

Australian Capital Territory Industry

Respondent characteristics



Number of responses: 46



Male:female ratio: 2.83:1



% regional: 0%



% rural: 0%

Water use & efficiency

Twenty-five percent rated community efforts to save water as excellent. This was the highest result and almost three times the national average (9%). Seventy-four percent rated efforts as good/excellent, significantly above national average of 54%.

Forty-one percent felt consumers would be willing to spend a moderate amount to become more water efficient (23% nationally), while 24% said they would spend no more (19% nationally). The ACT industry's efforts to save water were consistent with the national results.

ACT ranked as the lowest State/Territory for believing it was critical to improve the efficiency of operations in the water sector (22% compared to 37% nationally), however 75% rated it as important (53% nationally).

Water prices

Compared to the national average (19%), more ACT respondents (30%) saw the price of urban water as a little too high; only 8% believed it was a little low (18% nationally), and 43% believed it was about right.

Forty-five percent believed consumer bills had gone up compared to last year which is in line with national average of 44%. However 43% of ACT respondents thought bills had stayed the same, which was more than any other State/Territory and above national average of 35%. Zero

respondents thought bills had gone down, in contrast to 9% nationally. ACT, more than any other State/Territory, believed prices should reflect the scarcity of water to a large extent (38% compared to 29% nationally) and a further 40% to a moderate extent (45% nationally).

Alternative water sources

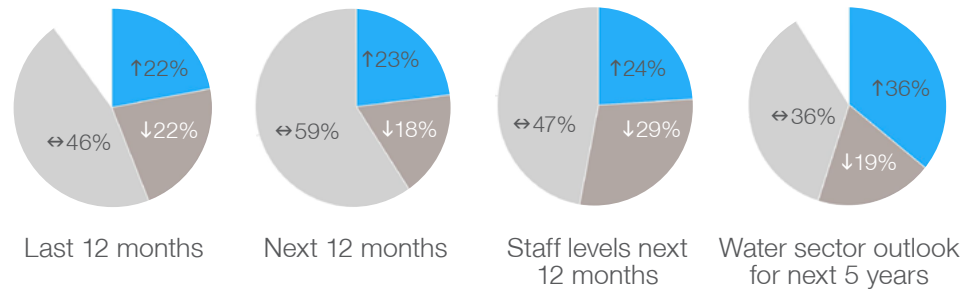
ACT respondents had slightly less complete confidence in most sources, particularly for desalinated water (55% compared to 66% nationally). More ACT respondents believed that recycled water, urban stormwater and desalinated seawater were high cost compared to the national average. Only 3% and 6% respectively see desalinated seawater and ground/bore water as important, well below national average of 22% and 17%.

Only 28% of respondents considered managed aquifer recharge a high priority compared to 49% nationally, and 17% stated it was not a priority, more than three times the national average (5%).

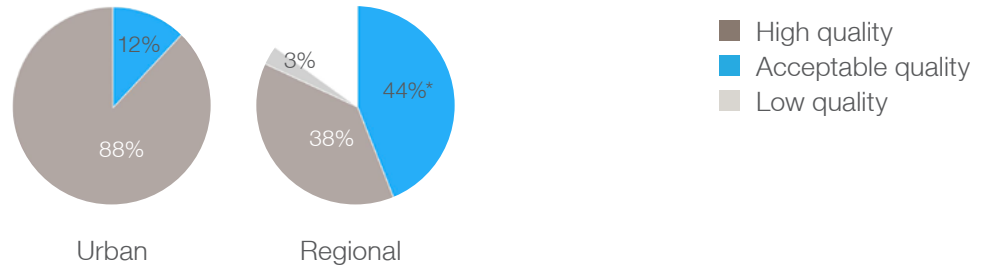
Water shortage concern

ACT respondents were by far the least concerned about water shortages in their local area or their State/Territory. Thirty percent of ACT respondents were not concerned about water shortages in either their local area or the ACT compared to the national averages of 3% for local areas and 9% for other States and Territories.

Business Outlook



Water quality by area



Highest impacts on water:



Climate change
58%



Drought
49%



Bushfires
40%



Population growth
40%

Confidence in water providers and governments

ACT respondents were the most confident in the water sector of any State/Territory across all indicators, including quality of supply, value for money and providing an overall service.

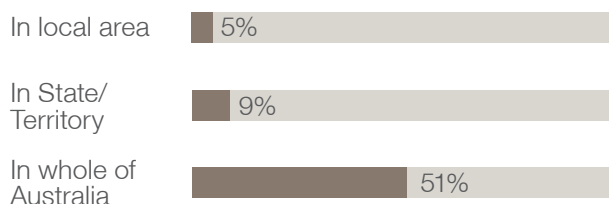
ACT respondent's confidence in governments was generally in line with national results although they were slightly more confident governments were focused on water security (39% completely/mostly confident compared to 32% nationally) and significantly more confident that governments were considering water supply as part of city planning and urban growth (50% completely or mostly confident vs 29% nationally).

Water security

Fifty-two percent of industry respondents were completely/mostly confident that Australia has sufficient water security, above the national average of 46%. ACT respondents were completely confident (32% vs 18% nationally) urban infrastructure and systems would provide safe drinking water over the next 20 years, and 49% were mostly confident this would be the case (44% nationally). While 23% saw a need for a significant amount of new investment in infrastructure, this was the lowest of any State/Territory (35% nationally).

Thirty-five percent of ACT respondents thought procurement processes were not maximising private sector involvement compared to 43% nationally.

Extremely/very concerned about water shortages:




Australian Capital Territory Community

Respondent characteristics

 Number of responses: **55**

 Male:female ratio: **1.8:1**

 % regional: **9%**

 % rural: **2%**

Water use & efficiency

Twenty-five percent rated community efforts to save water as excellent. This was the highest result and almost three times the national average (9%). Seventy-four percent rated efforts as good/excellent, significantly above national average of 54%.

Forty-one percent felt consumers would be willing to spend a moderate amount to become more water efficient (23% nationally), while 24% said they would spend no more (19% nationally). The ACT industry's efforts to save water were consistent with the national results.

ACT ranked as the lowest State/Territory for believing it was critical to improve the efficiency of operations in the water sector (22% compared to 37% nationally), however 75% rated it as important (53% nationally).

Water prices

Compared to the national average (19%), more ACT respondents (30%) saw the price of urban water as a little too high; only 8% believed it was a little low (18% nationally), and 43% believed it was about right.

Forty-five percent believed consumer bills had gone up compared to last year which is in line with national average of 44%. However 43% of ACT respondents thought bills had stayed the same, which was more than any other State/Territory and above national average of 35%.

Zero respondents thought bills had gone down, in contrast to 9% nationally. ACT, more than any other State/Territory, believed prices should reflect the scarcity of water to a large extent (38% compared to 29% nationally) and a further 40% to a moderate extent (45% nationally).

Alternative water sources

ACT respondents had slightly less complete confidence in most sources, particularly for desalinated water (55% compared to 66% nationally). More ACT respondents believed that recycled water, urban stormwater and desalinated seawater were high cost compared to the national average. Only 3% and 6% respectively see desalinated seawater and ground/bore water as important, well below national average of 22% and 17%.

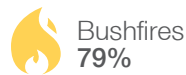
Only 28% of respondents considered managed aquifer recharge a high priority compared to 49% nationally, and 17% stated it was not a priority, more than three times the national average (5%).

Water shortage concern

ACT respondents were by far the least concerned about water shortages in their local area or their State/Territory. Thirty percent of ACT respondents were not concerned about water shortages in either their local area or the ACT compared to the national averages of 3% for local areas and 9% for other States and Territories.



Highest impacts on water:



Confidence in water providers and governments

ACT was the most confident of any State/Territory in the ability of their water provider across all seven indicators (as were the ACT industry respondents). Ninety-six percent were very/somewhat confident about the supply of high quality water; 85% confident they provide adequate maintenance of water supplies (64% nationally) and 90% confident they provide an overall high quality service (compared to 74% nationally).

ACT respondents' confidence in governments was slightly above the national average, with 50% confident that governments are focused on water security (compared to 38% nationally) and 35% confident that government are working together to make the right decisions for Australia's water resources (26% nationally).

Water security

In stark contrast to the ACT industry's view, only 6% of ACT community were very confident that Australia has sufficient water security (national average 3%). Fifty-three per cent were 'not very' confident and 6% 'not at all' confident compared to 42% and 20% nationally.

Thirty-two percent saw the need for a significant amount of new investment in infrastructure (33% nationally) with a further 43% believing a considerable amount was required (43% nationally).

Extremely/very concerned about water shortages:

