 20% of respondents were willing to pay higher sewerage rates to achieve shorter response times.

WATER CONSERVATION

- 63% of respondents believe that Council should do more to encourage water conservation. 77% of respondents believe Council should not adopt higher pricing system to encourage water conservation.

RESPONSE TIMES

- Amongst the 54 respondents who had experienced a water supply issue in the past 12 months, only 61% were satisfied with the response time – down from 80% in 2020.
- 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).
- 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.

In the Water Supply and Sewerage Customer Service Standards 2020/2021 and 2021/2022, Council adopted a slight change to detail the definition and priority level of urgent and non-urgent water supply and sewerage works and failure response times.

2022 is the first year survey questions have asked other about other response times. As a result, this has seen the 2022 satisfaction level by respondents see a decline from the 2020 survey results. Whilst the community is generally happy with a two-hour response for Priority 1 issues, they are less supportive of Council's response time for lower priority (non-urgent) issues. It has been suggested Council better communicate the different priority levels, as lower priorities require response times to allow for prompt Priority 1 response times. Information detailing priority levels and definitions for response times are detailed in the draft Water Supply and Sewerage Customer Service Plan.

Accordingly, Council’s customer service standards for water supply and sewerage services continue to meet their objectives as standards of customer service.

Council now proposes to publicly exhibit the Customer Satisfaction Survey Results 2022 and Draft Water Supply and Sewerage Customer Service Plan for 2022/2023 and 2023/2024. The public exhibition documents will be displayed on Council’s website.

Total Financial Implications	Current year (\$)	Current year + 1 (\$)	Current year + 2 (\$)	Current year + 3 (\$)	Current year + 4 (\$)	Ongoing (\$)
a. Operating revenue	0	0	0	0	0	0
b. Operating expenses	32,000	0	33,500	0	34,338	0
c. Operating budget impact (a – b)	32,000	0	35,500	0	34,338	0
d. Capital Expenditure	0	0	0	0	0	0
e. Total net impact (c – d)	32,000	0	35,500	0	34,338	0
Does the proposal require ongoing funding?	Yes ever second year a survey is undertaken					
What is the source of this funding?	Operational budget					

Table 1. Ongoing Financial Implications

Planned Communications

- This report recommends public exhibition of the Customer Satisfaction Survey Results 2022 and Draft Water Supply and Sewerage Customer Service Plan for 2022/2023 and 2023/2024.

Next Steps

- A further report will be presented to Council at the conclusion of the public exhibition period outlining any submissions received and for the adoption of the Water Supply and Sewerage Customer Service Plan for 2022/2023 and 2023/2024 by Council.

APPENDICES:

- [1](#) Water Supply and Sewerage Services Customer Satisfaction Survey Results
- [2](#) Water Supply and Sewerage - Customer Service Plan



Dubbo Regional Council

Water and Sewer Research – 2022

Prepared by: Micromex Research

Date: August 5, 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

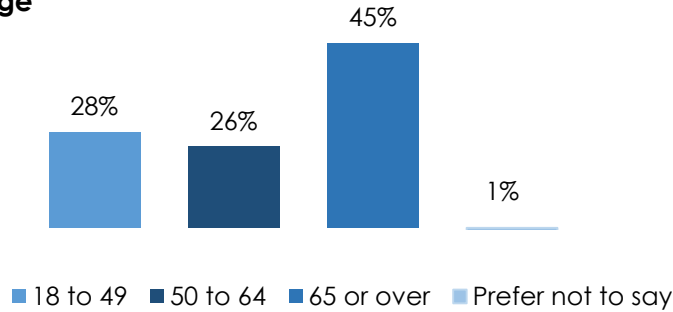
- Telephone interviewing commenced 30th May 2022
- Hard copy distribution to villages from June 15 to June 28, 2022 (phone surveys paused)
- Telephone interviewing re-commenced July 5, completed July 8 2022.

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.

Age



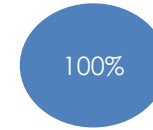
Ratepayer status



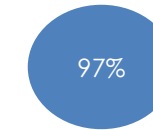
Ratepayer
83%



Non-ratepayer
17%



Connected to Town Water



Connected to Town Sewerage

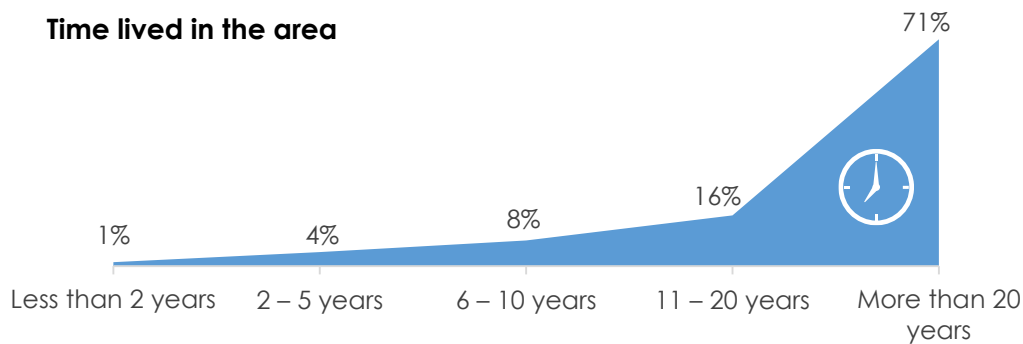
Gender



Service Areas



Time lived in the area



Base: N = 500



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

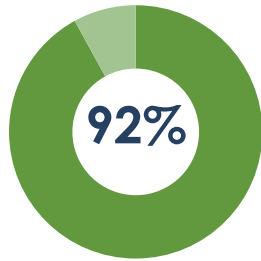
Villages

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

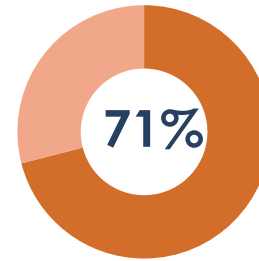
- Mumbil respondents in particular were less positive. Granted, we only had a sample of 12 Mumbil respondents (and on several questions filtered to only some respondents, that number was even lower) – but their consistently lower scores on satisfaction with response times, overall water quality, overall 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



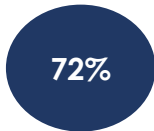
Of respondents are at least 'somewhat satisfied' with Council's **delivery of the town water service**



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



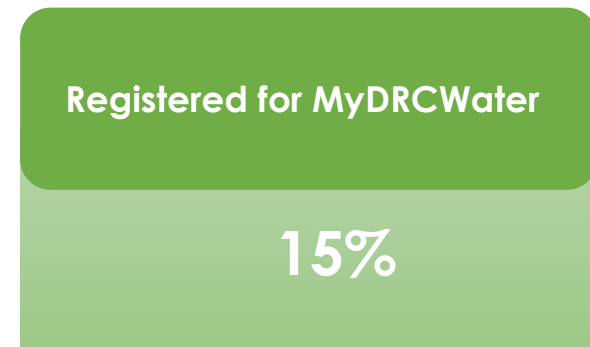
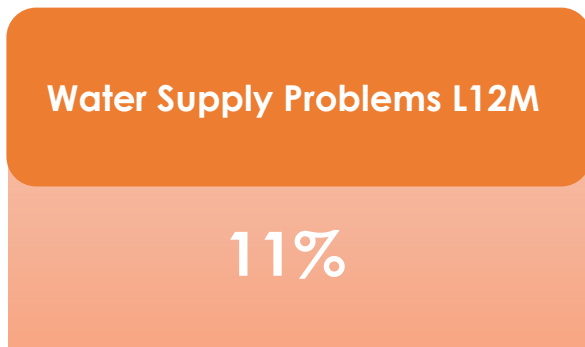
of respondents are satisfied with **Priority 1 response times** (Within 2 hours)



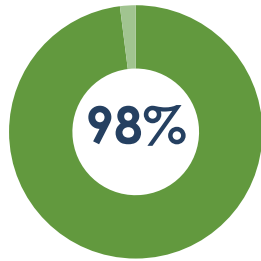
of respondents are satisfied with **Priority 2 response times** (2 business days)



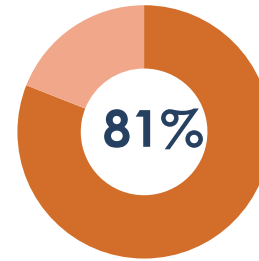
of respondents are happy with **Priority 3 response times** (10 business days)



Council's Town Sewerage System Services – Scorecard



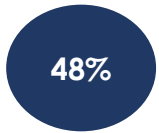
Of respondents are at least 'somewhat satisfied' with Council's **delivery of the town sewerage service**



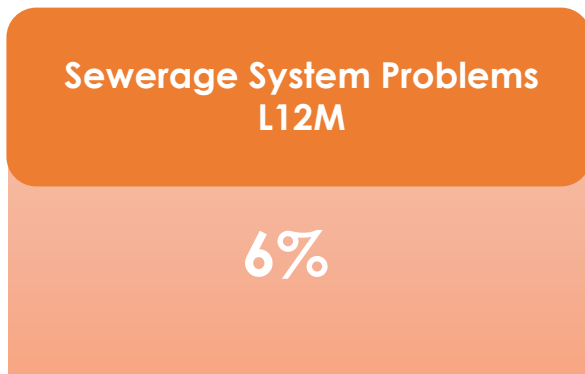
Of respondents rate their **satisfaction with the quality of Council's sewerage system** as 'medium' to 'high'



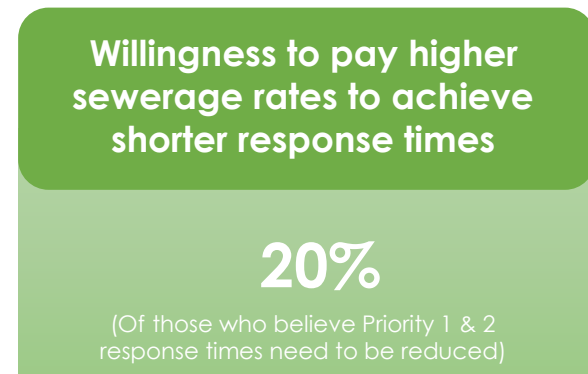
of respondents are satisfied with **Priority 1 – Urgent response times** (Within 2 hours)



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



*caution low base size



(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

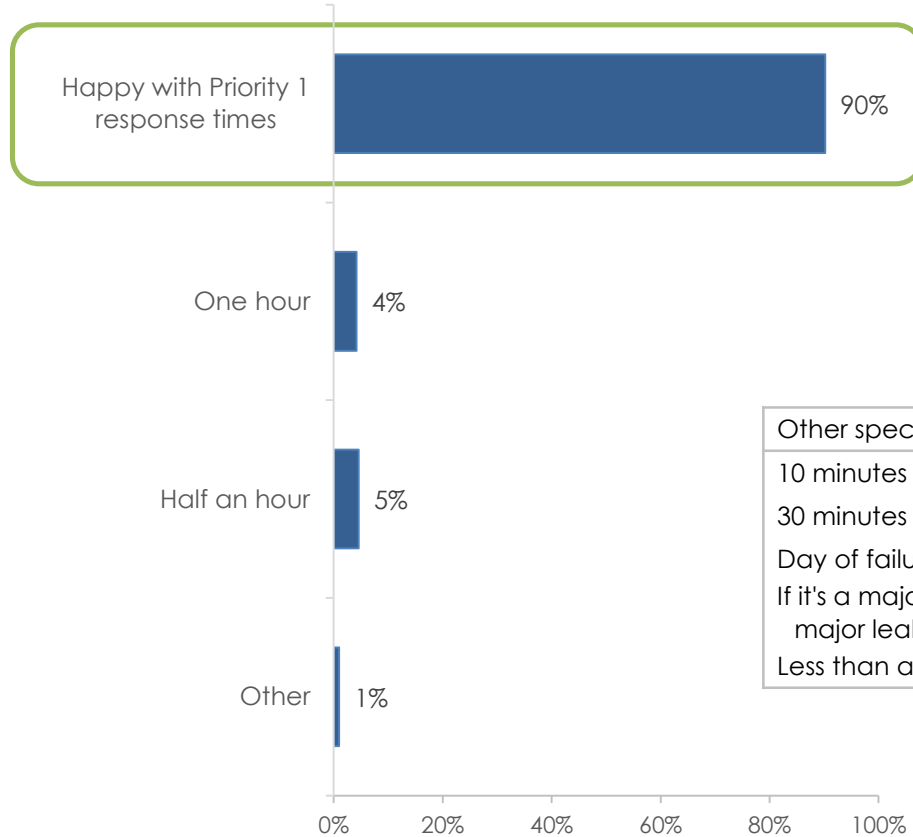
This section explores respondents' satisfaction with Council's town water supply.

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, 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 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

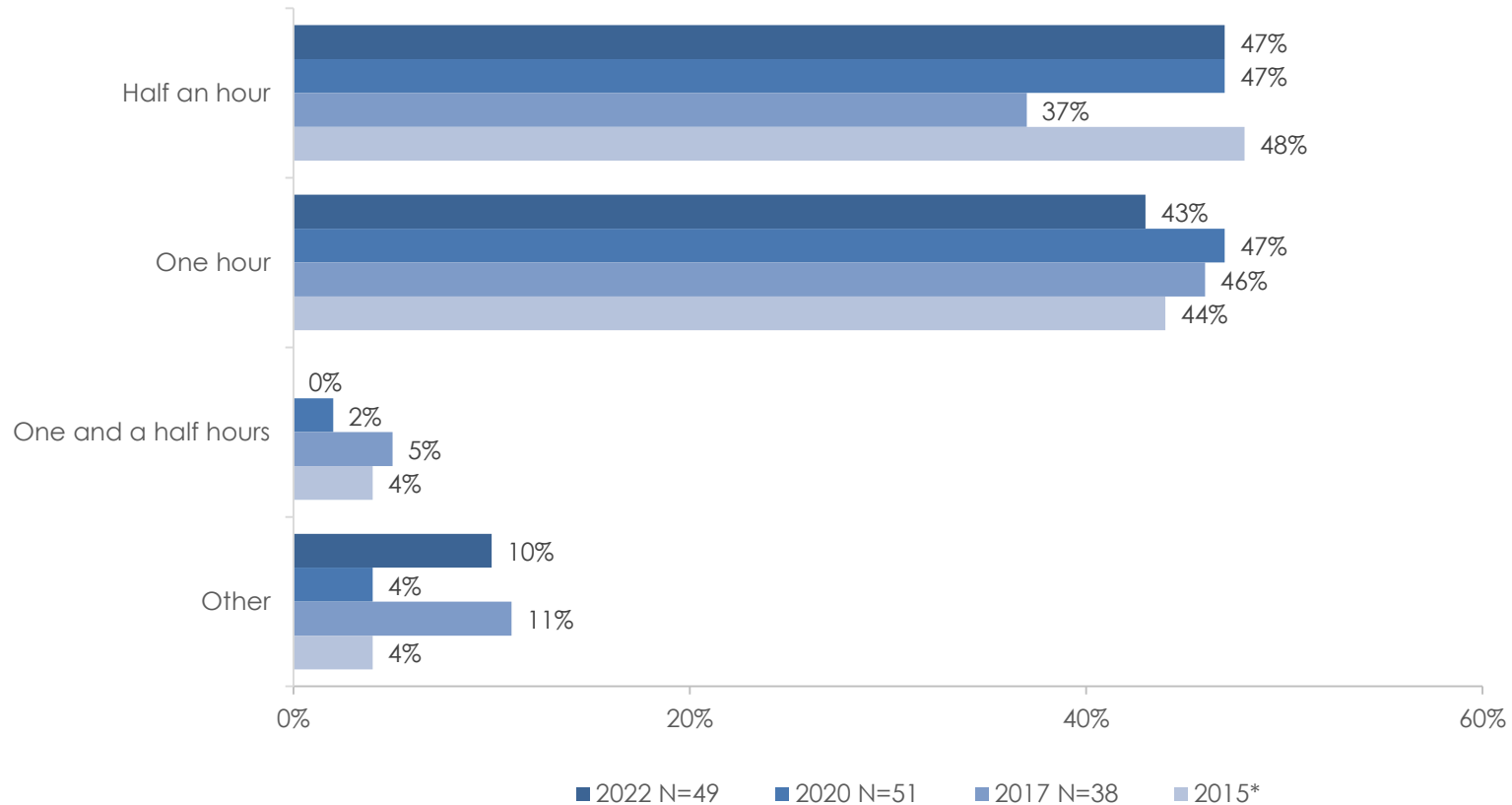
▲ ▼ = A significantly higher/lower percentage (by group)

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)

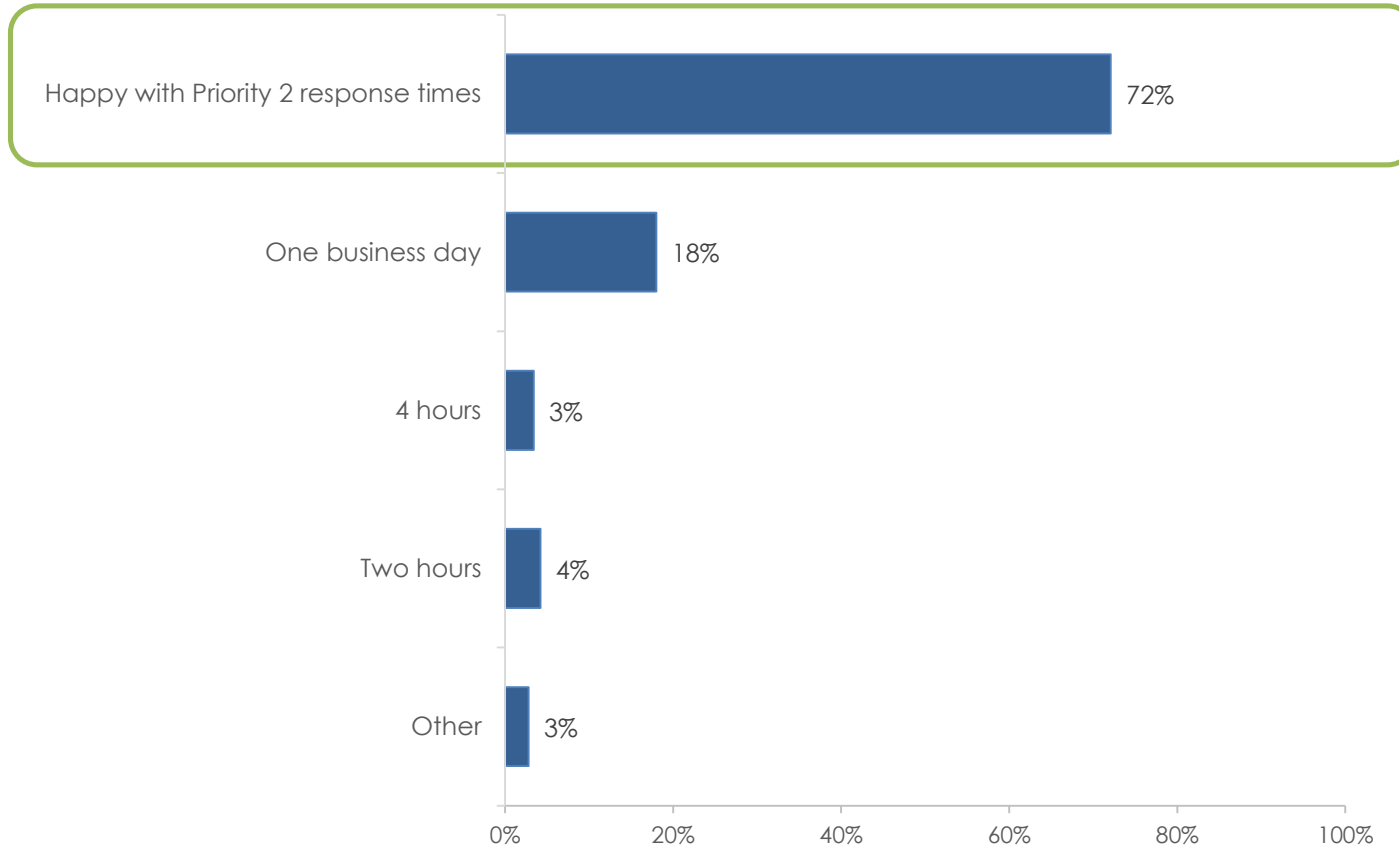


*Base sizes for 2015 are not available

Results on the two previous slides showed Q5 percentaged to total sample. However, the chart above percentaged 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

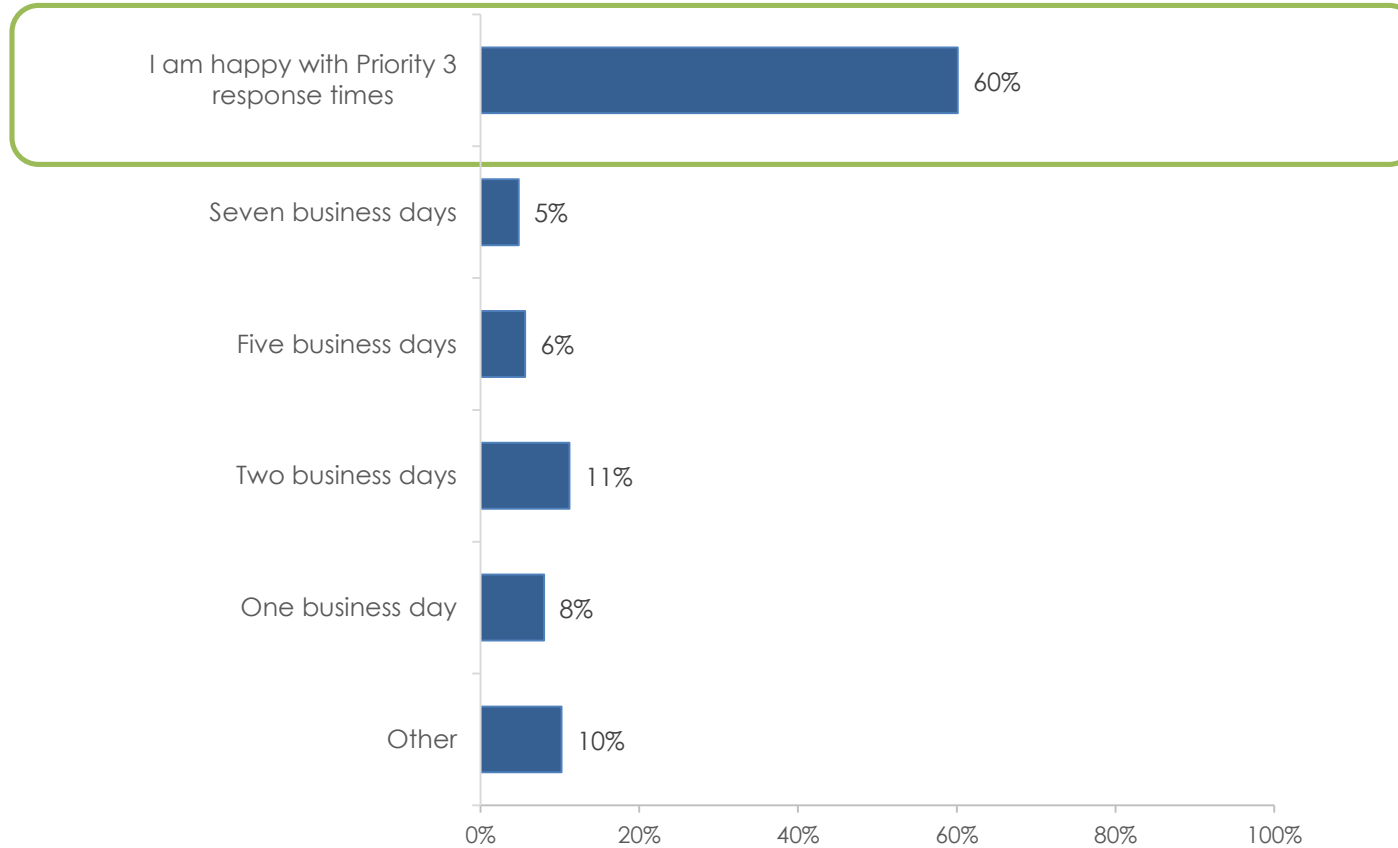
▲ ▼ = A significantly higher/lower percentage (by group)

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, Wongarbon 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

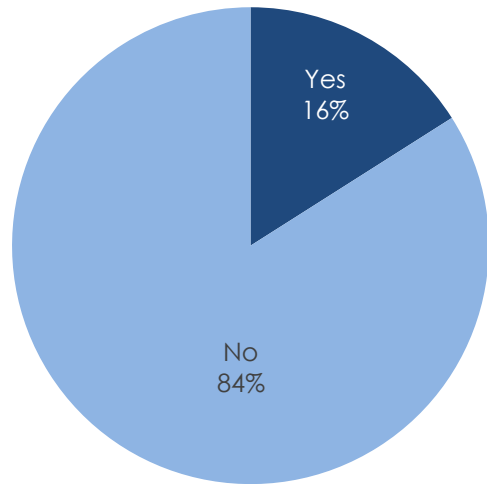
*Caution low base sizes

▲ ▼ = 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

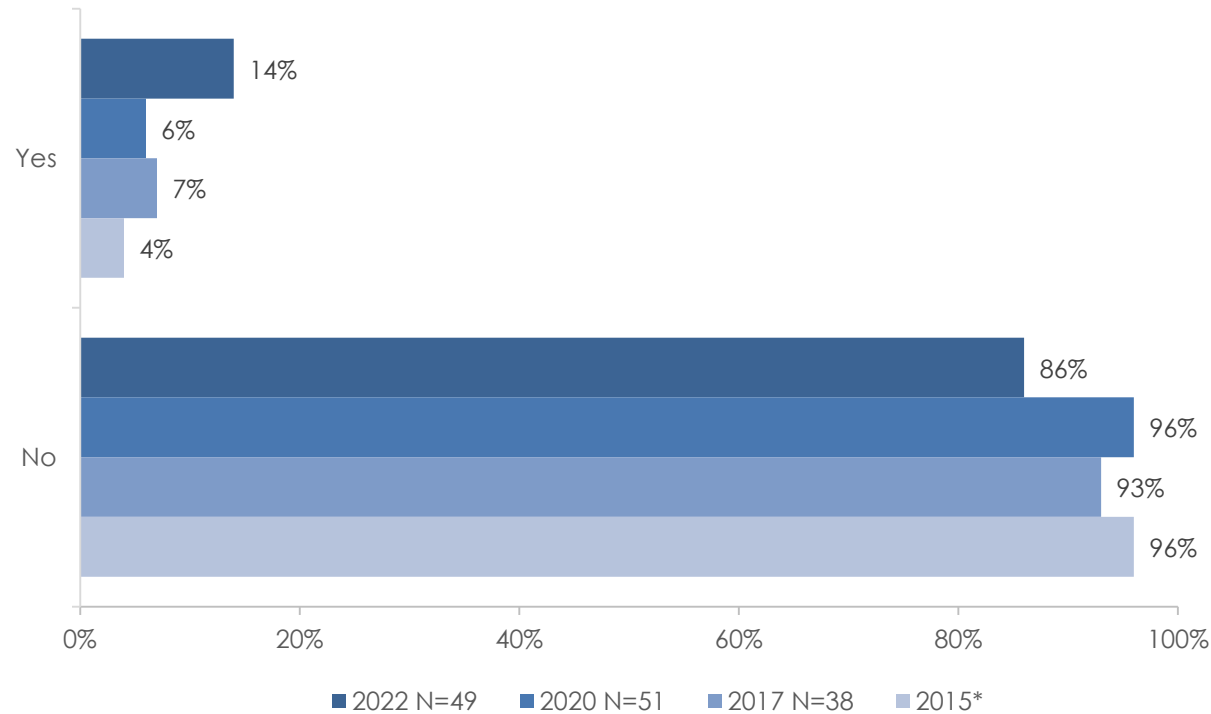
▲ ▼ = A significantly higher/lower percentage (by group)

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*



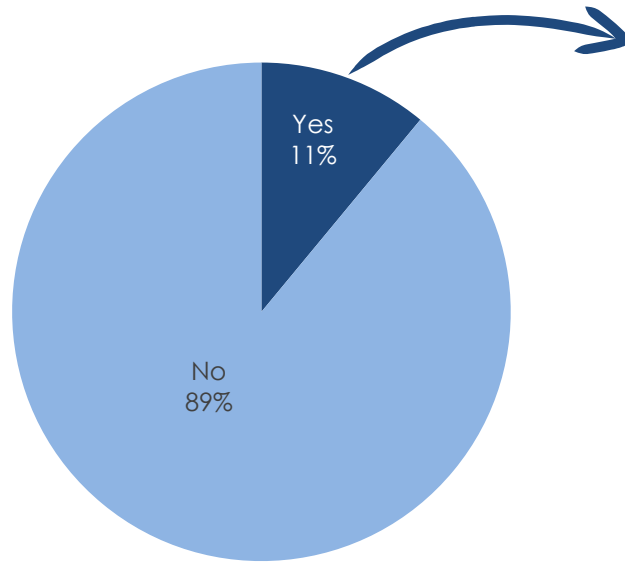
*Base sizes for 2015 are not available

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

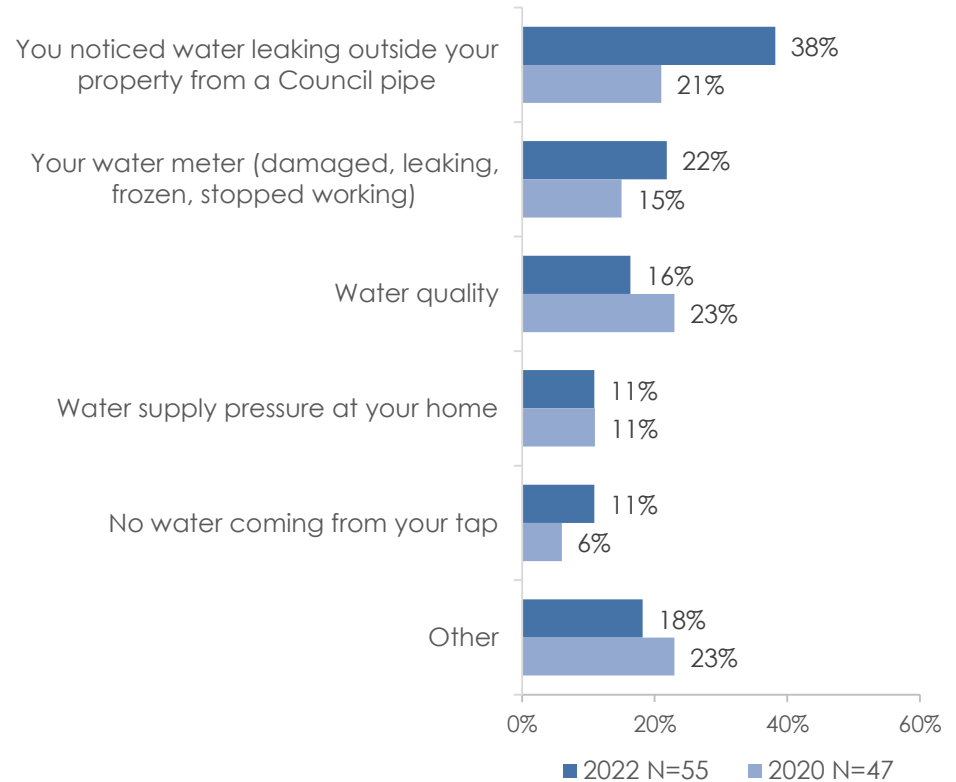
Q11. Have you had a water supply problem in the last 12 months and needed to call Council?

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, Wongarbron 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

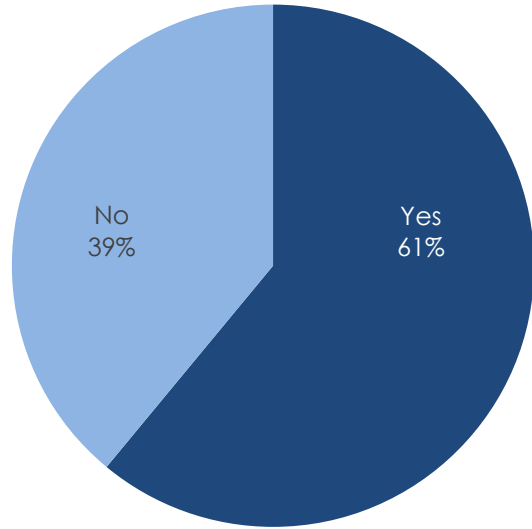
*Caution low base sizes

▲ ▼ = 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

**Caution low base sizes

*Base sizes for 2015 are not available

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

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

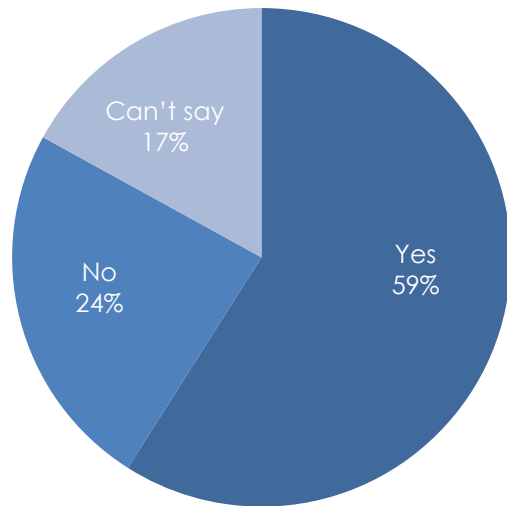
	Q13. Were you satisfied with the response time?		
	Yes	No	Base
You noticed water leaking outside your property from a Council pipe	62%	38%	21*
Your water meter (damaged, leaking, frozen, stopped working)	75%	25%	12*
Water quality	33%	67%	9*
Water supply pressure at your home	50%	50%	6*
No water coming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

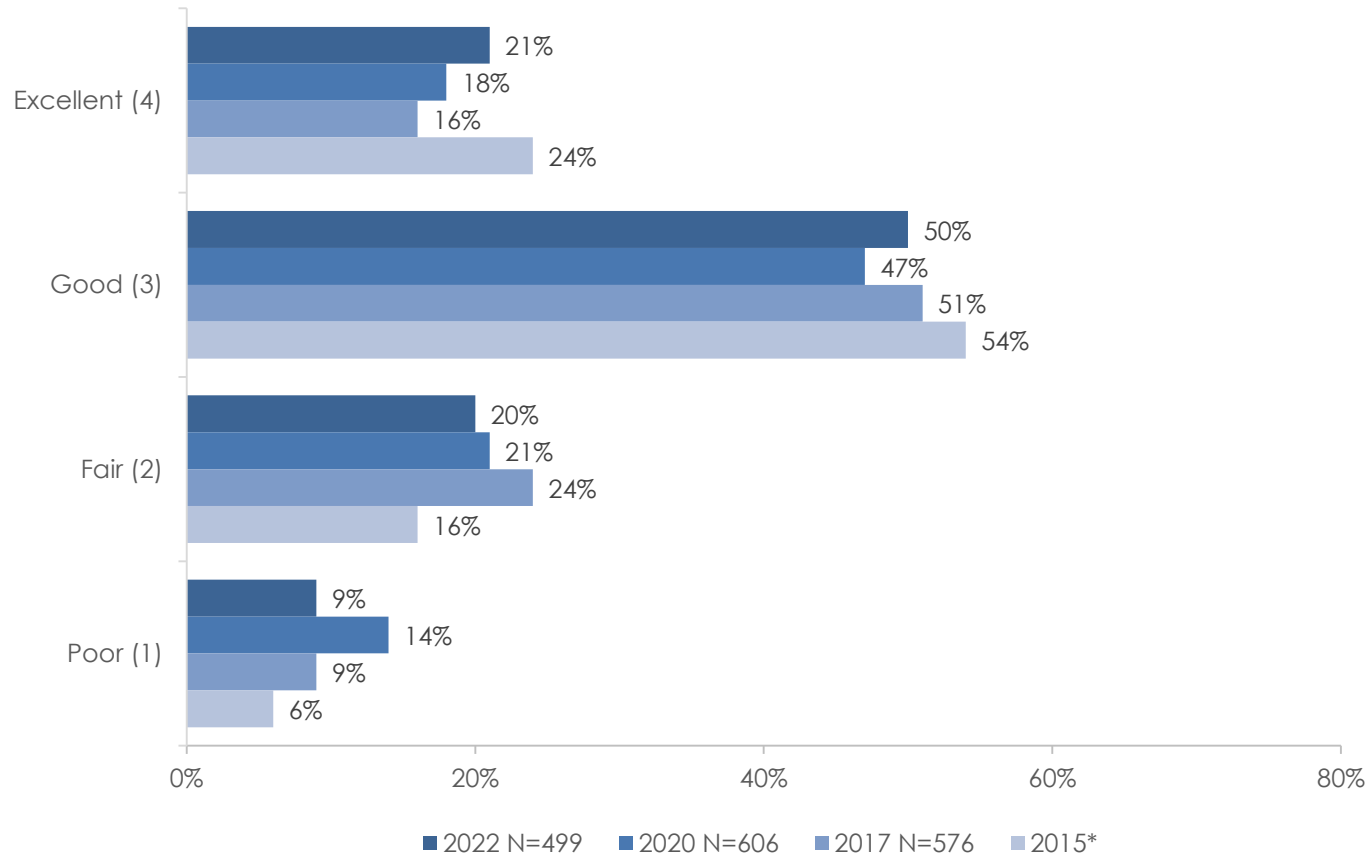
	Q14. Were you satisfied with the workmanship?			
	Yes	No	Can't say	Base
You noticed water leaking outside your property from a Council pipe	67%	14%	19%	21*
Your water meter (damaged, leaking, frozen, stopped working)	83%	17%	0%	12*
Water quality	44%	33%	22%	9*
Water supply pressure at your home	17%	50%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

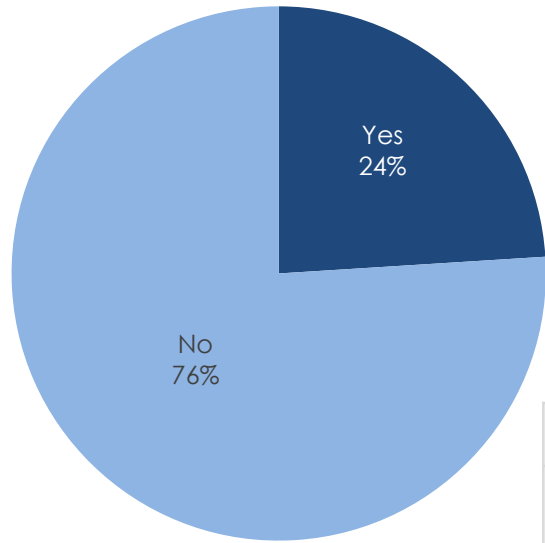
¹Mean ratings are calculated by assigning the options numerical values, 1 = poor, 4 = excellent.

▲ ▼ = 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, 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	24%	50%	28%	10%	25%	30%▲	22%
No	76%	50%	72%	90%	75%	70%	78%
Base	379	4**	74	30	12**	147	351

**Caution low base sizes

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

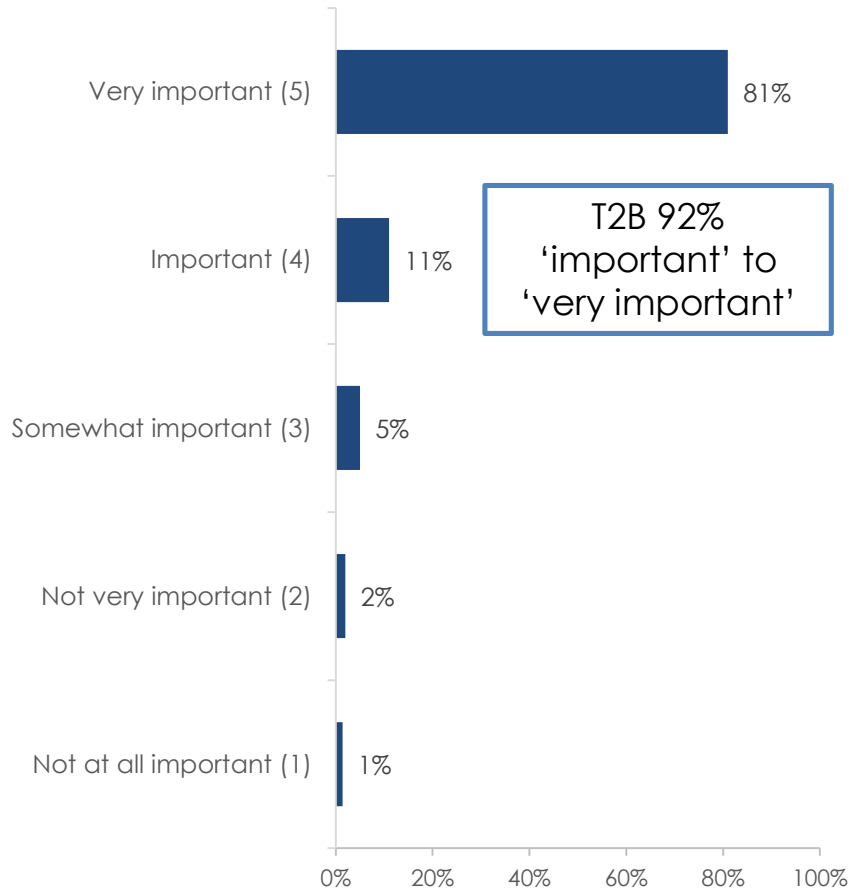
Based on a very general question, almost one quarter of respondents are prepared to pay for the quality of water to be improved, which remains similar to previous waves.

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.

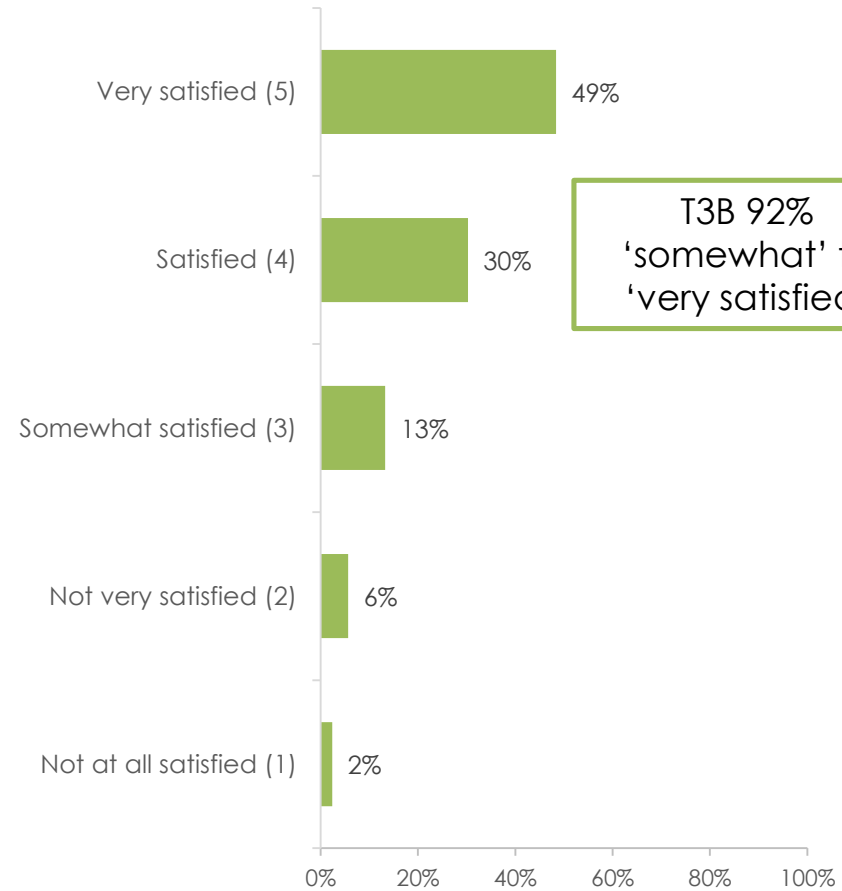
Importance of, and Satisfaction with Council's Town Water Service

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.



Base: N = 500



Base: N = 459

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 Moriguy 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 Morigrivy 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.

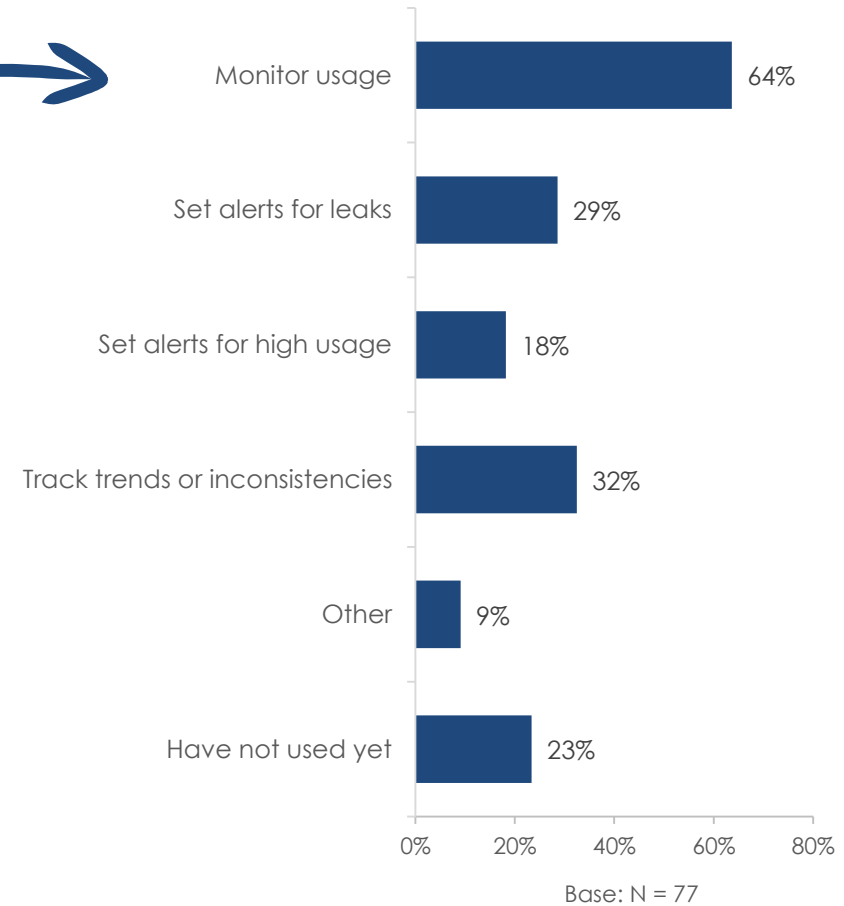
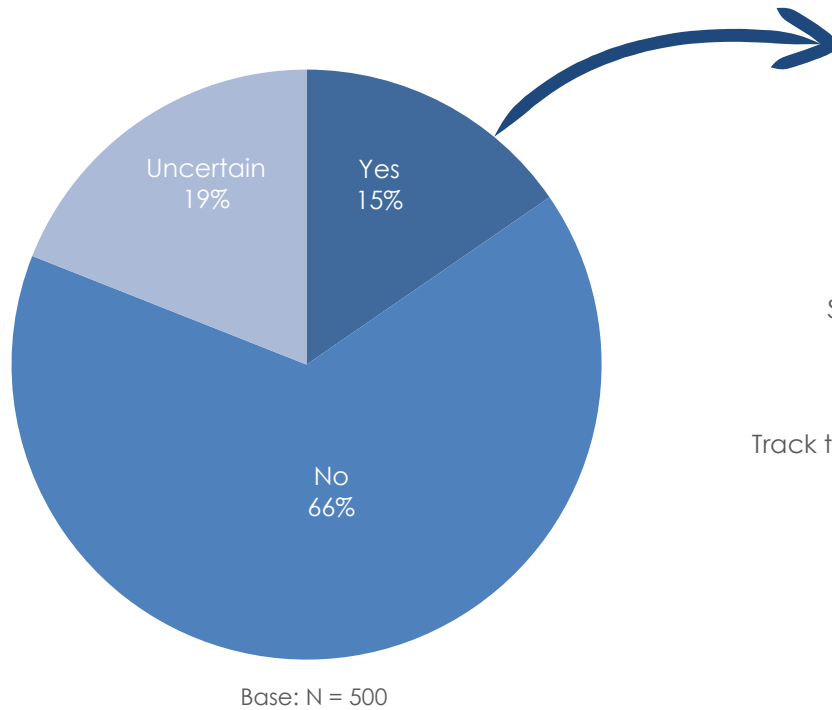
▲ ▼ = A significantly higher/lower rating (by group)

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

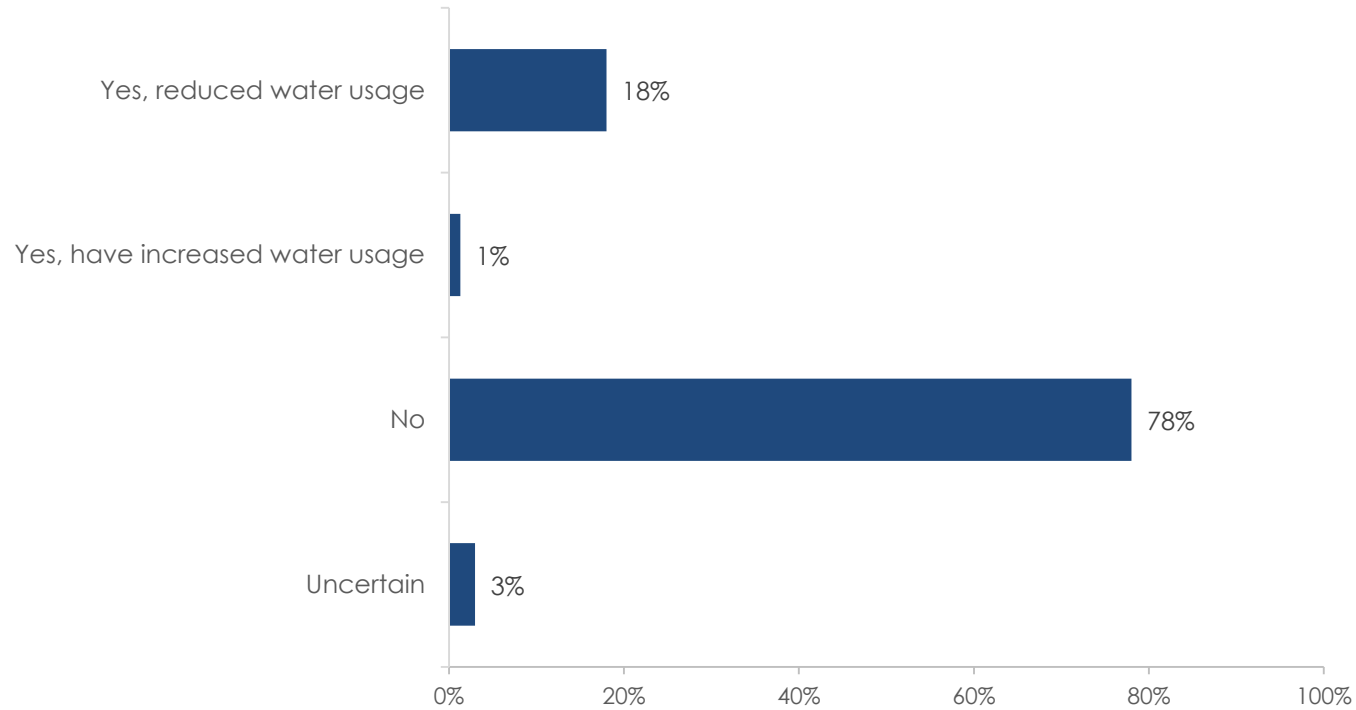
	Overall	Male	Female	18-29	30- 49	50-64	65+	Ratepayer	Non-ratepayer
Monitor usage	64%	68%	61%	43%	68%	73%	63%	66%	25%
Set alerts for leaks	29%	23%	36%	14%	23%	27%	38%	30%	0%
Set alerts for high usage	18%	13%	25%	29%	23%	7%	19%	19%	0%
Track trends or inconsistencies	32%	30%	36%	29%	32%	47%	28%	34%	0%
Other	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, Wongarbron 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

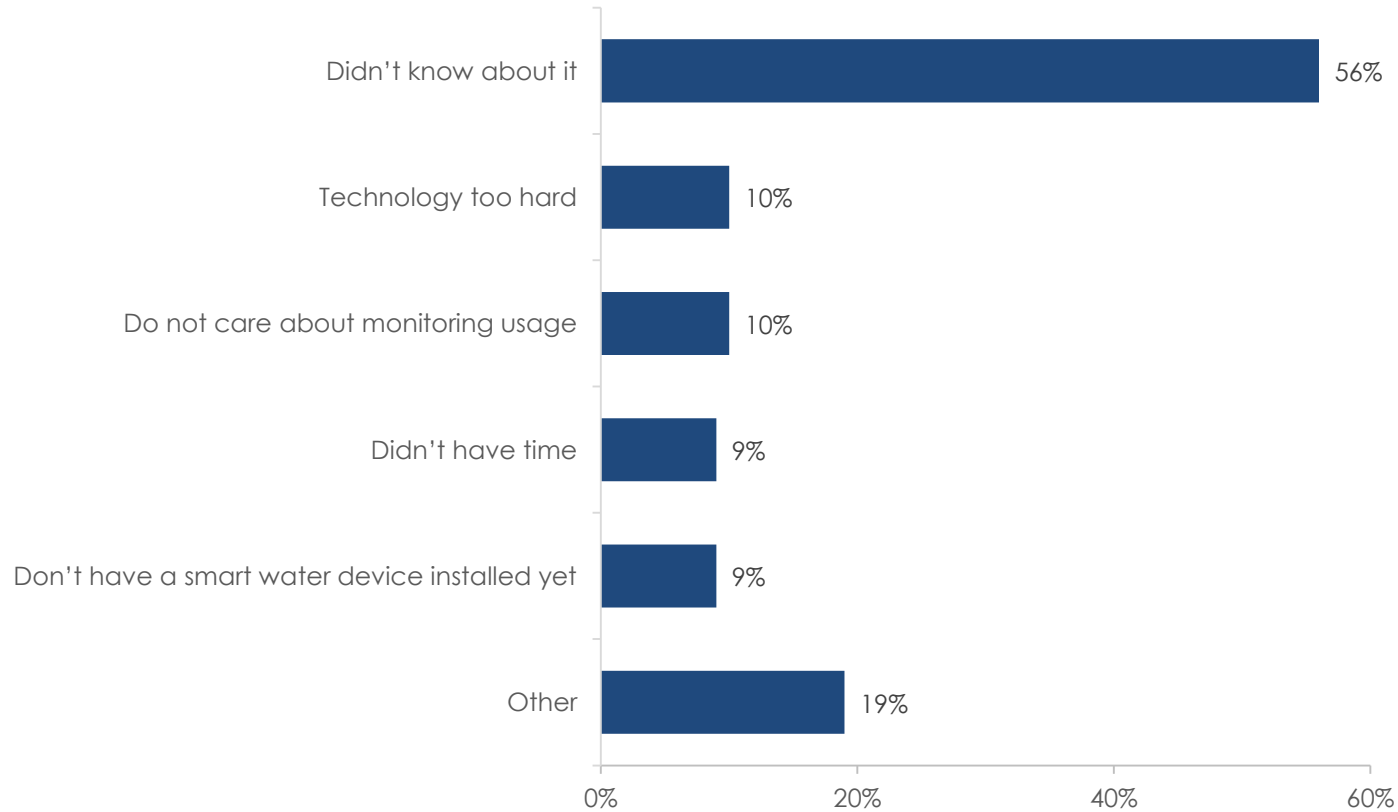
*Caution low base sizes

▲ ▼ = 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 Moriguy 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

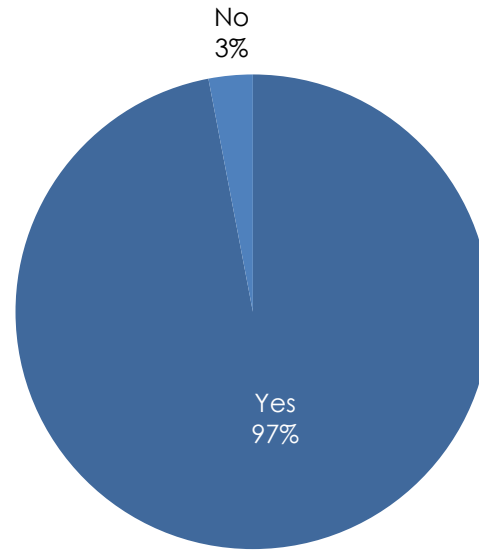
- 1a. Town Water Services
- 1b. Town Water Services – Key results by satisfaction with Council's town water service
- 2a. Town Sewerage Services**
- 2b. Town Sewerage Services – Key results by satisfaction with Council's town sewerage service
- 3. Water Conservation

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

Note: Respondents from Ballimore, Eumungerie and Mogrigny were not asked questions regarding town sewerage. And those in Geurie and Wongarboon 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?



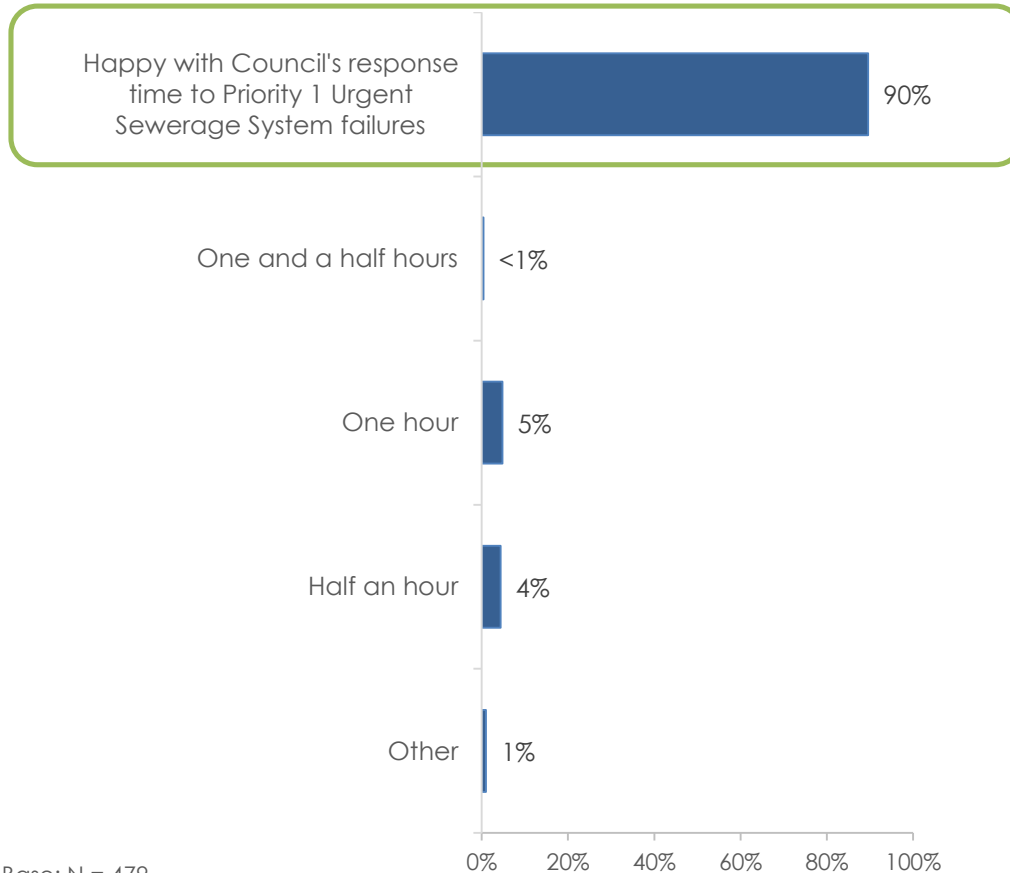
Base: N = 496

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

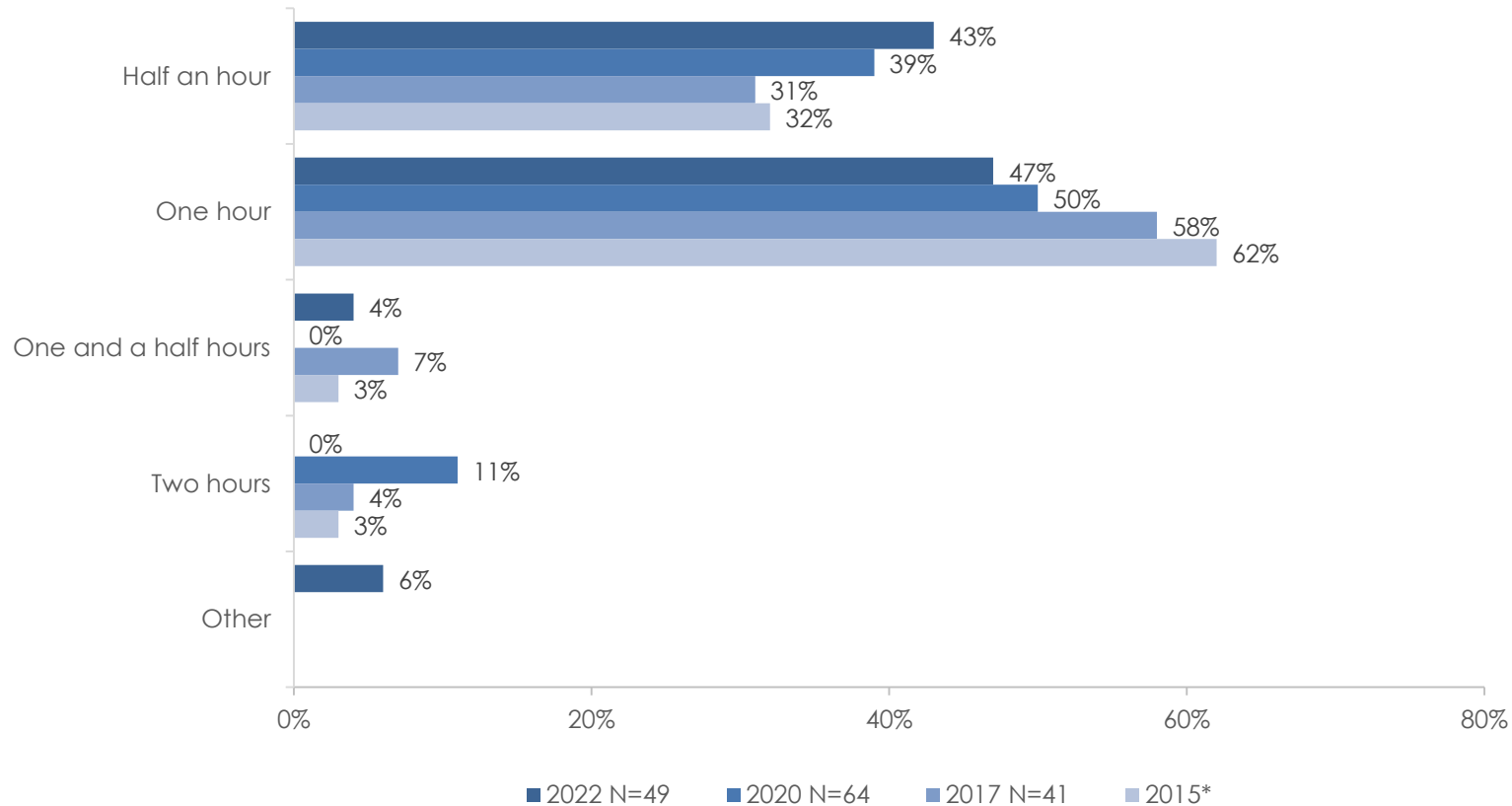
▲▼ = A significantly higher/lower percentage (by group)

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)



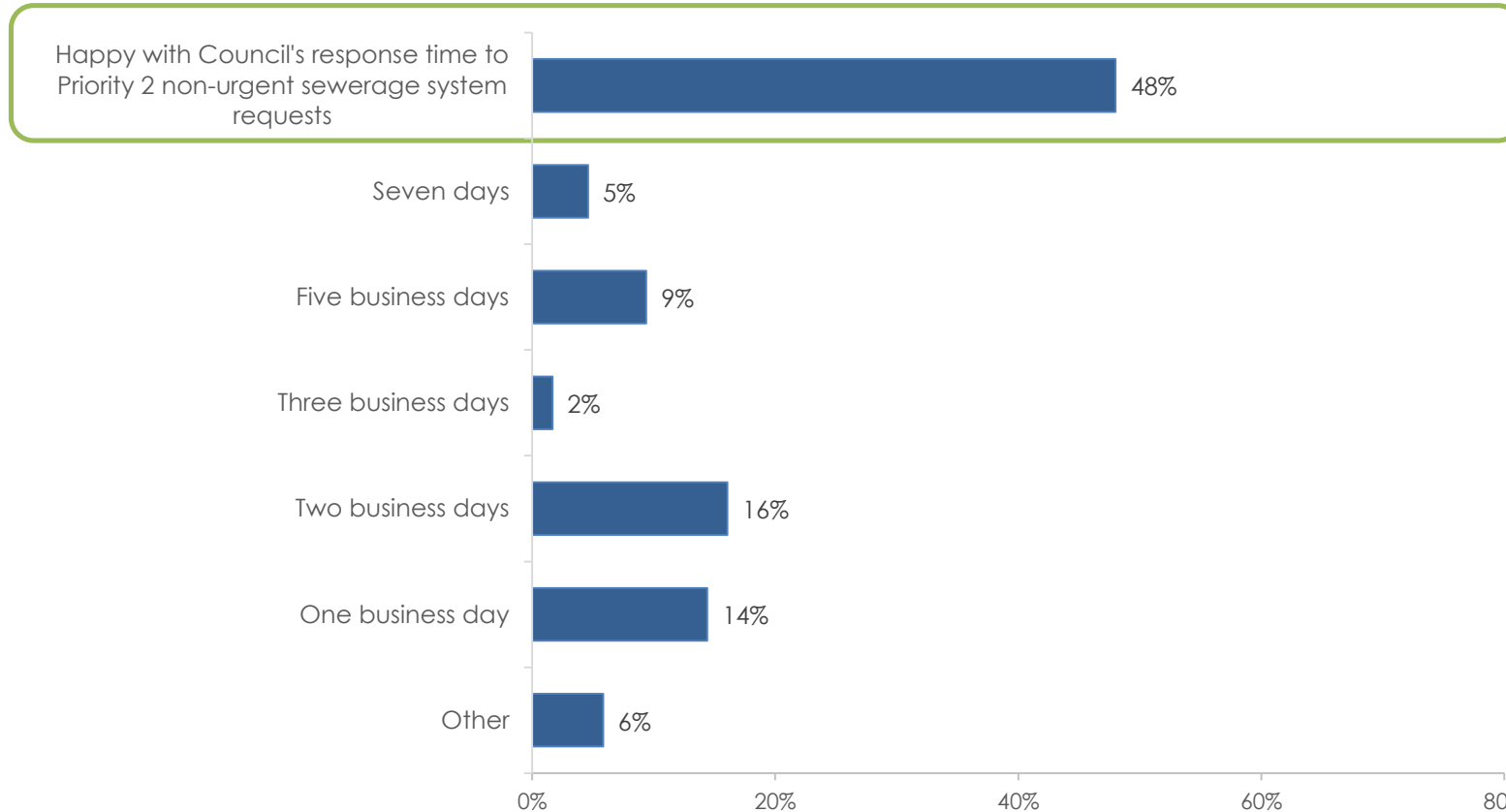
*Base sizes for 2015 are not available

Results on the three previous slides showed Q23 percentaged to total sample. However, the chart above percentaged 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

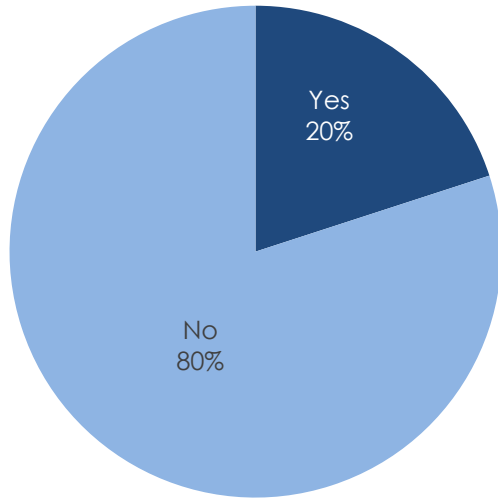
*Caution low base sizes

▲ ▼ = 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, Wongarbon 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)

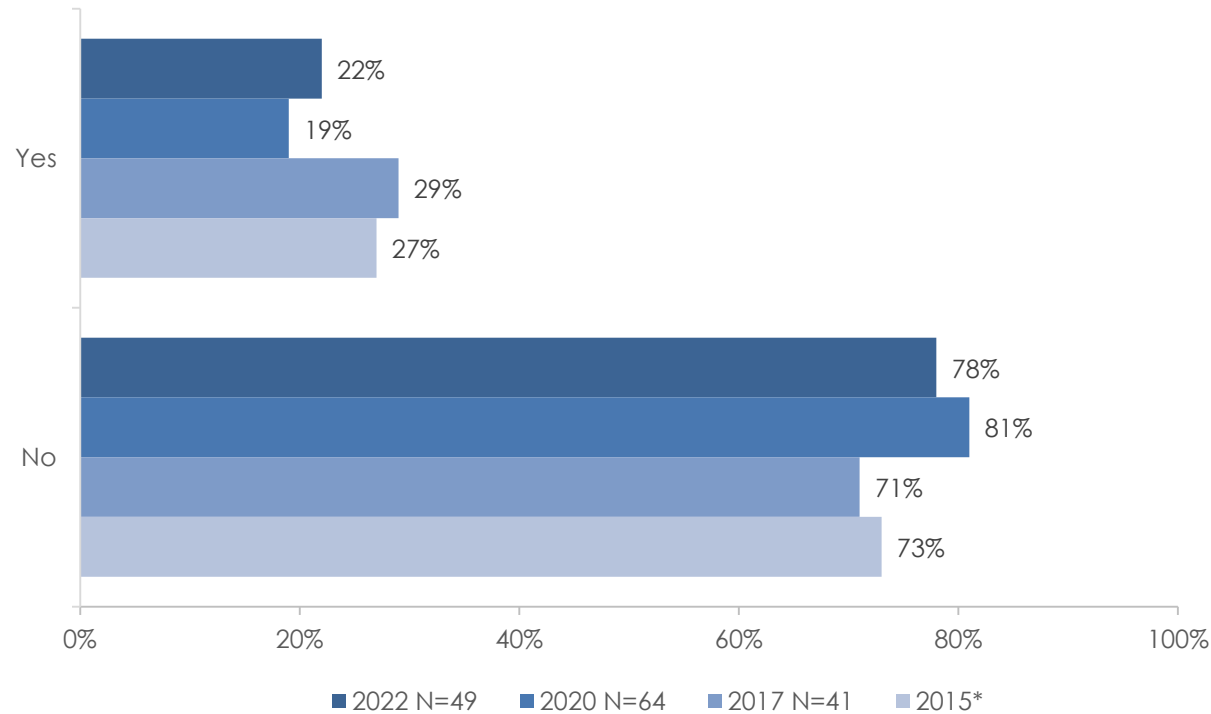
For those respondents who believe Priority 1 and/or 2 response times should be reduced, 20% are prepared to pay higher sewerage rates to achieve shorter response times.

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*



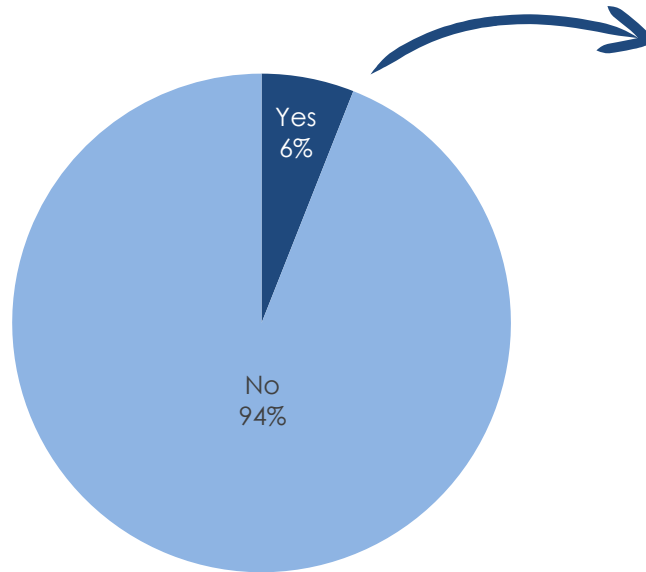
*Base sizes for 2015 are not available

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?

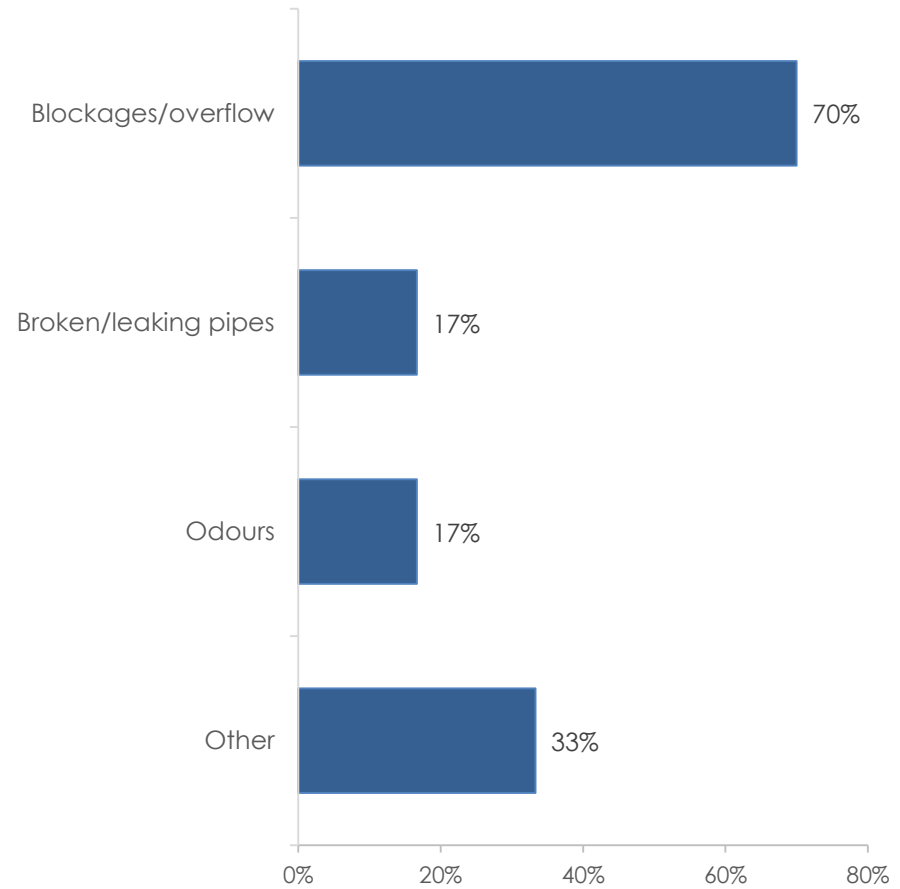
Q27b. (If answered "Yes" to Question 27a, i.e. Have you had a sewer problem), What was the problem?



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

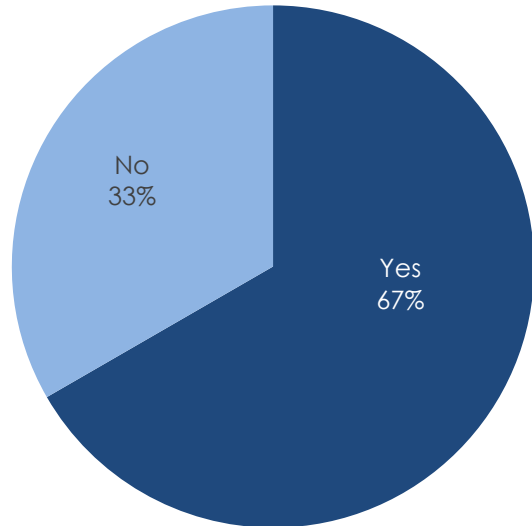
*Caution low base sizes

▲ ▼ = 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

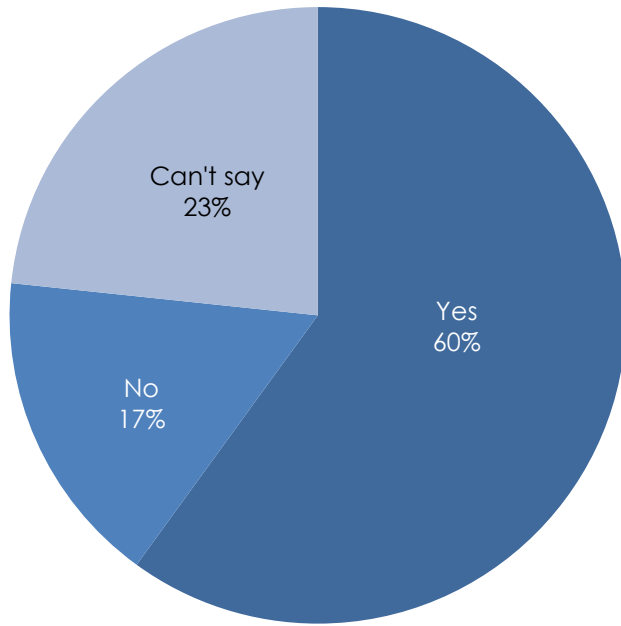
**Caution low base sizes

▲ ▼ = 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*

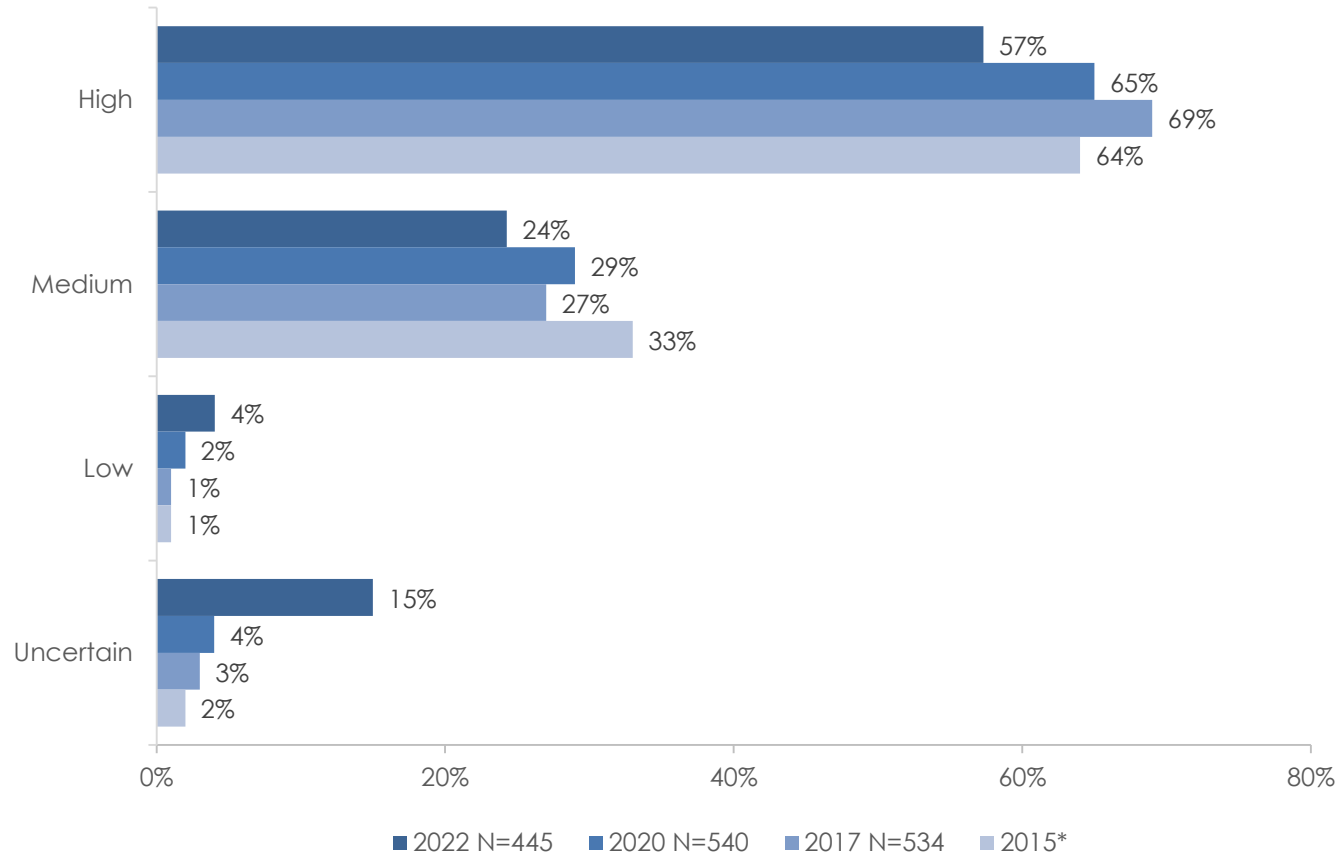
	Service area				Time lived in the area	
	Dubbo, including Brocklehurst, Wongarbron and Ballimore villages	Wellington, including Nanima village	Geurie village	Mumbil village	Less than 20 years	More than 20 years
Yes	63%	67%	100%	25%	30%	75%▲
No	21%	0%	0%	25%	30%	10%
Can't say	16%	33%	0%	50%	40%	15%
Base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

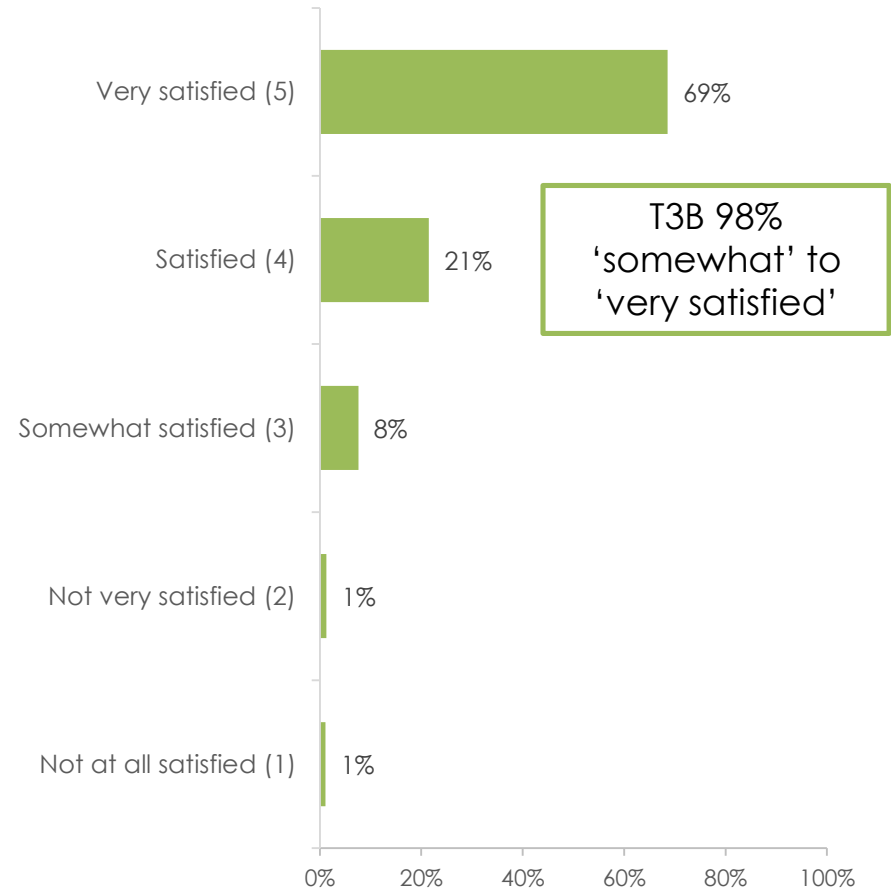
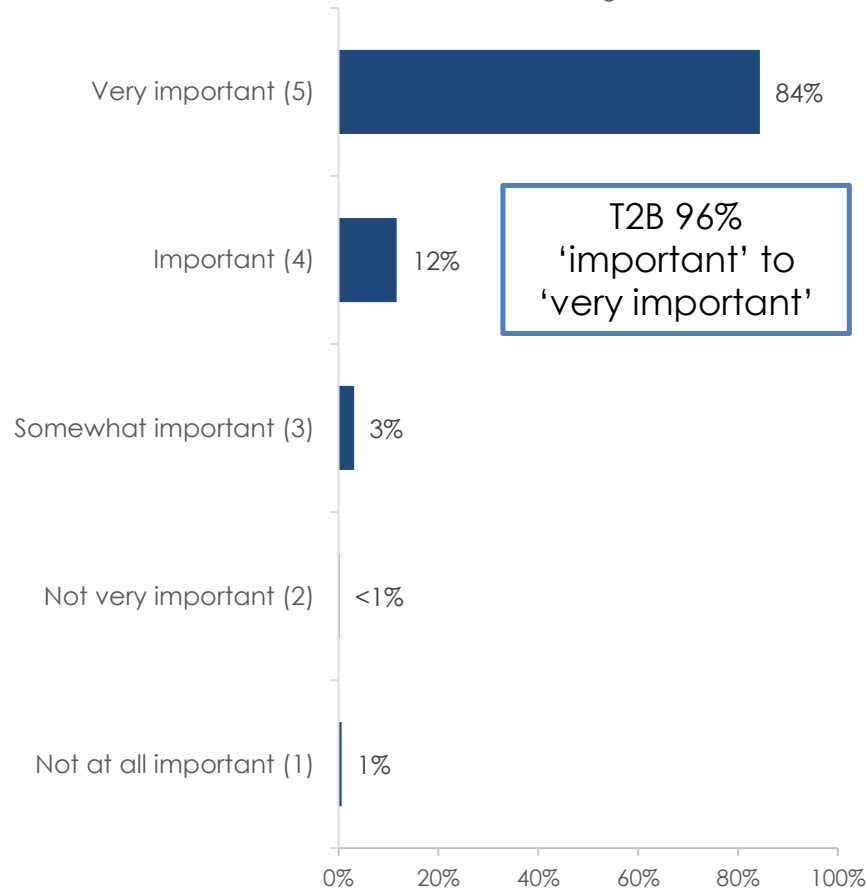
▲ ▼ = A significantly higher/lower percentage (by group)

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, Wongarbron 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



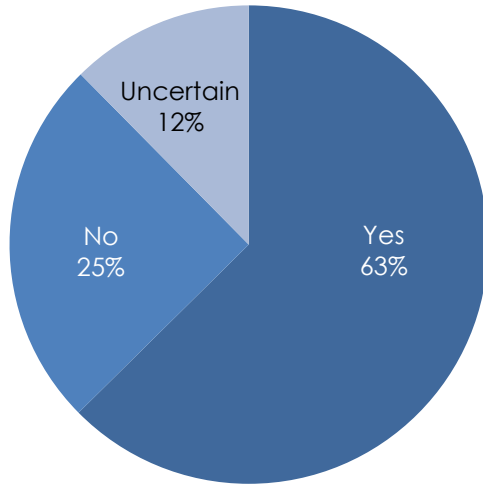
Detailed Results

- 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

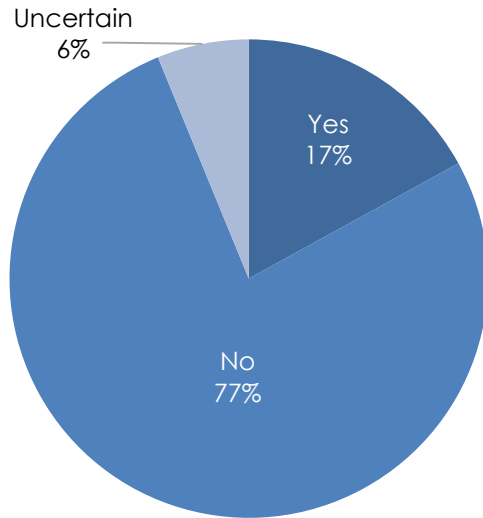
*Caution low base sizes

▲▼ = 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 Moriguy 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
 Brocklehurst
 Eumungerie
 Mogriguy
 Wongarban
 Ballimore
 Wellington
 Nanima Village
 Geurie
 Mumbli
 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 Wongarban 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)

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.

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WATER SUPPLY AND SEWERAGE

CUSTOMER SERVICE PLAN



2022/2023 and 2023/2024



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Glossary

Term	Definition
ADWG	<i>Australian Drinking Water Guidelines (2011)</i> published by the National Health and Medical Research Council (NHMRC).
Backflow	A reverse flow condition created by a difference in water pressures that causes water to flow back into the distribution pipes of a potable water supply from any source other than the intended one.
Consumption	Water that is consumed by humans or livestock via water meters.
Demand Management	Strategies to reduce water consumption by residential, commercial and industrial sectors. These strategies can include using existing resources more efficiently as a cost-effective alternative to building additional infrastructure.
Fire Service	A fire service is a water service dedicated only to service fire hydrants, fire hose reels, fire service fitting, including water storages, installed and used solely for firefighting in and around a building or property and testing. Under certain conditions part of a fire sprinkler system may be included. A fire service that can be used for other purposes is deemed to be a water service
Kilolitre	One thousand litres.
Leakage	Water that is lost in transit from a pipe.
NHMRC	National Health and Medical Research Council.
NPR	National Performance Report.
Yard Gully	A drain-like fitting located outside the home, designed to release any sewerage overflow outside of the home in the event of a blockage in the sewerage main.
Potable Water	Drinkable water. Usually treated freshwater that meets Australian Drinking Water Guidelines.
Rainwater Tank	Onsite storages to collect roof water for beneficial use.
Sewage	A liquid containing human wastes drained from houses, factories, schools etc.
Sewerage	A network of pipes, channels and pump stations to convey the sewage to the treatment plant. By extension, the entire system to collect, transfer and treat sewage is also called a sewerage scheme.
Sewage Treatment Plant (STP)	A facility for the treatment of sewerage to remove pollutants (solid matter and pathogens) producing treated recycled water and bio-solids safe to the environment.
Liquid Trade Waste	Liquid trade waste is defined as all liquid waste other than sewage of a domestic nature.
Water Demand	Total water use requirements of an area for drinking, agriculture, industry, recreation and gardening. This demand is seasonal and highly influenced by the weather.
Water Quality	Physical, chemical and biological measures of water.
Water Treatment Plant (WTP)	A facility that treats freshwater piped from reservoirs into potable water for supply to the community.

1. Introduction and Background

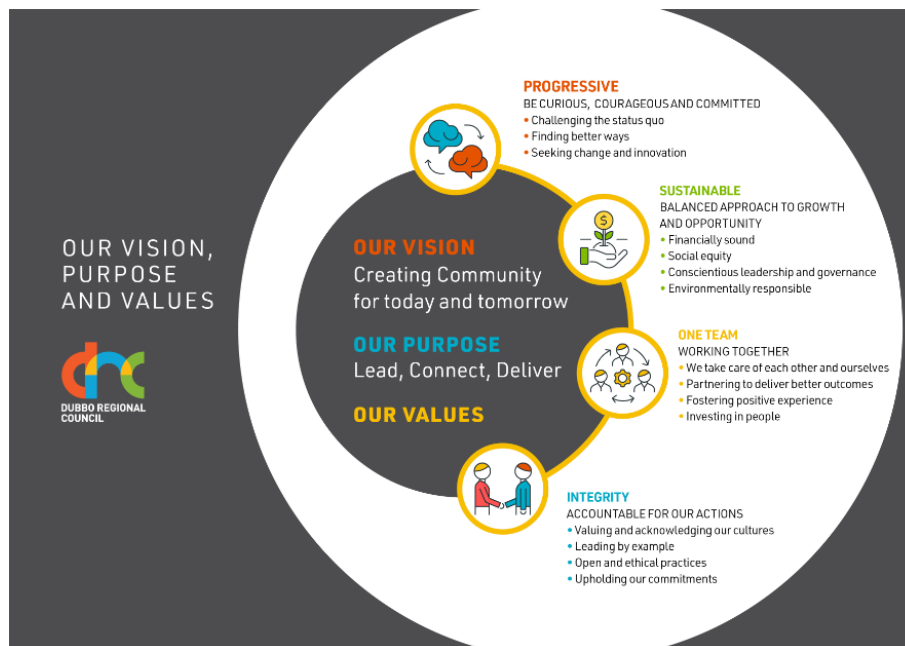
The purpose of this document is to describe Dubbo Regional Council’s (Council) customer services and responsibilities in accordance with the legislative framework for Local Government Water Utilities in NSW.

This document provides:

- An explanation of the services offered for drinking water, septic waste, effluent, sewerage collection and treatment. General information is also provided on the provision of trade waste services; however, trade waste customers are required to have individual approvals with Council that will contain information specific to their requirements.
- Information on a range of customer service processes including connections, metering, billing, managing maintenance work and complaints.
- A list of targets to express the levels of customer service or ‘Customer Service Standards’ that Council aims to deliver to its customers and the environment. This includes critical items such as standards for drinking water, water pressure, water supply interruptions, sewerage overflows and odours, response and repair completion times, as may be applicable.

Overall, this document informs our customers of the service that they can expect from Council. The customer service standards as set out in this document are not a contract and are not intended to create any contractual obligation or rights. The times and service levels are not intended to be prescriptive of exact times or service standards to be provided, rather a guide as to the core business responses that customers can expect to receive from the services of Council.

Council is committed to providing a high level of customer service and standards across the organisation.



2. SERVICES – WATER SUPPLY

2.1 Drinking Water Supply

Council distributes a reliable supply of drinking water to meet the Australian Drinking Water Guidelines 2011 ([Australian Drinking Water Guidelines | NHMRC](#)) via our network of reservoirs, pump stations and mains connected to four water supply schemes.

A full outline of the water supply system including water extraction entitlements and licences is contained within our Drought Contingency and Water Emergency Response Plan (DCWERP).

If the treatment of water becomes compromised and Council cannot be certain the water is safe to drink, Council will issue the following notices in conjunction with NSW Health or other regulatory bodies:

Boil Water Notice

When this Notice is issued water must be boiled before consumption by humans. Water may be used for all other purposes without the need for boiling (refer to NSW Health website for detailed information).

Do Not Drink Notice

When this Notice is issued water must not be consumed under any circumstances. Boiling will not make the water safe. Water may be used for all other purposes (refer to NSW Health website for further information).

To issue or lift either of the above notices, Council will publicise on its website, through media or other appropriate communication methods.

2.2 Water Supply Service Areas

Council provides drinking water to customers within specified urban and some rural areas of the Local Government Area (LGA). Council adopts different standards for water supply service areas within the LGA.

Further details about a connection entitlement to the schemes and the service areas can be obtained in Council's Water Supply Services Policy.

2.3 Water Meters

Council will arrange the installation of any water meter that supplies drinking water to your property. Water meters will be installed on both water services and fire services.

Council has adopted smart automated water meter reading technology across the LGA. A smart meter is a device that automatically records water use, has the ability to electronically report water usage information at regular intervals and provides instant access to data that can highlight any issues or trends to better manage the water network.

Benefits of smart water meters include:

- Facilitation of early detection of leaks
- Enables customers to monitor their water usage
- Allows customers to develop strategies to reduce water usage.
- Enables Council to respond more effectively to usage enquiries.

Customers will be provided access to the customer portal MyDRC Water, to access and monitor their own water usage: <https://mydrcwater.dubbo.nsw.gov.au>



The Honeywell V200HT Integrated Smart Meter is installed if the customers existing meter requires full replacement due to age or default



Clip on device - These attach to existing meters which are working fine and are not due for replacement in the coming years



Also used for different sized meters for larger properties, businesses or council buildings

2.4 Water Supply Backflow Prevention

All connections to Council's water supply must be protected with a backflow prevention containment device in accordance with the Plumbing Code of Australia and Council's Water Supply Services Policy. This includes fire service connections.

Backflow is the unintended reversal of potentially contaminated water from a property, back into Council's drinking water supply system. If contaminated water enters the water reticulation network, it could be used by other customers and may cause serious health issues and even death. This may occur when there is a sudden reduction in pressure in the water reticulation network. Backflow prevention devices reduce the risk of contamination of the water supply from backflow, back siphonage and cross connections.

Council has a responsibility to provide safe drinking water and therefore the aim in the Backflow Prevention Program is to ensure:

- All residential properties have an approved potable cold water meter installed with non-return valve;
- Ongoing water meter replacement program;
- Available backflow prevention information and policy;
- Comprehensive assessment of backflow needs as part of any development application process; and
- Registration and annual testing program of testable devices.

The testing of devices, if required, is the responsibility of property owners. Council will notify customers when these devices are due for testing. Testing can be undertaken by backflow accredited plumbers. Council maintains a list of backflow accredited plumbers on its website: www.dubbo.nsw.gov.au

It is important devices are maintained in accordance with the Australian Standards and in order to maintain the integrity of the water supply system, Council will undertake the required tests if they are not carried out.

2.5 Fire Services

Water connections to properties are to be either a water service or a fire service. The customer is to be made aware that combined water connections, for fire services and water services, are not permissible and that applicants must specifically require a water service or a fire service. Fire services can only be used for firefighting and for Council to recognise them as fire services the property owner must submit a Fire Service Certificate from a licensed plumber, or other approved persons, indicating the fire service is in fact a fire service in strict compliance with the national Plumbing Code of Australia (PCA).

For Council to recognise a dedicated fire service, and exempt from water access charges, the property owner must submit to Council a Fire Service Certificate during the months of March, April or May commencing from the 2024/2025 financial year and every five years thereafter.

If the Fire Service Certificate is not lodged or does not comply with the PCA, the service will be deemed to be a water service and charged water access and non-residential sewerage charges according to Council's Revenue Policy.

2.6 Metered Standpipes

The use of privately owned or hired standpipes to draw water from Council's drinking water reticulation is prohibited.

The drawing of water by using metered standpipes fitted with approved backflow operation devices inserted in fire hydrants is only permissible by:

- Suitably trained Council employees.
- Contractors working directly for Council.
- Emergency services personnel.

2.7 Water Filling Stations

A number of water filling stations are installed across the LGA as a convenient way for contractors, registered water carters and rural customers to access bulk drinking water. Details including the station locations, access and costs are available on Council's website: www.dubbo.nsw.gov.au



3. Services - Sewerage Collection, Treatment and Disposal

3.1 Sewerage Systems

Council operates five sewerage systems and treatment plants across the LGA. Council is subject to stringent environmental and health protection standards and is licensed to operate the sewerage treatment plant/s by the NSW Environment Protection Authority (EPA).

3.2 Sewerage Connections

New connections to sewered areas are subject to entitlement, approval and payment of charges as applicable. Connections might occur as a consequence of:

- New dwellings in developed areas.
- At the request of a customer to replace onsite systems (newly connected villages or where private works to connect to the system is approved).
- Connections made under the direction of Council to replace an onsite system.

Further details can be obtained from Council regarding connection or changes to connections. New commercial properties or changes to a commercial undertaking which requires a sewerage service from the sewerage schemes may require a larger connection and approval.

3.3 Repairs and Maintenance

Council will give you reasonable notification of work that will affect sewerage services provided to your property, especially if this involves entry to your property.

Should Council officers enter your property, and you are not home, a written card or similar notice will be left advising of the visit and the reason for the visit.

Council will take all reasonable efforts to ensure that there are no interruptions to sewerage services to your property. Should an interruption occur, Council will provide reasonable notification.

3.4 Liquid Trade Waste Management

Liquid trade waste is defined as all liquid waste other than sewage of a domestic nature.

Trade waste may also contain a variety of toxic or harmful substances, such as heavy metals, organic compounds, solvents, oils and grease. Sewerage treatment plants are not designed to treat higher level substances and they could pose a serious work health and safety risk to staff working at these facilities.

Commercial or industrial premises can only discharge waste to the sewerage system that complies with the Liquid Trade Waste Policy and NSW Department of Planning and Environment Liquid Trade Waste Management Guidelines 2021. All such premises that generate trade waste and discharge to the sewerage system must apply and obtain Trade Waste Approval from Council. In some circumstances (eg ability of receiving sewage treatment plant to take the liquid trade waste discharges or other disposal options available to discharger) with the concurrence of the Department and Council may implement approval conditions different to those contained within the Policy.

3.5 Septage Reveal Station

Under Council's Liquid Trade Waste Policy, the discharge of septage and septic effluent from septic tanks, chemical toilet waste and pan contents into Council's sewerage system is considered a discharge of liquid trade waste.

Licensed waste transporters are required to apply for approval to access the septage reveal stations for the disposal of septage and septic effluent, under the Liquid Trade Waste Classification 2S. Approved trade waste transporters are required to discharge this waste at the Dubbo or Wellington septage reveal station and pay applicable charges as outlined in Council's Revenue Policy.



4. Other Services

- Council provides a range of other services that customers are able to access. These include:
- Water demand management advice (managing water use, high volume water customers and commercial activities).
- Drinking water quality information.
- Locating water and sewer infrastructure including Dial-Before-You-Dig (DBYD).
- Information for plumbers.
- Education and information programs (promotion and advice on water conservation).
- Educational tours of water and sewer treatment plants.
- Water meter testing.
- Assistance to connect to services.
- River flow, rainfall, water storage and consumption information.
- Providing plans of water and sewer mains.
- Special water meter readings.
- Checking of water meter readings.
- Investigate and respond to applications for water and sewer main extensions, adjustments or deviations, viability of providing reticulated services to new developments.
- Fire flow investigations.
- Processing subdivision and development applications.
- Providing water pressure certificates and sewer drainage diagrams.
- Water and sewer design checks, plans, works-as-executed and preparation of final plans with estimates.

5. Fees and Charges

5.1 Introduction

All current fees and charges are contained within the Council's Revenue Policy which is issued following public consultation and formal adoption by Council in June each year. The fees and charges applicable for Council's customers are summarised within the document for ease of access and clarity.

All water supply and sewerage related fees and charges stem from the need to ensure the financial viability of the business as calculated within the 20 Year Financial Plan. A critical element of the Financial Plan is the capital works programs of both the water and sewer funds. Proposed charges, structure of charges together with the Revenue Policy of Council are broadly contained within the Council's 2040 Community Strategic Plan.

Pricing for water supply and sewerage services complies with the NSW Government Department of Planning and Environment (Department) Water Supply, Sewerage and Trade Waste Pricing Guidelines. These guidelines are based on and comply with the Council of Australian Governments' (COAG) Strategic Framework for Water Reform, National Competition Policy and the NSW Independent Pricing and Regulatory Tribunal's (IPART) *Pricing Principles for Local Water Authorities*. The key charges for water supply and sewerage services are outlined below:

5.2 Residential Charges

Residential water and sewerage charges comprise three components:

- Water service fixed availability charge.
- Sewerage service fixed availability charge.
- Water consumption volumetric usage charge.

The water service access charge is a fixed annual fee for the connection, or ability to connect, to the drinking water supply system. It is charged in advance and properties with multiple water meter service connections are levied multiple charges.

The charge is determined by the size of the meter connected to the property, or if no meter is connected, the default rate for one 20 mm meter is charged. Note: Most residential meters are 20 mm.

The sewerage service availability charge is also a fixed annual fee for the connection, or ability to connect to the sewerage distribution system. This reflects the load that a discharger may place on the sewerage system and accords with the Department guidelines. All residential properties are levied a sewerage fixed availability charge based on a 20 mm connection regardless of the actual size.

Vacant land where the water or sewerage service is available in accordance with Section 552 of the Local Government Act will be levied an availability charge regardless of whether the property is connected or not. The water and sewerage service availability charges help cover the fixed costs of:

- The operation and maintenance of the extensive water and sewerage distribution systems.
- Operation of sewerage treatment plants.
- Improvements to sewerage treatment processes.
- Helping to protect the environment.

The water consumption volumetric usage charge is levied for each kilolitre (1,000 litres) of water used and is based on the reading from a property's water meter. Unlike the service availability charge, this fee is charged

after the water is used. The water consumption charge is a single amount per kilolitre, in accordance with Council's Revenue Policy.

5.3 Non-residential Charges (Commercial)

Non-residential charges are similar to residential charges but are comprised of five components:

- Water service fixed availability charge
- Sewerage service fixed availability charge.
- Water consumption volumetric user charge.
- Sewerage volumetric usage charge.
- Trade waste volumetric usage charge.

Non-residential properties are charged an annual water service access and sewerage service access availability charge based on the proportional size of the water meter connection. A minimum non-residential sewerage charge is applicable.

The sewerage volumetric usage charge for non-residential customers is based on the volume of sewerage that is assumed to be discharged from the property into the system. This is calculated by multiplying the customer's water consumption by an industry based sewerage discharge factor. Some high-volume dischargers are charged based on flow monitoring device installations.

The trade waste charges may be comprised of three parts, one for access, one based on the volume and one based on strength/quantity of waste accepted by Council for treatment. The trade waste charges are additional sewerage quality charges to customers that operate commercial undertakings, industry, trade or manufacturing businesses that discharge liquid trade waste other than domestic sewerage.

6. Rights and Responsibilities

6.1 Introduction

In general terms, Council:

- Has the right to enter a customer's property for the purpose of reading, replacing or maintaining the meter.
- Has the right to enter a customer's property at other times if the situation is deemed an emergency or a breach of legislation is suspected.
- Requires authorised contractors and Council staff to carry identification and produce such if requested.

This section provides a general overview of core activities undertaken as standard business practice.

6.2 Customer Service Standards

Council sets high standards for all its water supply and sewerage services which are consistent with Council's corporate vision and commitment to customers. This includes Council's responsibilities to the environment.

Across the industry there are a number of terminologies used to specify and measure service performance. Council has adopted a range of water supply and sewerage customer service standards which more closely reflect and more easily describe those key elements of activities which are core to our industry and which, primarily ensure that Council's customers are adequately informed about the services they receive and the

timeframe they can expect for those services. As an overall business philosophy for Council's core essential service activities, Council will make every reasonable effort to:

- Provide water and sewerage services on a continuous basis unless an interruption is required for emergency repairs or planned maintenance of the network, infrastructure or operations thereof.
- Supply high quality drinking water free from harmful organisms, colour, taste or odour in accordance with the National Health and Medical Research (NHMRC) Australian Drinking Water Guidelines 2011. This also includes the NSW Government Fluoridation of Public Water Supplies Act 1957:
- Minimise overflows from the sewerage collection system and ensure affected areas are cleaned and disinfected as soon as possible if such occurs.

Service delivery is not just about response times, it is also about making sure that Council provides a high quality level of service.

Council will supply drinking water to your property upon demand. However, at times of water shortages, such as droughts, Council may require you to reduce demand by restricting how you use water. Council will ensure the system of water restrictions is available on their website, and that the proclamation of water restrictions is widely advertised.

Council will supply drinking water to your property that exceeds the following nominal minimum water pressure at the water meter at least 95% of the time, in the following water supply areas:

- | | |
|-------------------------------|-----------------------|
| • Urban Water Supply Area | 170 kilopascals (kPa) |
| • Rural Water Supply Area | 150 kPa |
| • Buninyong Water Supply Area | 80 kPa |

Council will ensure maps showing these water supply service areas are available on Council's website.

Council will supply drinking water to your property that exceeds the following absolute minimum water pressures at the meter, except when there are abnormal demands such as fire flows, or main breaks:

- | | |
|-------------------------------|---------|
| • Urban Water Supply Area | 120 kPa |
| • Rural Water Supply Area | 80 kPa |
| • Buninyong Water Supply Area | 0 kPa |

Council will supply drinking water to your property at a pressure that does not exceed 600 kPa, measured at the water meter, at least 95% of the time.

Council will ensure that the pressure of drinking water at your meter never exceeds 1,400 kPa.

Council will ensure that the spacing of hydrants along water mains do not exceed the following maximum hydrant spacing:

- | | |
|--|------------|
| • In the Dubbo Urban Water Supply Area | 60 metres |
| • In the Rural Water Supply Area | 120 metres |

There is no maximum spacing of fire hydrants in the Buninyong Water Supply Area.

Council will ensure the noise at the boundary of a water facility does not exceed 35 decibels on the "A" reference scale from the Environment Protection Authority (EPA), at all times.

Table 1: Water Supply Failures Response Times

	Priority 1	Priority 2	Priority 3
Definition	<ul style="list-style-type: none"> • A failure to maintain continuity of quality or supply to customer. • Traffic or safety hazard. • Major property damage • Water treatment plant output diminished. • Personal risk to public health. • Significant depletion of service reservoir. • Major environmental impact. • Reduced water supply to critical customers. 	<ul style="list-style-type: none"> • Reduced water supply. • Minor or no property damage. • Minor environmental impact. 	<ul style="list-style-type: none"> • Known fault, non-urgent minor problem or complaint which can be dealt with at a time convenient to the customer and Council. • No property impact or financial disadvantage to the customer.
Typical cause	<ul style="list-style-type: none"> • Water treatment plant malfunction. • Valve failure. • Water main or service break. • No water. • Water quality - odour/ taste/dirty. • Stop valve faulty (works to be carried out). • Medical condition requiring continuing supply. 	<ul style="list-style-type: none"> • Minor main break. • Leaking main break. • Partial valve failure. • Poor pressure. • Leak causing a safety/ traffic issue. 	<ul style="list-style-type: none"> • Faulty water meter/ minor leak. • Damaged meter (unable to read). • Missing/faulty stop valve (no work being carried out). • Faulty valve or hydrant.
Response time **	Within two hours (normal business hours).	Within two business days.	Within 10 business days.
** Response time defined as time staff are to respond or commence with arranging rectification of problem after notification by public or own staff. Response time does not indicate onsite or completed repair time.			

A typical set of levels of service is provided below:

Table 2: Typical Industry Levels of Service - Water Supply

<i>Description</i>	<i>Unit</i>	<i>Level of Service</i>
Service Provision		
Service area		All residential areas and industrial areas where economically viable.
Connection time for a new service in serviced areas (90% of the time)	days	40
Availability of Supply		
Fire Fighting:		
Maximum spacing of hydrants along water mains; Dubbo Urban Water Supply Area	Metres	60
Rural Water Supply Area	Metres	120
Pressure:		
Nominal minimum water pressure at least 95% of the time:		
Dubbo Urban Water Supply Area	Kilopascals (kPa)	170
Rural Water Supply Area	Kilopascals (kPa)	150
Buninyong Water Supply Area	Kilopascals (kPa)	80
Absolute minimum water pressure at least 95% of the time:		
Dubbo Urban Water Supply Area	Kilopascals (kPa)	120
Rural Water Supply Area	Kilopascals (kPa)	80
Buninyong Water Supply Area	Kilopascals (kPa)	0
Maximum pressure at least 95% of the time	Kilopascals (kPa)	600
Supply Interruptions to Consumers (planned)		
Temporary supply arrangements during interruptions. Planned: (95% of time)		Where possible
- Notice given to domestic customers	Hours	24
- Notice given to commercial customers	Days	7
- Notice given to major industrial customers	Days	7
Response Times		
Defined as time staff respond or commence with arranging rectification of problem after notification by public or own staff. Response time does not indicate onsite or completed repair time.		
Supply Failure:		
Priority one (1)	Hours	2
Priority two (2)	Business Days	2
Priority three (3)	Business Days	10
Customer Complaints/Enquiries:		
Personal/Oral	Working Days	10
Written	Working Days	10
Note: Times apply for 95% of occasions.		
Service Provision:		
Time to provide a domestic individual connection to water supply in serviced area (90% of time).	Working days	40

Note:

Special Customers: Certain customers may have special needs by virtue of specific health, commercial or industrial circumstances. Specific levels of service will be negotiated with these customers.

Table 3: Sewerage Services Failures Response Time

	Priority 1	Priority 2
Definition	<ul style="list-style-type: none"> • A failure to contain sewage within the system or any major sewerage problem affecting customers. • Traffic or safety hazard. • Personal injury or risk to public health. • Major property damage eg subsidence. • Environmental impact. 	<ul style="list-style-type: none"> • A minor problem which can be dealt with at a time convenient to the customer and Council. • Minor inconvenience or disruption.
Typical cause	<ul style="list-style-type: none"> • Access chamber overflowing. • Broken gravity/rising main. • Missing access chamber lids. • Surcharge - internal property. • Break, collapse, choke overloading the system and extended wet weather. • Subsidence causing immediate danger. 	<ul style="list-style-type: none"> • Pump station noisy (not causing major concern to customer's peace and quiet). • Planned work. • System investigation. • Adjustment to access chambers
Response time**	Within two hours.	Within 10 business days.
** Response time defined as time staff respond or commence with arranging rectification of problem after notification by public or own staff. Response time does not indicate onsite or completed repair time.		

Council will ensure the noise at the boundary of a sewerage facility does not exceed 35 decibels in the "A" reference scale from the Environment Protection Authority (EPA) at all times.

Council will take all reasonable steps to ensure that there are no objectionable odours from sewerage facilities detectable at the boundary of the sewerage facility.

6.3 Meter Reading

Water meter readings are used to calculate consumption charges that appear on the water accounts. Council reads water meters on a quarterly basis. Meters are read and the water meter information including consumption is shown on the Rates and Charges Instalment Notice each quarter. The consumption figure is for the water consumed in the previous quarter.

6.4 Water Meter Tampering

Should the water meter be removed or tampered with, Council will replace the meter, repair any damage and charge the client the costs for undertaking such works.

If the removal or tampering of the meter result in water usage not being recorded, Council will make a reasonable estimate of water usage and charge the client accordingly.

Council may also take legal action under the Local Government Act 1993 or other legislation.

6.5 Customer Service Surveys - Water Supply and Sewerage

Council conducts a biennial survey of water and sewerage customers via an online and/or telephone survey.

The survey is designed to gain valuable feedback to improve future services for all properties that access potable town water and are connected to town sewerage services.

Feedback, compliments and complaints on Council's water supply and sewerage services can be submitted anytime by contacting Council.

6.6 Repairs and Maintenance

Please contact Council if the water meter or pipework on Council's side of the water meter is damaged. Council will repair the damage and charge the client the actual cost of the work, unless another person indicates, in writing, that they caused the damage and are prepared to pay the cost of repairs.

Council will give you reasonable notification of works that will affect water services provided to your property, especially if this involves entry to your property.

If Council staff enters your property and you are not home, staff will leave a written card or similar advice that they were there and the reason for the visit.

From time to time, Council will need to undertake planned maintenance work and emergency repairs to the water supply and sewerage system. Council is always mindful of the disruption that can be caused to customers and for planned works will always aim in general terms to:

- Provide notice to occupiers of affected properties 24 hours prior to commencing the planned work.
- Dialysis patients and other Critical Water Supply Customers will be advised in advance of planned interruptions and where unplanned interruptions occur, notified and action taken to prioritise re-supply. Council maintains a list of dialysis patients and critical customers.
- Provide notice to industrial customers seven days prior or by agreement to commencing the planned work.

In some urgent cases, Council cannot give you advance notice of interruption to supply. When this occurs, Council will publicise the interruption to supply.

- Undertake planned work that involves shutting down the water supply or sewerage system at a time that minimises disruption to customers. Every reasonable effort will be made to perform this work between 7 am and 4 pm in residential areas.
- Should interruption be less than four hours, notice will only be given to those customers who are put at extreme inconvenience.

For emergency repairs and service faults, Council will, where possible:

- Respond to service faults within quoted timeframes.
- Maintain a listing of Critical Water Supply Customers and immediately notify outage/provide regular updates on progress of repairs.

- Attempt to contact all affected properties for isolated supply disruptions and/or use social media, radio or other means to reasonably inform customers.
- Attempt to limit water interruptions to a minimum.
- Provide alternative water supplies through temporary connections and/or emergency bottled drinking water where possible, as applicable.
- Water will be available from reticulated hydrants in urban areas for fire-fighting purposes.



6.7 Access to Private Property

If in the event it is necessary to enter your property to access water supply (water meter reading notwithstanding) or sewerage infrastructure (eg pressure sewer units, access chambers, mains or inspection openings), Council will:

- Make every effort to contact the occupier/owner of the property prior to entering upon the land to undertake urgent repairs.
- Ensure that all Council staff and/or authorised contractors as applicable, produce their identifications upon arrival.
- Advise the occupier/owner of the property as to the nature of the work being undertaken, the staff and equipment necessary involved and the timeframe to complete the work.
- Undertake the work as carefully as possible with all effort made to minimise the impact upon the property and disruption to the occupier.
- Leave a 'calling card' after completion of the work if the occupier/owner of the property is not present.
- Discuss any reinstatement works with the occupier/owner prior to commencement.
- Make every effort to reinstate the property to its prior state as quickly as possible after completion of the work.

In all circumstances Council will:

- Undertake works in a safe manner in line with best practice.
- Present ourselves in a neat and tidy manner.
- Conduct ourselves professionally and courteously at all times

6.8 Reinstatement of Surfaces

In the majority of cases, water and sewerage mains are located beneath the street, footpath or inside the rear/side boundary of a property. It is therefore necessary from time to time that landscaping and/or concrete driveway works will need to be undertaken in order to repair or replace water mains and other infrastructure. Council will take reasonable care in undertaking these works and where such works involve driveways, find an alternative to cutting wherever possible. Should an alternative solution not be viable, cutting may be unavoidable.

Council will restore the driveway and this includes concrete, exposed aggregate, decorative, pavers or stamped concrete. For works undertaken upon grassed verges or nature strips the replacement of turf may be by way of grass seed and topsoil to promote growth.

6.9 Drought Management

Council's Drought Contingency and Water Emergency Response Plan (DCWERP) provides the framework for decision-making and strategic mechanism for managing water supply in the Dubbo LGA during periods of drought or emergency incidents.

This Plan is an adaptive management approach to its operation that includes monitoring the effectiveness of the Plan, investigating new technologies to assist in demand management, analysing new information holistically and monitoring surface and ground water availability.

The DCWERP is based on the NSW Best Practice Guidelines for Drought Management Plan development. It expands on the guidelines to:

- Incorporate emergency management.
- Consider risk identification.
- Incorporate NSW State Government audit feedback from the Drought Management Plan 2015.
- Incorporate issues from the Integrated Water Cycle Management Issues Paper 2019.

Water restrictions will always be widely advertised to ensure total awareness by all customers. Details concerning the 'triggers' for water restrictions and the restriction categories are contained within DCWERP.

6.10 Restriction of Water Supply (unpaid charges or misuse of water)

Under the Local Government Act and General Regulations, Council may restrict or cut off the supply of water in a number of circumstances including:

- If any rates or charges in respect of the water supplied to the premises are unpaid.
- If the owner, occupier or person requiring a supply of water fails to comply with an lawful order or requirement to repair or alter water connections, pipes, fittings or fixtures connected to the water supply system.
- Water meter tampering or theft.

The restriction of water supply will not be undertaken for unpaid charges without a reminder and notice of restriction being first provided. In cases where the property address and owner postal address differ, an advice will be sent to the occupier of the pending action.

Resumption of full supply will occur when the reason for the restriction of services no longer applies and the payment of the applicable charge has been made.

6.11 Provision of Water Saving Strategies

Council takes our responsibility to the community and the environment seriously. Water conservation means looking after our resources and protecting the environment. Consequently, Council provides a number of education resources and actively facilitates water saving initiatives which promote water, sewerage and associated efficiencies. Council maintains and promotes as standard demand management initiatives:

- Water saving information on Council's website.
- Water saving flyers and promotional materials.
- Educational tours of water treatment plants.
- School and community education programs (eg National Water Week).



7. Customers' Rights and Responsibilities

7.1 Introduction

In general terms, customers are:

- Responsible for internal plumbing on the property. Internal plumbing should be maintained, including preventing tree root intrusion on sewerage pipes and regularly checking for leaks on water pipes.
- Responsible for ensuring their water meter is readily accessible by staff or contractors.
- Responsible for the cost of a sewer blockage if caused by a covered inspection hole, defective fitting on their property or placement of inappropriate items into the sewerage system.
- Required to notify us of any dangers on their property (eg dangerous dogs or obstacles which may prevent, hinder or stop the water meter from being accessed).
- Required to advise Council if they require uninterrupted/high volumes of water for use by life support equipment to ensure Council are aware of the situation.
- Required to ensure that stormwater drainage is not connected to or not permitted to enter the sewerage system through the overflow relief gully (ORG).

In addition, customers must allow an authorised person from Council access to their property to:

- Install, read, test, maintain or alter meters.
- Replace meters and other equipment.
- Connect, restrict or restore supply.
- Inspect, make safe, operate, change, maintain, remove, repair or replace any infrastructure or equipment.
- Disconnect unauthorised connections to the system.

7.2 Information and Privacy

Council collects and holds personal information for the purpose of facilitating its business. It is important that the use of this information is confined to the purpose for which it is acquired.

Council is committed to protecting the privacy of its customers, business contacts, councillors, employees, contractors and volunteers. Council complies with the Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002. Dubbo Regional Council is committed to the privacy principles contained within these Acts and provides a Privacy Management Plan for staff members on proper information handling practices. Council's Privacy Management Plan also explains how your personal information will be treated and is available on the A-Z Policies section on our website. Information on Council's Privacy Management is also available on our website.

7.3 Internet Access

Electronic information is the basis on which Council conducts much of its business. As the custodian of a large volume of information that is sensitive for business, governance, personal or political reasons, Council has a fundamental responsibility to protect that information from unauthorised or accidental modification, loss, release or impact on the safety and well-being of individuals.

7.4 Notification of Special Health Needs

It is necessary for customers to advise Council if there is a requirement for water to maintain special medical needs. For example, Council maintains a register of residential properties that operate dialysis machines. This information is available to Council staff to ensure as much as possible that a continuous supply of drinking water is maintained at those locations in the event of a burst water main or a planned shut-down.

Council will maintain regular contact with customers registered with us including emergency numbers. Council also maintains contact and provides our details to renal dialysis units so that information can be provided to patients.

7.5 Property Connections

7.5.1 Development of Properties

Enquiries from customers on the development of properties including change in use, reconfiguring of a parcel of land (lot), and operational works involving water supply or sewerage should be directed to Council. Customers should be aware that it is their responsibility to contact Council regarding any development or redevelopment of their property.

7.5.2 Redevelopment of Properties

Sometimes when a property is redeveloped, it is necessary to relocate or upgrade the existing water supply and/or sewerage connections. Property owners are required to contact Council if a redevelopment is to occur and advice will be provided regarding any conditions or works necessary appropriate to the changes.

7.5.3 Connection of Water Supply

Council will advise if it is possible for your property to be connected to the water supply.

The size of the water services and fire services are to be determined entirely by the customer. Customers may wish to engage a private hydraulic consultant for advice. In accordance with Council's Water Supply Services Policy, water connections to properties are to be either a water service or a fire service. Combined water connections for fire services and water services are not permissible. In the absence of specific advice from the customer new water connections will be deemed to be a water service.

Applications for new water connections, upgrades of existing connections, downsizing or disconnection of water connections can be made by lodging an application to connect to Council's water supply system, which can be downloaded from Council's website: www.dubbo.nsw.gov.au

Council will provide a written quote to the applicant within 10 working days of receipt of the quote request. The quote will only be valid for three months from the date of issue. Council will complete the construction work within 40 working days of receiving payment for the work.

Council will arrange a connection for a water service, or fire service to your property if it can be serviced, once appropriate fees are paid. Council will arrange a connection of the size requested, provided the requested size is commercially available.

After Council constructs the water or fire service, you can arrange its connection to the internal or private water pipes on your property. When Council says 'internal', it is meant the water pipework from the outlet of the water meter connection, not just those pipes that are inside the building on your property.

As a condition of some water connections, Council may require you arrange the installation of an appropriate backflow prevention device at/or downstream of the water meter. Requirements and further information is outlined in Council's Water Supply Services Policy.

Council requires, as a condition of connection, that your internal or private plumbing downstream of the meter complies with the Plumbing Code of Australia.

Should your internal or private pipes no longer comply with the Plumbing Code of Australia, Council may disconnect your property from its water supply system.

As a Council water customer you cannot sell water to another person. As a Council water customer you cannot supply water free of charge to another person.

7.6.4 Resizing or Relocation of Water Meter

For downsizing, upsizing or relocation of water meters, a request for connection to a property must be submitted to Council and Council will provide a written quote. Council will complete works within 40 working days of receiving payment for the work.

7.6.5 Disconnection of Water Supply

If a property owner no longer requires water supply, Council can disconnect the water meter and/or the service line to the main. Disconnection of a water service is free of charge, however if you wish to connect a water service, a request for connection to a property must be submitted and appropriate charges will apply. Customers should note that the applicable fixed availability charges will apply for single services in accordance with legislation, if those services remain available even though such may not necessarily be used.

Please note that disconnection of water does not preclude payment of the fixed availability charges for water supply services.

7.6.6 Connection to Sewerage

Requests for connection to Council's sewerage system can be made by lodging an application to connect to Council's sewerage system, which can be downloaded from Council's website: www.dubbo.nsw.gov.au

Council will provide a written quote to the applicant within 10 working days of receipt of the quote request. The quote is only be valid for three months after issue. Council will complete the construction work within 40 working days of receiving payment for the work.

Council will arrange for a junction to be constructed to which internal or private drainage pipework may be connected. Council will maintain its sewer pipe and the junction. You are responsible for maintenance of all other internal pipework. When Council say 'internal' we mean the private pipework upstream of the junction, not just those pipes that are inside the building on your property.

Council requires, as a condition of connection, that internal or private drainage pipes upstream of Council's junction comply with the Plumbing Code of Australia.

Council may disconnect your property from its sewerage system should your internal or private pipes no longer comply with the Plumbing Code of Australia.

Council will accept sewage from your property whether it enters Council's sewerage system by gravity, or by pumping.

If you have an onsite sewage treatment unit on your property Council may accept sewage effluent from your property whether it enters Council's sewerage system by gravity, or by pumping.

7.6.7 Disconnection of Sewer

Customers no longer requiring an existing sewer connection or seeking relocation, must submit a Sewer Disconnection application to Council. In accordance with Council's Policy, only Council and contractors appointed by Council are permitted to complete any work on a sewer main.

Please note that disconnection of sewer does not preclude payment of the fixed availability charges for sewerage services.

7.7 Fire Flow and Pressure Tests

Requests for fire flow investigations can be made by completing an application form through DRC&Me or via Council's website and paying the applicable fee. Council will provide the applicant written notification of results.

If an occupant experiences low or high water pressure at their property, please contact Council. Council will conduct a pressure test at the property's water meter and advise the occupant if test results are within acceptance levels of customer service standards.

7.8 Building Over Sewers

Customers have a responsibility to ensure that construction is not undertaken without approval adjacent to or over Council's sewer assets. Council's first position is that structures not be constructed over or close to sewers. However, each case will be considered on its merits having regard to Council's policy, a copy of which is available from Council.

7.10 Discharge of Stormwater into the Sewerage System

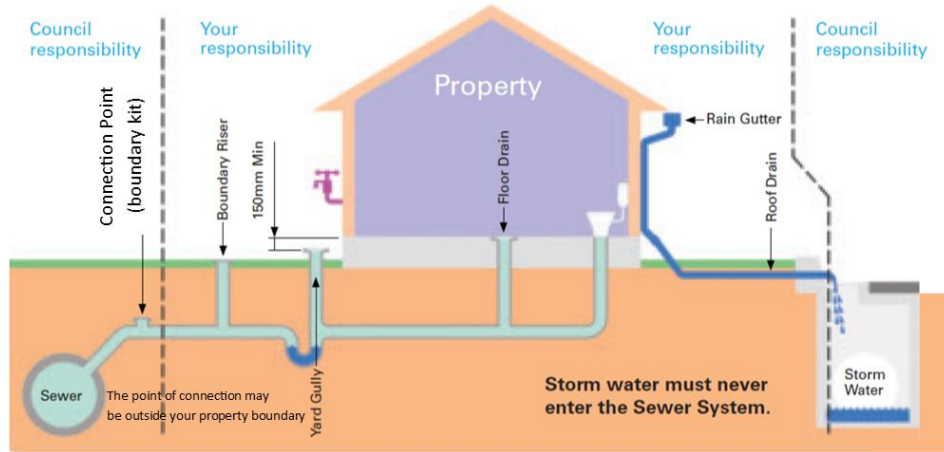
It is the property owner's responsibility to ensure that stormwater is not discharged into the sewer. This can cause sewerage overflows into properties downstream, public health impacts and environmental damage.

Illegal sources of stormwater can include:

- Connection of roof downpipes into the sewerage system (including carports, patio covers and extensions added after a property was originally constructed).
- Connection of garden drains and 'agi' pipes from behind retaining walls.
- Concrete, paving or turfing up to the level of the yard gully (see diagram below).
- Inadequate property drainage that leads to flooding of the yard gully during heavy rainfalls.

Council regularly inspects and investigates areas that incur wet weather inflows into the sewerage system or overflows to the environment.

The following diagram provides customers with a graphic of responsibility for sewerage infrastructure within properties.



The yard gully is a fitting outside the home designed to release sewerage overflows safely. The shape and size of the yard gully can vary, but in general they are round grated drains between 100 mm and 150 mm in diameter.

The grating may be metal or plastic and black, white or silver in colour.

In the event of a sewerage blockage or high stormwater inflows into the sewerage system, the yard gully should 'pop off' to release the pressure and direct any sewerage away from the home. This prevents sewerage entering into the home from toilets, drains, shower drains or other disposal points.

Plumbing regulations require that the yard gully must be installed at a level that is at least 150 mm lower than the lowest drain inside the home (particularly the shower, toilet and any laundry or bathroom floor drains). It must also be installed at least 75 mm above the surrounding ground level to ensure that stormwater does not flow into the sewerage system via the yard gully.

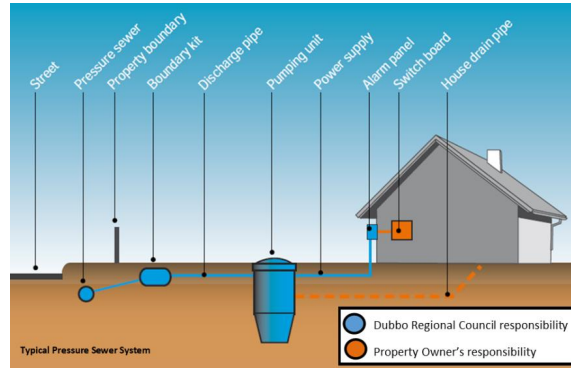
It is the responsibility of the property owner to ensure that their home has a properly installed and operational yard gully. It must also not be:

- Covered by an object such as a pot plant.
- Covered by landscaping or garden beds.
- Unable to 'pop off' because it is locked in place, corroded, filled with silt or concreted in.



7.11 Pressure Sewer Systems

Council has pressure sewer systems operating at a number of locations. These systems involve a 'grinder pumping unit' installed upon the owner's property. Whilst Council is responsible to maintain these units they are driven by electricity from the property's switchboard which is the owner's responsibility together with the house drainage.



In order for these systems to operate effectively and to avoid blockages and damage to the units, it is important for the occupant not to place into the system the following items:

- Glass, metal, gravel or sand.
- Seafood shells and kitty litter.
- Nappies, plastic, materials such as cotton, linen etc.
- Explosives and other flammable materials.
- Lubricating oils, grease, strong chemicals or stormwater.

These items should never be disposed into any form of sewerage system.

Information together with the responsibility for the systems, helpful hints, maintenance and contact numbers in the event of problems can be found at Council's website. A pressure Sewer Manual is available to property owners and occupants.

7.12 Onsite Effluent, Septic or Aerated Systems

All onsite human waste disposal systems for properties not connected to the reticulated sewerage system are the responsibility of the property owner.

Customers of onsite systems have a responsibility to maintain the system in an environmentally sustainable fashion. The onsite systems might include pump stations and many types of sewerage treatment and land application such as septic tanks, aerated sewerage treatment systems, bio filter systems, composting toilets and activated sludge systems. Onsite sewerage facilities within the LGA are regulated by Council's Environmental Compliance Team.

7.13 Metering

7.13.1 Special Meter Readings

Property owners or their representatives (conveyancer, solicitors etc) can request a special water meter reading as part of the final settlement if the property is being sold. Application for a Special Reading of Meter can be applied for online and a fee is charged in accordance with Council's Revenue Policy (Note: Standard meter reads are completed in two working days).

7.13.2 Meter Accuracy Testing

Customers have the right, if they are concerned that the water meter is not responding correctly, to have the meter tested. This can be done by completing an application and payment of the applicable fee.

The water meter is sent away for accuracy testing by a NATA accredited facility. The compliance conditions of the National Framework for Urban Water Metering requires that cold potable meters have an acceptable level of confidence within a maximum permissible limit of error + or - 4%.

If the test returns an error rate outside of the maximum permissible limit of error to + or - 4%, the cost of the test will be refunded. An adjustment will also be made for the estimated amount that has been over-charged.

7.15 Rainwater Tanks

Rainwater tanks help conserve the drinking water supply and can provide a valuable source of water for gardens, cleaning and other household purposes. Health NSW does not recommend the use of water from rainwater tanks for drinking or food preparation if town water supply is available.

7.16 Water Accounts

7.16.1 Payment

Council levies annual Rates and Charges on all rateable properties in Council's LGA in July of each year in accordance with the Local Government Act, 1993.

Rates notices are issued by 1 August each year in accordance with Section 562 of the Local Government Act 1993. Section 562(3) of the Act defines that rates and annual charges may be paid by a single instalment by 31 August or by quarterly instalments. The water consumption is shown on the Rates and Charges Instalment

Notice each quarter. The consumption figure is for the water consumed in the previous quarter. Rates and Charges not paid by the due date are considered outstanding.

The property owner is responsible to acquit any charges overdue or payable. A range of payment options are available and further details can be obtained by contacting Council.

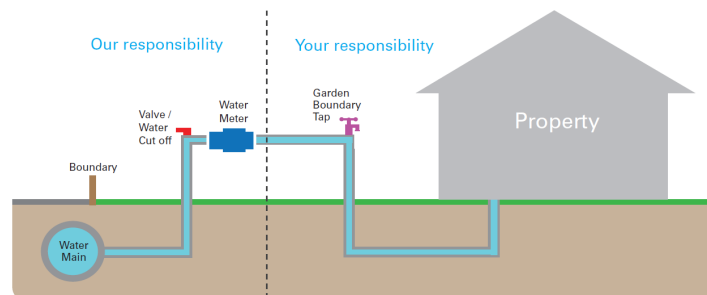
7.16.2 Hardship Arrangements

Council recognises that some customers may experience financial hardship and this can often be due to circumstances beyond their control. This can affect the customer's ability to meet the payment terms for their rates and water or sewer charges/invoices.

Council's Debt Management and Financial Hardship Policy details the options available to ratepayers experiencing genuine financial hardship, and establishes guidelines for assessing financial hardship applications. This policy applies to all applications for alternative payment arrangements, writing off of rates, annual charges, fees or interest in accordance with the Local Government Act, 1993 and the Local Government (General) Regulation 2021.

7.16.3 Monitoring of water usage and Water Leaks

Council has installed smart meter technology which allows customers to monitor and track their water usage including the ability to set high usage and leak alerts through the online customer portal, MyDRC Water. The property owner is responsible for maintaining and repairing all internal pipes and water leaks downstream of the water meter within their property. In the event of a burst or leaking pipe, the property owner must arrange and pay for a licensed plumber or other appropriate licenced tradesperson to undertake repairs. In some cases, where an undetected water leak occurs on a property, assistance may be provided in accordance with Council's Debt Management and Financial Hardship Policy.



7.17 Bursts, Blockages and Spills

7.17.1 Sewer Blockages

The property owner is responsible for clearing blockages and repairing cracks to the internal sewer plumbing of their property. This includes the lines down to the connection point of the sewerage main.

In a case where the connection of the private plumbing to the sewerage main is outside the property boundary, the property owner is only responsible for the private plumbing up to the line of the property boundary. In the event of a blockage, the property owner must contact a licensed plumber in the first instance to identify the cause. If the blockage is located within the property owner's area of responsibility

then the property owner must pay for the cost of clearing the blockage and any associated repairs to the private plumbing.

If the plumber believes that the blockage is located within Council's area of responsibility, the plumber or owner must contact Council as soon as possible to arrange for our attendance and rectification of the problem.

Council will liaise with the plumber, or owner, as required in relation to the blockage, location and Council's intentions regarding the problem. If the blockage is actually located in Council's area of responsibility, Council will reimburse reasonable charges from the plumber in attending the site.

7.17.2 Water Damage and Sewer Overflows

From time to time, water mains burst as they are under pressure to ensure adequate supply to properties; and sewer pipes can get blocked from tree roots or other debris, causing an overflow. Council recognises that such an event is distressing and will, without liability, assist owners and occupiers with support and advice in the first instance and where Council is liable, take necessary action to rectify the situation.

Regardless, if water damage and sewer overflows occur:

- Property owners should contact their insurers.
- Tenants should contact their insurers in relation to any personal effects and advise the property owner/manager or agent of any damage to the property.

8. WORKING TOGETHER

8.2 General

Council is committed to a positive customer and community relationship engendered by continual involvement in the day-to-day activities of the business. In general, good customer relations are maintained by providing a quality service, keeping Council's customers informed and responding to the community needs. This Customer Service Plan has been created to cover these key aspects and include a single point of reference to:

- Set and meet agreed water supply and sewerage customer service standards.
- Benchmark Council's performance and where improvement is identified, act upon such to meet customer expectations.
- Discourage the wastage of water and provide a range of community programs to educate on water conservation.
- Provide strong communication strategies to reach all community members regarding water supply and sewerage matters.

8.2 Customer Satisfaction

The delivery of a personal service approach to Council's customers, as the essential service provider of water supply and sewerage across the LGA, is seen by all members of staff as an important part of attaining strong customer satisfaction results. This is facilitated by maintaining good communication and good performance in all aspects of the business. Council has a dedicated customer experience team able to answer any enquiries relating to the services that Council supply. Council effectively maintains 'a one-stop shop' as related to water supply and sewerage services during normal business hours from 9 am to 5 pm. An after-hours service is also maintained for emergency water supply and sewerage matters.

8.4 General Enquiries

Council can be contacted during normal business hours on phone (02) 6801 4000 or by attending Dubbo or Wellington's civic administration buildings between 9 am and 5 pm (excluding public holidays). General enquiries can also be lodged through:

Website: www.dubbo.nsw.gov.au then select DRC&Me
Email: council@dubbo.nsw.gov.au
Post: PO Box 81, Dubbo NSW 2830

8.4.1 Feedback

Council encourages and values your feedback, which is used as an opportunity to learn and improve Council's customer experience and service delivery. You can provide your feedback by attending in person at a Customer Experience Centre, phone, write, email or submit an online enquiry. Please tell Council when we have done things well, as it confirms that the service Council is providing is a service that you value, and helps us to recognise the efforts of our people.

8.4.2 Complaints

Council recognises that a complaint is an expression of dissatisfaction made to an organisation related to its products, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. This accords with the Australian Standard (AS ISO 10002-2006) and is consistent with the National Performance Reporting requirements relating to complaints, which are independently audited for compliance. The number and type of complaints about the services provided by Council or staff are captured for reporting and rectification where necessary.

A complaint could include a customer:

- Providing negative feedback about dealings with Council.
- Dissatisfied with a decision made under Council policy.
- Dissatisfied with an action or failure to act by Council.
- Customer levels of responsiveness as measured by the National Performance Reporting mechanisms for benchmarking which include:
 - Water quality complaints
 - Water service complaints
 - Sewerage service complaints
 - Billing and account complaints – water and sewerage
 - Total water and sewerage complaints.

Examples of matters that are not classified as complaints include:

- A request for service or assistance with clarification on a matter.
- An inquiry into the progress of a water meter connection.
- A request to take action on a leaking water pipe or any other service fault.
- An inquiry to seek clarification or further information about a water account.
- Government pricing policy, property connections, restrictions, tariff structures or a correctly calculated water account is too high.

8.4.3 Handling Customer Complaints

When a customer contacts Council with a complaint by telephone, email, letter or in person, customers can expect to:

- Have their complaint and personal details kept confidential.
- Be treated with courtesy and respect.
- Receive the appropriate support where special needs are identified (eg interpreter service or hearing disabled).
- Receive an acknowledgement of a complaint if sought, by being provided with a reference number for any future enquiry or follow-up.
- Have the matter investigated thoroughly and objectively.
- Be kept informed of the process and outcome.
- Receive a decision on the complaint if applicable.

Customers can be assured that Council will prioritise complaints based on the seriousness and complexity of a complaint. Council have a formal Complaints Handling Policy which outlines standards and processes for actioning matters raised by customers quickly and effectively.

8.4.4 Work Health and Safety

Council is committed to the Work, Health and Safety Act and associated legislation to comply with all relevant aspects of workplace accident prevention, hazard control and removal, injury and protection and health preservation to ensure the health, welfare and safety of Council employees, contractors, volunteers and the public.

Issues of importance specific to water and sewerage operations include ensuring that:

- Water supply and sewerage operators are trained, to appropriate certification levels.
- Operators are familiar with all current practices including WH&S requirements.
- An up-to-date training program is in place for all staff.
- A quality management system based on ISO 22001 is implemented.



REPORT: Building Summary - August 2022

DIVISION: Development and Environment
REPORT DATE: 29 August 2022
TRIM REFERENCE: ID22/1706

EXECUTIVE SUMMARY

Purpose	Provide review and update	
Issue	<ul style="list-style-type: none"> Statistical overview of the number and type of development approvals for the Dubbo Regional Local Government Area (LGA) 	
Reasoning	<ul style="list-style-type: none"> Provide data relating to approved Development Applications. Provide specific statistics of the number of dwellings and other residential development approved. Provide comparative data for corresponding period. 	
Financial Implications	Budget Area	There are no financial implications arising from this report.
Policy Implications	Policy Title	There are no policy implications arising from this report.

STRATEGIC DIRECTION

The Towards 2040 Community Strategic Plan is a vision for the development of the region out to the year 2040. The Plan includes six principle themes and a number of objectives and strategies. This report is aligned to:

- Theme: 1 Housing
- CSP Objective: 1.1 Housing meets the current and future needs of our community
- Delivery Program Strategy: 1.1.1 A variety of housing types and densities are located close to appropriate services and facilities
- Theme: 3 Economy
- CSP Objective: 3.3 A strategic framework is in place to maximise the realisation of economic development opportunities for the region
- Delivery Program Strategy: 3.3.1 Land is suitably zoned, sized and located to facilitate a variety of development and employment generating activities

RECOMMENDATION

That the report of the Director Development and Environment, dated 31 August 2022, be noted.

Stephen Wallace
Director Development and Environment

SW
Director Development and
Environment

REPORT

Consultation

DRC’s Statutory Planning and Building and Development Certification staff assess Development Applications in accordance with Section 4.15 of the *Environmental Planning and Assessment Act 1979* and consult in accordance with Council’s adopted Community Participation Plan.

Resourcing Implications

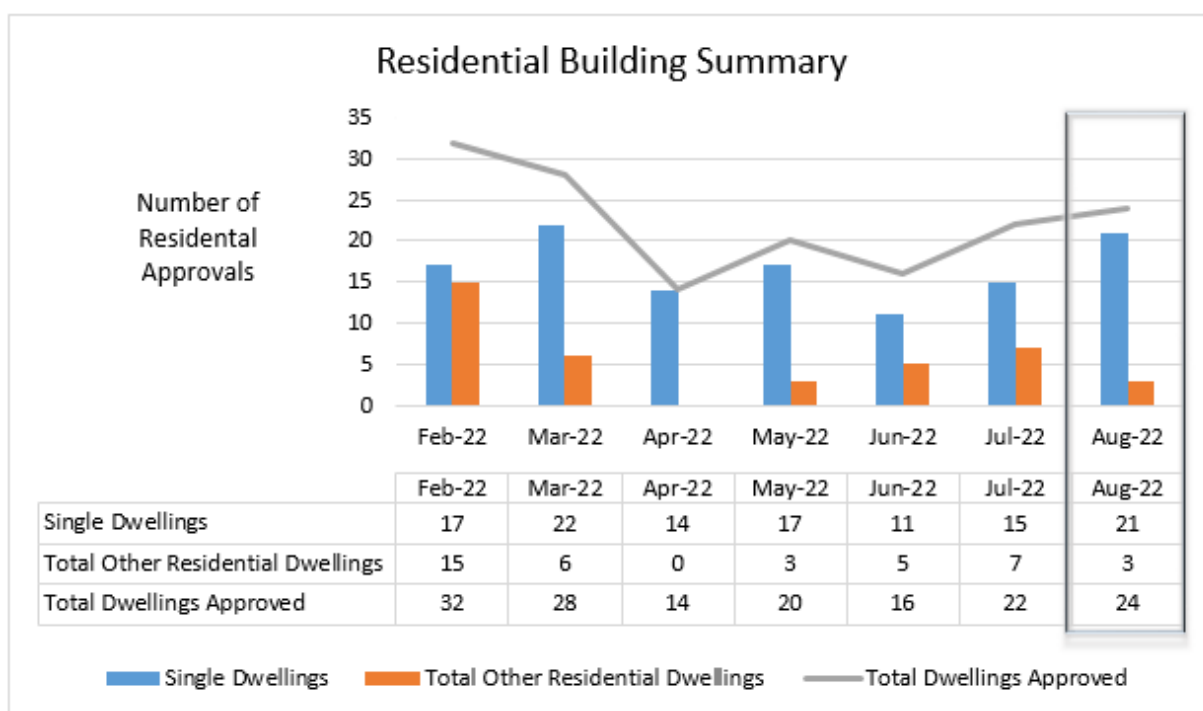
Council employ staff to receipt, lodge, assess, determine and monitor compliance of the determinations referred to in this report.

Building Summary

Provided, for information, are the latest statistics (as at the time of production of this report) for development and complying development approvals for Dubbo Regional Council.

1. Residential Building Summary

Dwellings and other residential developments approved during August 2022 and for comparison purposes, the six month prior are as follows:



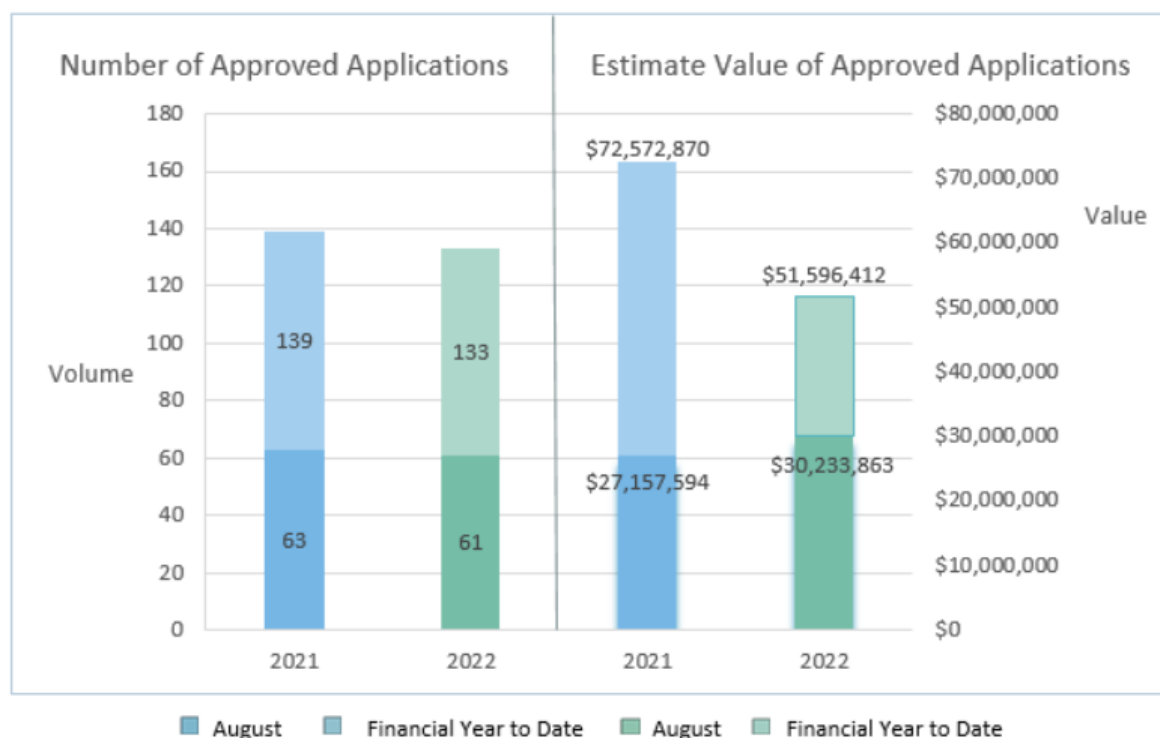
For consistency with land use definitions included in the Local Environmental Plan (LEP), residential development has been separated into ‘Single Dwellings’ (defined in the LEP as ‘dwelling house’) and ‘Other residential development’ (comprising ‘dual occupancies’, ‘secondary dwellings’, ‘multi dwelling housing’, ‘seniors housing’, ‘shop top housing’ and ‘residential flat buildings’).

These figures include development applications approved by private certifying authorities (in the form of Complying Development Certificates).

A summary of residential approvals for the former Dubbo City Council area since 2011-2012 is included in **Appendix 1**. However, it should be noted that the figures from July 2017 onwards include the approvals within the former Wellington Local Government Area as a consequence of the commencement of the merged application system.

2. Approved Development Applications

The total number of approved Development Applications (including Complying Development Certificates) for August 2022 and a comparison with figures 12 months prior and the total for the respective financial years to date, are as follows:



A summary breakdown of the figures is included in **Appendices 2-5**.

3. Online Application Tracking

All development applications, construction certificates and complying development certificates are tracked online and can be accessed at any time. A link is available on Councillor iPads for assistance (<https://planning.dubbo.nsw.gov.au/Home/Disclaimer>).

What information is available?

- All development applications, construction certificates and complying development certificates submitted from 1 November 2015 will provide access to submitted plans and supporting documents as well as tracking details of the progress of the application.
- More limited information is provided for applications submitted from 1 January 2001 to 31 October 2015.
- Occupation certificates (where issued) are provided from 2010.

What information is not available?

- Application forms.
- Documentation associated with privately certified applications.
- Internal assessment reports.

Councillors are welcome to contact me should they require further information in respect of outstanding Development Applications emanating from the online tracking system.

The information included in this report is provided for notation.

APPENDICES:

- [1](#) Building Summary - August 2022
- [2](#) Approved Applications - 1 August 2021 to 31 August 2021
- [3](#) Approved Applications - 1 August 2022 to 31 August 2022
- [4](#) Approved Applications - 1 July 2021 to 31 August 2021
- [5](#) Approved Applications - 1 July 2022 to 31 August 2022

STATISTICAL INFORMATION ON *SINGLE DWELLINGS AND **OTHER RESIDENTIAL DEVELOPMENTS

		JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
DCC	2011/2012													
	Single Dwellings	6	12	10	6	7	16	4	16	12	8	12	9	118
	Other Residential Developments (No of units)	1 (14)	1 (2)	- (-)	1 (1)	2 (4)	2 (3)	- (-)	- (-)	- (-)	- (-)	- (-)	1 (16)	8 (40)
DCC	2012/2013													
	Single Dwellings	3	7	14	13	9	3	9	9	13	13	15	13	121
	Other Residential Developments (No of units)	4 (8)	6 (6)	- (-)	- (-)	1 (2)	9 (11)	- (-)	- (-)	1 (2)	- (-)	2 (39)	- (-)	23 (68)
DCC	2013/2014***													
	Single Dwellings	23	17	25	20	14	15	19	10	18	14	19	14	208
	Other Residential Developments (No of units)	- (-)	1 (2)	1 (2)	- (-)	- (-)	1 (2)	4 (46)	2 (1)	2 (2)	2 (4)	- (-)	3 (6)	15 (65)
DCC	2014/2015***													
	Single Dwellings	19	34	19	21	13	16	14	12	20	19	15	20	222
	Other Residential Developments (No of units)	3 (6)	1 (2)	6 (31)	5 (50)	6 (6)	12 (21)	- (-)	4 (87)	2 (4)	2 (1)	9 (25)	5 (10)	54 (243)
DCC	2015/2016***													
	Single Dwellings	27	20	26	19	21	26	19	14	16	17	17	22	244
	Other Residential Developments (No of units)	6 (50)	8 (98)	8 (12)	4 (7)	1 (2)	3 (5)	3 (18)	3 (4)	3 (5)	5 (14)	3 (6)	8 (23)	55 (244)
DCC	2016/2017***													
	Single Dwellings	24	13	17	18	12	21	16	18	18	14	18	36	225
	Other Residential Developments (No of units)	8 (10)	5 (10)	7 (13)	4 (7)	6 (10)	5 (16)	3 (6)	2 (75)	2 (2)	1 (8)	5 (13)	7 (14)	57 (184)
DRC	2017/2018***													
	Single Dwellings	26	21	13	12	16	19	4	22	16	21	22	16	208
	Other Residential Developments (No of units)	6 (11)	9 (16)	2 (3)	1 (2)	9 (16)	1 (2)	5 (8)	5 (5)	11 (23)	1 (2)	3 (3)	5 (9)	58 (100)
DRC	2018/2019***													
	Single Dwellings	15	26	13	7	17	8	19	5	8	11	19	6	154
	Other Residential Developments (No of units)	3 (4)	4 (7)	3 (5)	- (-)	6 (11)	2 (29)	2 (4)	1 (1)	5 (12)	7 (25)	9 (15)	5 (10)	47 (123)

		JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
	2019/2020***													
DRC	Single Dwellings	16	11	8	18	27	14	4	5	10	8	8	8	137
	Other Residential Developments	4	4	3	4	11	6	1	4	2	1	1	1	42
	(No of units)	(8)	(7)	(6)	(7)	(19)	(10)	(2)	(7)	(2)	(2)	(2)	(1)	(73)
	2020/2021***													
DRC	Single Dwellings	7	17	21	12	20	46	18	25	30	27	17	20	260
	Other Residential Developments	5	2	5	6	3	15	2	6	5	5	7	9	70
	(No of units)	(7)	(4)	(11)	(10)	(4)	(35)	(5)	(10)	(8)	(9)	(47)	(14)	(164)
	2021/2022***													
DRC	Single Dwellings	28	15	15	13	16	39	5	17	22	14	17	11	212
	Other Residential Developments	8	6	2	4	5	7	7	8	4	-	2	4	57
	(No of units)	(12)	(28)	(3)	(6)	(13)	(11)	(9)	(15)	(6)	(-)	(3)	(5)	(111)
	2022/2023***													
DRC	Single Dwellings	15	21											36
	Other Residential Developments	4	3											7
	(No of units)	(7)	(3)											(10)

* Single Dwellings = Single 'Dwelling House'

** Other Residential Developments = Dual occupancies, secondary dwellings, multi dwelling housing, seniors housing, shop top housing and residential flat buildings

*** Includes private certifiers



Civic Administration Building
 P.O. Box 81 Dubbo NSW 2830
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Print Date: 29/08/2022

Print Time: 8:09:47AM

**Approved Development & Complying Development Applications
 by Dubbo Regional Council and Private Certifiers-Period 1/08/2021 - 31/08/2021**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Dwelling - single	3	466,250	1	257,250	2	209,000	1	
Dwelling- Transportable/Relocatable	2	615,398	2	615,398			2	
Dwelling - Secondary/Dual Occ Dwelling	1	30,000	1	30,000			1	
Dwelling - Dual Occupancy, one storey	1	493,500	1	493,500			2	
Medium Density Res - one/two storeys	2	12,502,410	2	12,502,410			57	
Garage/Carport/Roofed Outbuildings	1	20,000	1	20,000				
Fences/Unroofed Structures	1	13,000	1	13,000				
Educational Building	1	4,800,000	1	4,800,000				
Entertainment/Recreational Building	1	60,000			1	60,000		
Change of Use - Commercial	2	23,000			1	3,000		13
Subdivision - Residential	4	640,000						24
Subdivision - Industrial	1	60,000						3
Subdivision - Rural	1	0						2
Alterations and additions to commercial	2	225,000			2	225,000		
Alterations and additions to residential	3	197,720			3	197,720		
Demolition	6	147,000	6	147,000				
Dwelling	14	4,830,638	14	4,830,638			14	
Garages carports and car parking spaces	3	23,500	3	23,500				
Industrial development	3	790,000	3	790,000				
Other	2	55,000	2	55,000				
Pools / decks / fencing	8	390,360	8	390,360				
Secondary dwelling	3	421,500	3	421,500			3	

**Approved Development & Complying Development Applications
by Dubbo Regional Council and Private Certifiers-Period 1/08/2021 - 31/08/2021**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Shed	8	213,318	8	213,318				
Take-away food and drink premises	1	130,000			1	130,000		
Change of Use	1	10,000	1	10,000				
Totals for Development Types	75	27,157,594						

Total Number of Applications for this period: 63

*** Note: There may be more than one Development Type per Development Application
Statistics include applications by Private Certifiers

----- End of Report -----



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Print Date: 29/08/2022

Print Time: 8:07:25AM

**Approved Development & Complying Development Applications
 by Dubbo Regional Council and Private Certifiers-Period 1/08/2022 - 31/08/2022**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Alterations and additions to commercial	3	906,576			3	906,576		
Alterations and additions to residential	6	589,320			6	589,320		
Balconies, decks patios terraces or ve	5	106,773	5	106,773				
Centre based childcare	1	2,280,346	1	2,280,346				
Demolition	3	35,000	3	35,000				
Dwelling	21	9,650,719	21	9,650,719			21	
Farm buildings	1	140,000	1	140,000				
Garages carports and car parking spaces	1	43,000	1	43,000				
Other	1	8,667,599	1	8,667,599				
Pools / decks / fencing	7	307,735	7	307,735				
Secondary dwelling	3	501,000	3	501,000			3	
Shed	14	639,795	14	639,795				
Subdivision of land	2	5,366,000	1	3,540,000				60
Retail Premises	1	1,000,000	1	1,000,000				
Totals for Development Types	69	30,233,863						

Total Number of Applications for this period: 61

*** Note: There may be more than one Development Type per Development Application
 Statistics include applications by Private Certifiers

----- End of Report -----



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 ABN 53 539 070 928

Print Date: 29/08/2022

Print Time: 8:11:32AM

**Approved Development & Complying Development Applications
 by Dubbo Regional Council and Private Certifiers-Period 1/07/2021 - 31/08/2021**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Dwelling - single	19	4,936,895	12	3,889,493	7	1,047,402	12	
Dwelling- Transportable/Relocatable	2	615,398	2	615,398			2	
Dwelling - Secondary/Dual Occ Dwelling	4	725,127	4	725,127			4	
Dwelling - Dual Occupancy, one storey	5	2,326,000	5	2,326,000			10	
Medium Density Res - one/two storeys	2	12,502,410	2	12,502,410			57	
Garage/Carport/Roofed Outbuildings	11	231,448	11	231,448				
Fences/Unroofed Structures	1	13,000	1	13,000				
Swimming Pool	3	108,000	3	108,000				
Office Building	3	511,000	2	498,000	1	13,000		
Retail & Residential Building	1	28,000,000	1	28,000,000				
Factory/Production Building	1	1,000,000	1	1,000,000				
Warehouse/storage	3	1,293,000	3	1,293,000				
Health Care Facility - Other	2	710,000	1	710,000	1			
Educational Building	1	4,800,000	1	4,800,000				
Entertainment/Recreational Building	1	60,000			1	60,000		
Signs/Advertising Structure	1	12,000	1	12,000				
Home Business	1	2,000			1	2,000		
Change of Use - Commercial	3	23,000			2	3,000		13
Subdivision - Residential	8	640,000						32
Subdivision - Industrial	1	60,000						3
Subdivision - Rural	2	16,500						4
Alterations and additions to commercial	3	375,000			3	375,000		

**Approved Development & Complying Development Applications
by Dubbo Regional Council and Private Certifiers-Period 1/07/2021 - 31/08/2021**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Alterations and additions to residential	3	197,720			3	197,720		
Balconies, decks patios terraces or ve	1	10,000	1	10,000				
Demolition	6	147,000	6	147,000				
Dwelling	34	10,869,094	34	10,869,094			34	
Garages carports and car parking spaces	4	41,100	4	41,100				
Industrial development	3	790,000	3	790,000				
Other	2	55,000	2	55,000				
Pools / decks / fencing	11	485,360	11	485,360				
Secondary dwelling	4	421,500	4	421,500			4	
Shed	10	261,318	10	261,318				
Take-away food and drink premises	2	180,000			2	180,000		
Retail Premises	1	144,000			1	144,000		
Change of Use	1	10,000	1	10,000				
Totals for Development Types	160	72,572,870						

Total Number of Applications for this period: 139

*** Note: There may be more than one Development Type per Development Application
Statistics include applications by Private Certifiers

----- End of Report -----



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Print Date: 29/08/2022

Print Time: 12:16:57PM

**Approved Development & Complying Development Applications
 by Dubbo Regional Council and Private Certifiers-Period 1/07/2022 - 31/08/2022**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Retail Building	1	80,000			1	80,000		
Alterations and additions to commercial	3	906,576			3	906,576		
Alterations and additions to industrial	1	300,000			1	300,000		
Alterations and additions to residential	13	2,313,534			13	2,313,534		
Balconies, decks patios terraces or ve	9	158,358	9	158,358				
Centre based childcare	3	6,727,991	3	6,727,991				
Demolition	5	978,257	5	978,257				
Dual occupancy	2	855,000	2	855,000			3	
Dwelling	36	16,371,340	36	16,371,340			36	
Earthworks / change in levels	3	102,960	3	102,960				
Farm buildings	1	140,000	1	140,000				
Garages carports and car parking spaces	4	96,500	4	96,500				
Health services facilities	1	722,203	1	722,203				2
Mixed use development	1	390,000	1	390,000				
Multi-dwelling housing	1	495,000	1	495,000			3	5
Other	1	8,667,599	1	8,667,599				
Pools / decks / fencing	21	917,215	21	917,215				
Retaining walls, protection of trees"	1	0	1					
Secondary dwelling	5	830,690	4	790,690	1	40,000	4	
Shed	28	1,121,635	28	1,121,635				
Subdivision of land	7	5,458,000	3	3,585,000				66
Telecommunications and communication fac	1	2,963,554	1	2,963,554				

**Approved Development & Complying Development Applications
by Dubbo Regional Council and Private Certifiers-Period 1/07/2022 - 31/08/2022**

Development Type	Number of Applications	Est. \$	New Developments	Est. \$	Additions and Alterations	Est. \$	New Dwellings	New Lots
Retail Premises	1	1,000,000	1	1,000,000				
Totals for Development Types	149	51,596,412						

Total Number of Applications for this period: 133

*** Note: There may be more than one Development Type per Development Application
Statistics include applications by Private Certifiers

----- End of Report -----