



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PUBLIC ACCOUNTS

Nicole Lawder MLA (Chair), Joy Burch MLA (Deputy Chair), Jayson Hinder MLA,
Alistair Coe MLA

PUBLIC ACCOUNTS COMMITTEE REPORT No. 24
Report on Annual and Financial reports 2014–15
(tabled 10 March 2016)

In connection with the above report, recommendations 17 and 18 asked the Government to inform the Assembly on two matters—specifically:

RECOMMENDATION 17

5.129 The Committee recommends that the ACT Government update the ACT Legislative Assembly by the last sitting day in June 2016 on progress with regard to the finalisation of Icon Water Limited's Debt Management Strategy—in particular, at the time of the update, this should include: detail on the practicalities of how the debt facility off the ActewAGL distribution balance sheet will work; the quantum of debt; gearing ratio; capital structure; and composition of the debt.

RECOMMENDATION 18

5.136 The Committee recommends that the ACT Government table in the ACT Legislative Assembly by the last sitting day in June 2016, the outcomes of Icon Water Limited's programmed May 2016 Customer Survey, in particular, as it relates to questions concerning brand recall and recognition to allow for an evaluation of the new brand.

The responsible Minister updated the Assembly as per the above recommendations on 9 and 11 August 2016. The response is attached.

2016

**THE LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY**

**GOVERNMENT RESPONSE TO RECOMMENDATIONS 17 AND 18
OF STANDING COMMITTEE ON PUBLIC ACCOUNTS REPORT NO.24:
REPORT ON ANNUAL AND FINANCIAL REPORTS 2014-15**

**Presented by
Andrew Barr MLA
Treasurer**

The following information is provided in response to recommendations 17 and 18 of the Standing Committee on Public Accounts' *Report on Annual and Financial Reports 2014-15*, Report No. 24 (tabled on 10 March 2016), the information requested is as follows.

Recommendation 17 – Icon Water Debt Management Strategy

The Committee recommends that the ACT Government update the ACT Legislative Assembly by the last sitting day in June 2016 on progress with regard to the finalisation of Icon Water Limited's Debt Management Strategy – in particular, at the time of the update, this should include: detail on the practicalities of how the debt facility off the ActewAGL distribution balance sheet will work; the quantum of debt; gearing ratio; capital structure; and composition of the debt.

It is a matter for the Voting Shareholders in consultation with the Icon Water Board to decide on an appropriate capital structure and dividend policy having regard to Icon Water's level of profitability, the gearing level and future capital expenditure.

It is the objective of the Voting Shareholders to maintain a relatively high and stable dividend payout ratio while ensuring Icon Water's capital structure is sustainable during various phases of the capital investment cycle.

In keeping with the general dividend policy objective the Voting Shareholders have agreed to several measures to ensure Icon Water's capital structure remains sustainable including:

- excluding gifted assets from the 100 per cent net profit after tax dividend policy;
- supporting ActewAGL Distribution establishing a modest debt facility; and
- agreeing to a lower dividend payout ratio in 2015-16.

Additional information provided in response to specific details requested by the Public Accounts Committee on Icon Water's debt management strategy including the ActewAGL Distribution debt facility is as follows:

- a) Accounting for ActewAGL's debt facility: Icon Water is required to equity account for its investment in ActewAGL under the accounting standards. The equity accounting method results in Icon Water recognising the value of its investment in ActewAGL Distribution in net terms rather than recognising its share of ActewAGL Distribution assets and liabilities separately. As a result of ActewAGL Distribution's debt program, Icon Water's carrying value of the ActewAGL investment will decrease over time by \$75 million (its 50 per cent share of the debt program) along with Icon Water's total borrowings. The reduction in Icon Water's assets and borrowings will also result in a reduction to Icon Water's gearing ratio.

Icon Water's total borrowings reduces due to ActewAGL Distribution being able to increase their cash distributions to their partners

- b) Quantum of Debt: Icon Water is forecasting that its asset and equity values will steadily grow to over \$3.5 billion and \$1.29 billion respectively by 30 June 2020. The initiatives agreed between the Voting Shareholders and the Icon Water board means that Icon Water's debt will grow at sustainable levels and will be circa \$1.7 billion by 30 June 2020.
- c) Gearing Ratio: Icon Water's gearing ratio is forecast to be 57.1 per cent by 30 June 2020 compared to 59.1 per cent on 30 June 2014.
- d) Capital Structure: The composition of Icon Water's capital structure is forecast to be \$1.7 billion of debt and \$1.29 billion of equity by 30 June 2020.
- e) Composition of Debt: Icon Water's debt portfolio will consist of a number of instruments (including medium term notes and inflation linked bonds) and maturity dates (long term maturity for water security program and medium term for current capital expenditure program).

Recommendation 18 – Customer Survey – Icon Water change of name

The committee recommends that the ACT Government table in the ACT Legislative Assembly by the last sitting day in June 2016 the outcomes of Icon Water Limited's programmed May 2016 Customer Survey, in particular, as it relates to questions concerning brand recall and recognition to allow for an evaluation of the new brand.

Icon Water carried out the customer survey in April 2016 and has now concluded its evaluation of the results which are as follows.

2016

**THE LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY**

**UPDATE ON ICON WATER LIMITED'S DEBT MANAGEMENT STRATEGY
AND CUSTOMER SURVEY RESULTS**

**INFORMATION IN ACCORDANCE WITH THE
GOVERNMENT RESPONSE TO RECOMMENDATIONS 17 AND 18 OF THE
PUBLIC ACCOUNTS COMMITTEE REPORT NO. 24:
ANNUAL AND FINANCIAL REPORTS 2014-15**

**Presented by
Mr Andrew Barr MLA
Treasurer**

The following information is provided in response to recommendations 17 and 18 of the Standing Committee on Public Accounts' *Report on Annual and Financial Reports 2014-15*, Report No. 24 that was tabled on 10 March 2016.

Recommendation 17 – Icon Water Debt Management Strategy

The Committee recommends that the ACT Government update the ACT Legislative Assembly by the last sitting day in June 2016 on progress with regard to the finalisation of Icon Water Limited's Debt Management Strategy – in particular, at the time of the update, this should include: detail on the practicalities of how the debt facility off the ActewAGL distribution balance sheet will work; the quantum of debt; gearing ratio; capital structure; and composition of the debt.

Response

The Voting Shareholders, in consultation with the Icon Water Limited Board, decide on an appropriate capital structure and dividend policy having regard to Icon Water Limited's level of profitability, the gearing level and future capital expenditure.

It is the objective of the Voting Shareholders to maintain an appropriate and sustainable capital structure during various phases of the capital investment cycle.

In keeping with this overall policy objective the Voting Shareholders have agreed to several measures to ensure Icon Water's capital structure remains sustainable including:

- gifted assets are a non-cash revenue item and have been excluded from the dividend calculation to avoid Icon Water Limited having to borrow an equivalent amount;
- supporting ActewAGL Distribution establishing a \$150 million debt facility to be shared equally between Icon Distribution Investments Limited and Jemena Networks (ACT) Pty Ltd. This will assist ActewAGL Distribution to fund their regulated capital expenditure program and increase the cash payments received by Icon Water Limited, which in turn reduces Icon Water Limited's overall borrowing requirements; and
- agreeing to a one-off level of dividend relief in 2015-16, which will assist Icon Water Limited in maintaining sustainable gearing levels. The Government has taken this decision in light of Icon Water Limited's strong performance in 2015-16 and the state of the ACT Government budget.

Additional information requested by the Public Accounts Committee on Icon Water Limited's debt management strategy is as follows:

- a) Accounting for ActewAGL's debt facility: Icon Water Limited is required to equity account for its investment in ActewAGL under the accounting standards. The equity accounting method results in Icon Water Limited recognising the value of its investment in ActewAGL Distribution in net terms rather than recognising its share of ActewAGL Distribution assets and liabilities separately. As a result of ActewAGL Distribution's debt program, Icon Water Limited's carrying value of the ActewAGL investment will decrease over time by \$75 million (its 50 per cent share of the debt program) along with Icon Water Limited's total borrowings. The reduction in Icon Water Limited's assets and borrowings will also result in a reduction to Icon Water Limited's gearing ratio.
- b) Quantum of Debt: Icon Water Limited is forecasting that its asset and equity values will steadily grow to over \$3.5 billion and \$1.29 billion respectively by 30 June 2020. The initiatives agreed between the Voting Shareholders and the Icon Water Limited Board means that Icon Water Limited's debt will grow at sustainable levels, approaching \$1.7 billion by 30 June 2020.
- c) Gearing Ratio: Icon Water Limited's current gearing ratio is 54.9 per cent and is forecast to increase to 57.1 per cent by 30 June 2020 compared to 59.1 per cent on 30 June 2014.
- d) Capital Structure: The composition of Icon Water Limited's capital structure is forecast to be \$1.7 billion of debt and \$1.29 billion of equity by 30 June 2020.
- e) Composition of Debt: Icon Water Limited's debt portfolio will consist of a number of instruments (including medium term notes and inflation linked bonds) and maturity dates (long term maturity for water security program and medium term for current capital expenditure program).

Recommendation 18 – Customer Survey – Icon Water change of name

The committee recommends that the ACT Government table in the ACT Legislative Assembly by the last sitting day in June 2016 the outcomes of Icon Water Limited's programmed May 2016 Customer Survey, in particular, as it relates to questions concerning brand recall and recognition to allow for an evaluation of the new brand.

Response

The results of the customer survey conducted in April 2016 on behalf of Icon Water Limited as part of the ACT Government's Canberra and Regional Social and Market Survey is attached.

In relation to the questions concerning brand recall and recognition Icon Water Limited considers the survey results indicate a solid start in gaining recognition of the new brand name just 12 months after its launch.

Icon Water Limited also acknowledges the ACTEW brand is currently embedded in the Canberra community and it is expected to take several years to achieve a significant shift, particularly in the over 40 years of age demographic who have had a longer association with the ACTEW brand name.

Icon Water Limited is continuing to build brand recall and recognition through a range of initiatives including the Community Consultative Forum, the Community Support Program and the community education program.



Results to a Series of Questions for Icon Water

Conducted for
Icon Water

Interviews conducted
15 to 21 April 2016

Reported
28 April 2016

1. Introduction:

The Canberra and Region Social and Market Survey (CRSMS) is a regular survey tailored cost-effectively to meet the needs of a range of government, academic, not-for-profit and business clients. It is usually run monthly throughout the year.

Each wave involves telephone interviews with a fresh, reliable sample of 1,000 people, representative of the 18+ years Canberra community. Weights are applied at the analysis to align the sample on key demographics.

Questions are analysed by relevant socio-demographics and by region and compiled into a succinct tabular report.

This report presents results for Icon Water.

2. Summary Tables:

Table A: Unaided and Prompted Awareness of Name

[See Tables 1 and 2 in Section 3.]

ASK ALL

Q1a. What is the name of your water and sewerage provider? [They need to say the name, no prompting]

Q1b. Your water and sewerage provider recently changed its name, can you recall the new name? [They need to say the name]

	Unaided awareness: Total sample %	Prompted awareness: Total sample %
Actew	44.7	56.3
Icon Water	25.0	38.9
Someone else	1.6	4.8
Unsure/don't know	28.6	0.0
<i>Base</i>	1003	1003

Table B: Perceived Performance in Four Key Areas

[See Tables 3 to 6 in Section 3.]

ASK ALL

Q2 How would you rate your water and sewerage provider's performance in each of the following areas?

Perceived performance on:	Customer service received %	Accuracy and timeliness of billing %	Price of water and sewerage services %	Reliability of water supply %
Very good	29.4	36.6	10.3	61.7
Good	23.7	31.5	16.7	28.6
Average	16.1	13.5	35.7	6.5
Poor	2.6	1.5	10.9	0.8
Very poor	0.5	2.8	8.0	0.7
Unsure	27.7	14.1	18.5	1.7
Total good	53.1	68.1	27.0	90.3
Total poor	3.1	4.3	18.9	1.5
<i>Base</i>	1003	1003	1003	1003

Table C: Acceptably Low Incidence of Maintenance Problems

[See Table 7 in Section 3.]

ASK ALL

Q3 To what extent do you agree or disagree with the following statement about your water and sewerage provider's reliability: 'There is an acceptably low incidence of maintenance problems, such as burst pipes'.

	Total %	
Strongly agree	17.8	⇒ 80.1%
Agree	62.3	
Neither/nor	5.9	
Disagree	6.4	⇒ 7.3%
Strongly disagree	0.9	
Unsure	6.6	
<i>Base</i>	1003	

Table D: Satisfaction with Service

[See Table 8 in Section 3.]

ASK ALL

Q4 Considering everything, how satisfied are you with your water and sewerage provider's service?.

	Total %	
Very satisfied	41.6	⇒ 79.4%
Satisfied	37.8	
Neither/nor	16.3	
Dissatisfied	0.5	⇒ 1.9%
Very dissatisfied	1.4	
Unsure	2.4	
<i>Base</i>	1003	

Table E: Awareness of Wet Wipes Campaign

[See Table 9 in Section 3.]

ASK ALL

Q5a Have you heard about the wet wipes campaign that was run recently by the water and sewerage provider?

	Total %
Yes – refer Table F.	38.9
No – refer Table G.	58.1
Unsure/don't know	3.0
<i>Base</i>	1003

Table F: Response by Those Aware of Wet Wipes Campaign

[See Table 10 in Section 3.]

ASK ALL

Q5b Has it made a difference to how you dispose of your wet wipes?

	Total %
Yes, I no longer flush them	10.8
No, I never flushed them	26.0
No, I don't really care what impact they have on the environment	1.1
I only flush the flushable wet wipes	3.7
I don't use wet wipes	58.4
<i>Base</i>	<i>417</i>

Table G: Behaviour of Those Not Aware of Wet Wipes Campaign

[See Table 11 in Section 3.]

ASK ALL

Q5c How do you dispose of your wet wipes?

	Total %
I flush them	0.0
I don't flush them, I put them in the garbage	40.8
I only flush the flushable wet wipes	0.4
I don't use wet wipes	58.1
Other [write in]	0.7
<i>Base</i>	<i>562</i>

Table H: Preferred Social Media and Communications Platforms

[See Table 12 in Section 3.]

ASK ALL

Q6 If available, which of these social media and communication platforms would you use to interact with your water and sewerage provider?

[Read out, accept multiples]	Total %*
Website	15.0
Email	33.2
Twitter	0.5
Facebook	3.3
YouTube	0.5
Unsure/don't know	52.5
<i>Base</i>	<i>1003</i>
<i>* Adds to slightly more than 100% as a few people offered more than one response.</i>	

Table I: Awareness of Current Permanent Water Conservation Measures

[See Table 13 in Section 3.]

ASK ALL

- Q7** Are you aware of the current permanent water conservation measures that are in place in the ACT, which include: Only using Sprinklers and other irrigation systems after 6pm and before 9am on any day – or a hand-held hose fitted with a trigger nozzle, a bucket or a watering can may be used to water lawns and plants at any time – and avoiding pooling or runoff occurring.

[Read out, accept multiples]	Total %
Yes	61.9
No	2.4
I wasn't aware of them but now I am.	35.7
<i>Base</i>	<i>1003</i>

Table J: Attitude to Current Permanent Water Conservation Measures

[See Table 14 in Section 3.]

ASK ALL

- Q7** Do you agree that these permanent water conservation measures are sufficient or do you feel they should be changed?

	Total %
They are about right	81.7
They should be strengthened to reduce water use further	4.8
They should be softened	9.6
Unsure/don't know	3.9
<i>Base</i>	<i>1003</i>

3. Detailed Tabular Results:

Table 1: Unaided Awareness of Name

ASK ALL

Q1a. What is the name of your water and sewerage provider? [They need to say the name, no prompting]

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Actew	44.7	41.4	48.0	45.2	48.5	39.8	45.9	39.3	45.4	48.3	40.7
Icon Water	25.0	25.1	25.0	11.0	22.5	36.4	27.2	16.0	23.5	30.7	20.2
Other	1.6	1.3	2.0	2.7	1.1	1.6	2.1	0.0	0.0	1.9	2.2
Unsure	28.6	32.2	25.0	41.1	27.9	22.2	24.8	44.7	31.1	19.1	36.9
Base	1003	493	510	146	365	492	816	180	230	412	361

Table 2: Prompted Recall of Name

ASK ALL

Q1b. Your water and sewerage provider recently changed its name, can you recall the new name? [They need to say the name]

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Actew	56.3	52.9	59.7	65.1	60.8	45.7	55.6	58.8	56.5	53.8	58.8
Icon Water	38.9	41.6	36.2	21.9	36.7	51.4	42.4	25.3	35.5	45.5	34.0
Other	4.8	5.5	4.1	13.0	2.5	2.8	2.0	15.8	8.0	0.7	7.2
Unsure	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Base	1003	493	510	146	365	492	816	180	230	412	361

Table 3: Perceived Performance

ASK ALL

Q2a How would you rate your water and sewerage provider's performance in each of the following areas?

Customer service received

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Very good	29.4	32.6	26.1	30.8	35.3	21.3	30.1	28.1	15.7	25.4	41.0
Good	23.7	24.9	22.6	22.6	24.1	24.0	24.7	16.5	28.9	31.0	13.5
Average	16.1	13.5	18.6	15.8	16.7	15.4	16.1	16.7	19.9	18.2	11.8
Poor	2.6	1.3	3.9	0.0	3.6	2.8	2.4	3.4	1.7	1.1	4.5
Very poor	0.5	0.6	0.4	0.0	0.0	1.4	0.6	0.0	1.4	0.0	0.6
Unsure	27.7	27.1	28.4	30.8	20.3	35.0	26.1	35.2	32.4	24.3	28.7
Base	1003	493	510	146	365	492	816	180	230	412	361

Table 4: Perceived Performance

ASK ALL

Q2b How would you rate your water and sewerage provider's performance in each of the following areas?

Accuracy and timeliness of billing

		Gender		Age			Tenure		Education		
	Total %	Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Very good	36.6	38.9	34.3	26.7	40.8	37.2	38.7	29.9	25.7	41.3	37.7
Good	31.5	32.8	30.2	34.2	30.7	30.9	35.4	15.1	28.0	27.3	37.7
Average	13.5	13.5	13.5	18.5	13.4	10.8	12.5	18.1	20.6	15.2	8.0
Poor	1.5	0.5	2.5	2.7	2.2	0.0	1.9	0.0	0.0	2.4	1.5
Very poor	2.8	2.7	2.9	2.7	1.6	4.3	3.1	0.0	1.4	2.7	3.7
Unsure	14.1	11.5	16.6	15.1	11.2	16.9	8.3	36.8	24.4	11.1	11.4
<i>Base</i>	1003	493	510	146	365	492	816	180	230	412	361

Table 5: Perceived Performance

ASK ALL

Q2c How would you rate your water and sewerage provider's performance in each of the following areas?

Price of water and sewerage services

		Gender		Age			Tenure		Education		
	Total %	Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Very good	10.3	10.8	9.8	12.3	9.6	10.0	9.9	12.1	7.8	7.6	14.4
Good	16.7	20.6	12.7	13.7	18.1	16.7	19.6	3.2	13.5	17.0	18.1
Average	35.7	34.1	37.3	26.0	39.5	36.8	40.2	20.0	47.6	36.0	28.8
Poor	10.9	9.9	11.9	11.0	12.1	9.6	10.3	14.0	7.2	14.9	8.9
Very poor	8.0	7.4	8.5	4.8	9.0	8.5	8.8	4.9	2.4	13.2	5.8
Unsure	18.5	17.2	19.7	32.2	11.8	18.5	11.2	45.8	21.5	11.3	24.0
<i>Base</i>	1003	493	510	146	365	492	816	180	230	412	361

Table 6: Perceived Performance

ASK ALL

Q2d How would you rate your water and sewerage provider's performance in each of the following areas?

Reliability of water supply

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Very good	61.7	61.2	62.2	39.7	69.6	65.0	66.6	45.7	57.4	67.0	58.7
Good	28.6	29.7	27.4	43.2	21.9	28.0	25.7	36.2	25.8	25.0	33.7
Average	6.5	6.1	7.0	9.6	6.6	4.7	6.2	8.0	13.7	4.9	4.2
Poor	0.8	0.6	1.0	0.0	0.0	2.2	1.0	0.0	1.4	1.3	0.0
Very poor	0.7	1.4	0.0	3.4	0.0	0.0	0.0	3.5	0.0	1.8	0.0
Unsure	1.7	1.0	2.4	4.1	1.9	0.0	0.5	6.6	1.7	0.0	3.4
<i>Base</i>	<i>1003</i>	<i>493</i>	<i>510</i>	<i>146</i>	<i>365</i>	<i>492</i>	<i>816</i>	<i>180</i>	<i>230</i>	<i>412</i>	<i>361</i>

Table 7: Acceptably Low Incidence of Maintenance Problems

ASK ALL

Q3 To what extent do you agree or disagree with the following statement about your water and sewerage provider's reliability: 'There is an acceptably low incidence of maintenance problems, such as burst pipes'.

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Strongly agree	17.8	22.6	13.0	6.8	22.5	18.5	20.7	7.2	22.6	17.7	15.2
Agree	62.3	62.2	62.5	71.9	58.4	61.6	57.9	79.8	62.2	59.3	65.5
Nether/nor	5.9	3.2	8.6	4.8	6.3	6.1	6.0	3.9	5.4	7.8	4.3
Disagree	6.4	6.6	6.1	8.2	5.2	6.7	7.5	2.3	7.1	6.0	6.4
Strongly disagree	0.9	0.2	1.7	0.0	2.2	0.0	1.2	0.0	0.0	2.4	0.0
Unsure	6.6	5.2	8.0	8.2	5.5	7.1	6.7	6.8	2.8	6.9	8.5
<i>Base</i>	<i>1003</i>	<i>493</i>	<i>510</i>	<i>146</i>	<i>365</i>	<i>492</i>	<i>816</i>	<i>180</i>	<i>230</i>	<i>412</i>	<i>361</i>

Table 8: Satisfaction with Service

ASK ALL

Q4 Considering everything, how satisfied are you with your water and sewerage provider's service?.

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Very satisfied	41.6	42.1	41.2	32.2	48.5	38.8	41.8	43.0	44.7	35.3	46.3
Satisfied	37.8	42.2	33.4	43.2	35.3	37.6	39.5	30.0	28.6	36.0	44.7
Neither/nor	16.3	11.3	21.3	14.4	15.1	18.9	16.1	16.2	20.0	24.5	5.9
Dissatisfied	0.5	0.4	0.6	0.0	0.0	1.4	0.6	0.0	1.4	0.6	0.0
Very dissatisfied	1.4	0.9	2.0	0.0	1.1	2.6	1.2	2.3	0.0	1.1	2.5
Unsure	2.4	3.2	1.6	10.3	0.0	0.6	0.8	8.5	5.3	2.5	0.6
<i>Base</i>	<i>1003</i>	<i>493</i>	<i>510</i>	<i>146</i>	<i>365</i>	<i>492</i>	<i>816</i>	<i>180</i>	<i>230</i>	<i>412</i>	<i>361</i>

Table 9: Awareness of Wet Wipes Campaign

ASK ALL

Q5a Have you heard about the wet wipes campaign that was run recently by the water and sewerage provider?

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Yes	38.9	32.2	45.6	24.0	36.4	50.6	40.9	33.0	37.9	47.6	30.6
No	58.1	63.6	52.5	63.7	63.6	48.2	58.6	57.1	56.8	49.3	67.8
Unsure	3.0	4.2	1.9	12.3	0.0	1.2	0.6	9.9	5.3	3.1	1.7
<i>Base</i>	<i>1003</i>	<i>493</i>	<i>510</i>	<i>146</i>	<i>365</i>	<i>492</i>	<i>816</i>	<i>180</i>	<i>230</i>	<i>412</i>	<i>361</i>

Table 10: Response by Those Aware of Wet Wipes Campaign

ASK ALL

Q5b Has it made a difference to how you dispose of your wet wipes?

<i>Among those aware of Wet Wipes Campaign:</i>	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
I no longer flush them	10.8	10.7	10.8	25.7	10.5	6.8	10.3	12.9	19.1	4.6	14.8
I have never flushed them	26.0	23.9	27.5	11.4	27.8	28.5	24.0	36.0	32.0	28.1	18.7
I don't really care what impact they have on the environment	1.1	2.7	0.0	8.6	0.0	0.0	1.3	0.0	0.0	2.3	0.0
I only flush the flushable wet wipes	3.7	1.2	5.4	0.0	6.8	2.0	2.6	8.8	7.3	4.4	0.0
I don't use wet wipes	58.4	61.5	56.3	54.3	54.9	62.7	61.8	42.2	41.6	60.6	66.5
<i>Base</i>	<i>417</i>	<i>172</i>	<i>245</i>	<i>35</i>	<i>133</i>	<i>249</i>	<i>353</i>	<i>64</i>	<i>90</i>	<i>208</i>	<i>119</i>

Table 11: Behaviour of Those Not Aware of Wet Wipes Campaign

[See Table 11 in Section 3.]

ASK ALL

Q5c How do you dispose of your wet wipes?

<i>Among those not aware of Wet Wipes Campaign:</i>	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
I flush them	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
I don't flush them, I put them in the garbage	40.8	40.4	41.2	30.1	44.0	43.9	40.3	43.9	51.6	38.7	37.3
I only flush the flushable wet wipes	0.4	0.7	0.0	0.0	0.0	1.3	0.5	0.0	1.8	0.0	0.0
I don't use wet wipes	58.1	58.0	58.2	66.7	56.0	54.9	58.3	56.1	46.6	59.1	62.7
Other	0.7	0.9	0.5	3.2	0.0	0.0	0.9	0.0	0.0	2.2	0.0
<i>Base</i>	<i>562</i>	<i>305</i>	<i>257</i>	<i>93</i>	<i>232</i>	<i>237</i>	<i>457</i>	<i>102</i>	<i>132</i>	<i>194</i>	<i>236</i>

Table 12: Preferred Social Media and Communications Platforms

ASK ALL

Q6 If available, which of these social media and communication platforms would you use to interact with your water and sewerage provider?

	Total %*	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Website	15.0	10.4	19.5	2.7	13.4	24.0	14.6	17.2	35.6	13.2	5.4
Email	33.2	39.6	26.6	13.0	32.6	45.5	37.2	18.8	40.5	39.9	22.2
Twitter	0.5	0.9	0.0	0.0	1.1	0.0	0.6	0.0	0.0	1.2	0.0
Facebook	3.3	1.4	4.2	2.7	4.9	1.6	1.6	10.1	13.1	1.2	0.0
YouTube	0.5	0.9	0.0	0.0	1.1	0.0	0.0	2.3	0.0	0.0	1.2
Unsure	52.5	49.7	55.3	81.5	51.2	37.2	52.2	51.6	19.5	50.0	73.3
Base	1003	493	510	146	365	492	816	180	230	412	361

* Adds to slightly more than 100% as a few people offered more than one response.

Table 13: Awareness of Current Permanent Water Conservation Measures

ASK ALL

Q7 Are you aware of the current permanent water conservation measures that are in place in the ACT, which include: Only using Sprinklers and other irrigation systems after 6pm and before 9am on any day – or a hand-held hose fitted with a trigger nozzle, a bucket or a watering can may be used to water lawns and plants at any time – and avoiding pooling or runoff occurring.

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
Yes	61.9	58.2	65.6	50.7	64.1	65.9	64.8	53.8	60.7	59.7	64.8
Unsure	2.4	0.6	4.2	0.0	3.0	3.0	2.2	3.2	1.0	4.3	1.2
No	35.7	41.1	30.2	49.3	32.9	31.1	33.0	43.0	38.2	36.0	33.9
Base	1003	493	510	146	365	492	816	180	230	412	361

Table 14: Attitude to Current Permanent Water Conservation Measures

ASK ALL

Q8 Do you agree that these permanent water conservation measures are sufficient or do you feel they should be changed?

	Total %	Gender		Age			Tenure		Education		
		Male	Female	18-39	40-59	60+	Own/ mortgage	Renting	Primary + high school	Trade/ diploma/ some uni	Graduate/ post grad
They are about right	81.7	80.4	83.1	84.2	78.4	84.3	83.7	73.5	76.8	86.2	79.9
They should be strengthened to reduce water use further	4.8	3.5	6.0	0.0	5.5	6.7	2.9	12.2	12.5	2.2	3.1
They should be softened	9.6	11.2	8.0	10.3	11.2	7.3	9.8	9.3	9.3	10.8	8.6
Unsure	3.9	4.9	2.9	5.5	4.9	1.6	3.6	5.0	1.4	0.7	8.4
<i>Base</i>	<i>1003</i>	<i>493</i>	<i>510</i>	<i>146</i>	<i>365</i>	<i>492</i>	<i>816</i>	<i>180</i>	<i>230</i>	<i>412</i>	<i>361</i>