

## **MEDIA RELEASE**

### **ACT has high confidence in their water providers**

**12 October 2016**

The Australian Water Association and Arup have just released the Australian Water Outlook – the results of the Australian Water Survey which investigates attitudes to water issues among the Australian water industry and the wider community.

The survey attracted more than 2500 responses from the Australian community and the water sector, and the results overall make it clear Australians have major concerns about water shortages and water security.

Australian Water Association CEO Jonathan McKeown said: “ACT industry respondents were the most confident in the water sector of any State or Territory across all indicators, including quality of supply, value for money and providing an overall service.”

“Community respondents were also the most confident of any State or Territory in the ability of their water provider across all seven indicators: 96% were very or somewhat confident about the supply of high quality water; 85% were confident they provide adequate maintenance of water supplies (64% nationally) and 90% were confident they provide an overall high quality service (compared to 74% nationally).

“This is a great endorsement for the ACT water industry.”

ACT also had some of the highest ranking confidence levels in alternative sources of water, with the results showing a willingness to consider all five types of alternative sources of water for drinking purposes (desalination, recycled, dams, ground water and stormwater).

Arup’s Australasian Water Leader Daniel Lambert said: “In light of the fact that nationally, 92% of respondents are concerned about water shortages in Australia, we need to consider alternative sources moving forward and it is positive to see the ACT supportive of these.”

“The ACT has recently invested in new infrastructure and has a good communications program in place to keep customers and residents informed and this most likely influenced the positive resident responses from the ACT.”

Mr Lambert said the survey results provide insight into focus areas that the water industry and regulators could use to enhance the customer service, delivery and protection of water resources in each State and Territory.

“A national conversation needs to be had around water security, and we hope the Australian Water Outlook will help call attention to this conversation,” Mr McKeown continued.

The Australian Water Outlook will be used to inform the Association’s Water Security Scorecard due for release in May at Ozwater’17 which will shine a light on water issues in each jurisdiction.

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## **ENDS**

**The Australian Water Outlook can be found [here](#).**

To arrange an interview with Jonathan McKeown or Daniel Lambert, contact Ashleigh James on 0488 160 277.

### **About the Australian Water Association**

The Australian Water Association is an independent, not-for-profit association for water professionals and organisations, providing leadership in the water sector through collaboration, advocacy and professional development. As Australia's peak water industry body, the Australian Water Association has the largest broadly based membership, with approximately 700 corporate members and 5,000 individual members representing the diversity and breadth of the Australian water industry.

[www.awa.asn.au](http://www.awa.asn.au)

### **About Arup**

Arup is the creative force at the heart of many of the world's most prominent projects in the built environment and across industry. We offer a broad range of professional services that combine to make a real difference to our clients and the communities in which we work. We are truly global. From 90 offices in 35 countries our 13,000 planners, designers, engineers and consultants deliver innovative projects across the world with creativity and passion. Founded in 1946 with an enduring set of values, our unique trust ownership fosters a distinctive culture and an intellectual independence that encourages collaborative working. This is reflected in everything we do, allowing us to develop meaningful ideas, help shape agendas and deliver results that frequently surpass the expectations of our clients.

The people at Arup are driven to find a better way and to deliver better solutions for our clients.

We shape a better world.

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