

Water Usage Service Charges Engagement Summary



We're continuing our conversation about the future of water and sewer services on the Central Coast, and we want your view on what's fair.

Your views will help us make sure any future changes are fair and reflect the diversity of households across our community, whether you're a renter, homeowner, pensioner, large family, or small household.

Public exhibition ran from **16 June 30 June 2025**.

Key feedback:

Clear preference for usage-based charges across all respondent groups - 77%.

- 69% of tenants preferred usage charges
- 67% of businesses preferred usage changes
- 78% of homeowners preferred usage changes

People's Panel Results:

The People's Panel session revealed a clear and consistent preference for usage-based water charges across all respondent groups.

100% of participants supported usage charges.

Sentiment was echoed in responses about fairness for tenants and homeowners:

- 100% favouring usage-based pricing in both categories, except in relation to businesses, in which case respondents preferred (66.7%) usage charges, while 33.3% leaned toward fixed service charges.

These results highlight **strong community support for pricing model that reflects actual water consumption** and supports fairness across diverse household and business types.

How you connected



Your Voice Our Coast
5,694 views



A total of **282** submissions received via our survey



1 panel session with 7 participants from the community



43,279 people were reached via paid social media



60,569 communications reach overall reach



Organic social - Reach of **10,013** and **114** interactions



1 eDM sent with a total of **1,583** reach