





## CUSTOMER SURVEY

Sydney Water is implementing a range of programs to help customers use water wisely. To help make these programs a success, please take a moment to complete the following questions.

1. Which of the following best describes your household?

Please tick one:

- Single person under 40 living alone
- Two or more single adults under 40 sharing
- Couple under 40, no children
- Young family with only/mainly pre-school children
- Family with only/mainly school aged children
- Family with only/mainly children over 18 living at home
- Couple over 40 years no children
- Single person over 40 years living alone
- Extended family – 3 or more generations living together
- Other

2. Is there a language other than English spoken in your household? Please tick the one which applies to your household:

- No
- Yes – please specify the language spoken

3. How many bathrooms does your household have? Please circle below the number that applies to your household.

1                      2                      3                      4+

4. Which of the following do you have? Please tick the relevant boxes

- Swimming pool
- Outdoor water feature
- Garden watering system:
- On a timer
- Not on a timer
- Drip system
- Spa bath
- Dishwasher
- 4-star/5A washing machine

5. Would you have purchased your rainwater tank if Sydney Water did not offer a rebate?

- Yes                       No                       Don't know

6. Which Sydney Water rebates and offers have you have taken part in or would like more information about?

	Participated in ✓	Would like more information ✓
\$22 WaterFix offer		
Free DIY Water Saving Kit		
Washing Machine Rebate		

7. What do you use your rainwater tank for?

Please tick relevant boxes:

Watering the garden	
Flushing toilet/s	
In the washing machine	
Washing the car/s	
Cleaning outdoor areas and surfaces eg. pathways, driveways and windows	
Topping up a pool/spa	
Other (pleased describe)	

8. Where did you find information about buying and installing a rainwater tank? Which did you find most useful?

	Information source ✓	Most useful ✓
Neighbour/friend who has a tank		
Other neighbour/friend		
Local council		
Rainwater tank supplier/installer		
Rainwater tank retailer		
Plumber		
Sydney Water website		
Other website		
Sydney Water advertisement or brochure		
Advertisement from another organisation		
Trade or garden show		
Other (please describe)		

### Office use only:

Date received:

Customer file number:

Entered: