

Central Coast Council Water and Sewer Customer Satisfaction Report.

Q1 Period 2025

Central Coast Council

How does Water and Sewer measure and capture customer satisfaction?

Water and Sewer measures customer satisfaction four times a year through Council's Customer Satisfaction Survey. This survey captures customer interactions after the completion of a service request. The survey incorporates:

Customer Effort Score (CES):

This question measures whether Water and Sewer processed the request efficiently for customers.



CES below 50%



CES from 50% to 70%



CES from 70%+

Customer Effort Score (CES) score as of August 2025



Water and Sewer Current CES **81%**

Customer Satisfaction Score (CSAT):

Measures if customers were satisfied with how Water and Sewer handled their requests.



CSAT below 50%



CSAT from 50% to 70%



CSAT from 70%+

Customer Satisfaction Score (CSAT) score as of August 2025



Water and Sewer Current CSAT **71%**

Net Promoter Score (NPS):

This measures how likely customers are to recommend Water and Sewer based on their recent service experience.



NPS below 0




NPS from 0 to 20



NPS from 20+

**Net Promoter Score (NPS)
score as of August 2025**



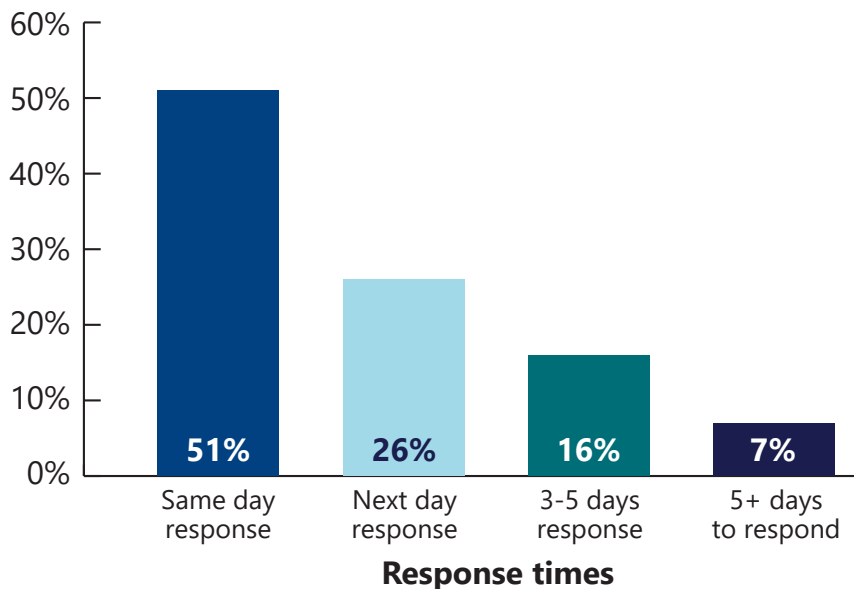
Water and Sewer Current NPS **+27**

How many customers participated in the last survey?

The most recent survey achieved a sample size of **62** respondents, which aligns closely with prior results.

What is the average response time for the surveyed customers?

The following graph illustrates the response times for Water and Sewer surveyed customers during the first quarter of the 2025–2026 financial year.



Water and Sewer adopt a deliberate approach to ensure resources are allocated appropriately, addressing emergencies and less urgent requests efficiently.

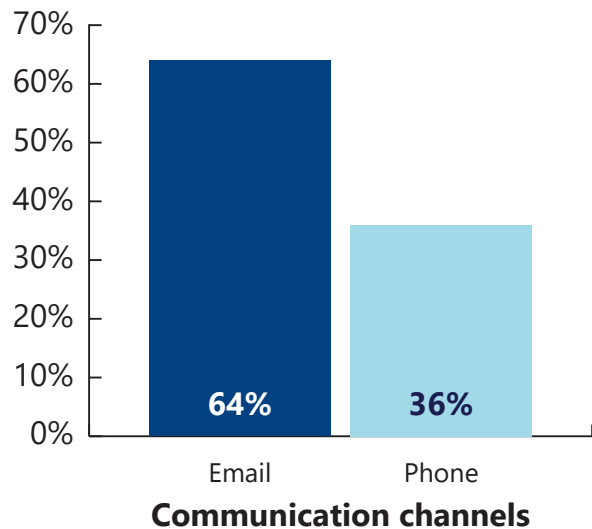
Quarter 1 results demonstrate that **51%** of enquiries received a response from the Water and Sewer Directorate on the same day, demonstrating the team’s commitment to managing both emergency and routine requests, and delivering an excellent customer experience, as quoted below:

North Gosford resident

“The matter was dealt with very professionally and within an hour or less of my phone call. Workmen were very polite and respectful and friendly. They explained what they were going to do, when they were finished and what to do if there were any further issues.”

How are our customers being contacted, and why does it matter?

The graph illustrates the communication channels used for Water and Sewer survey customers during the last quarter.



Ensuring communication is done in a way that meets the customers’ expectations is the key driver to ensure high levels of customer satisfaction, as highlighted below:

Bateau Bay resident

“Very polite person on phone. Gave me a call back the same day I told them about water pressure to apologise it couldn’t be rectified that day but would be attended to the following day.”

Are these results consistent with the last 12 months?

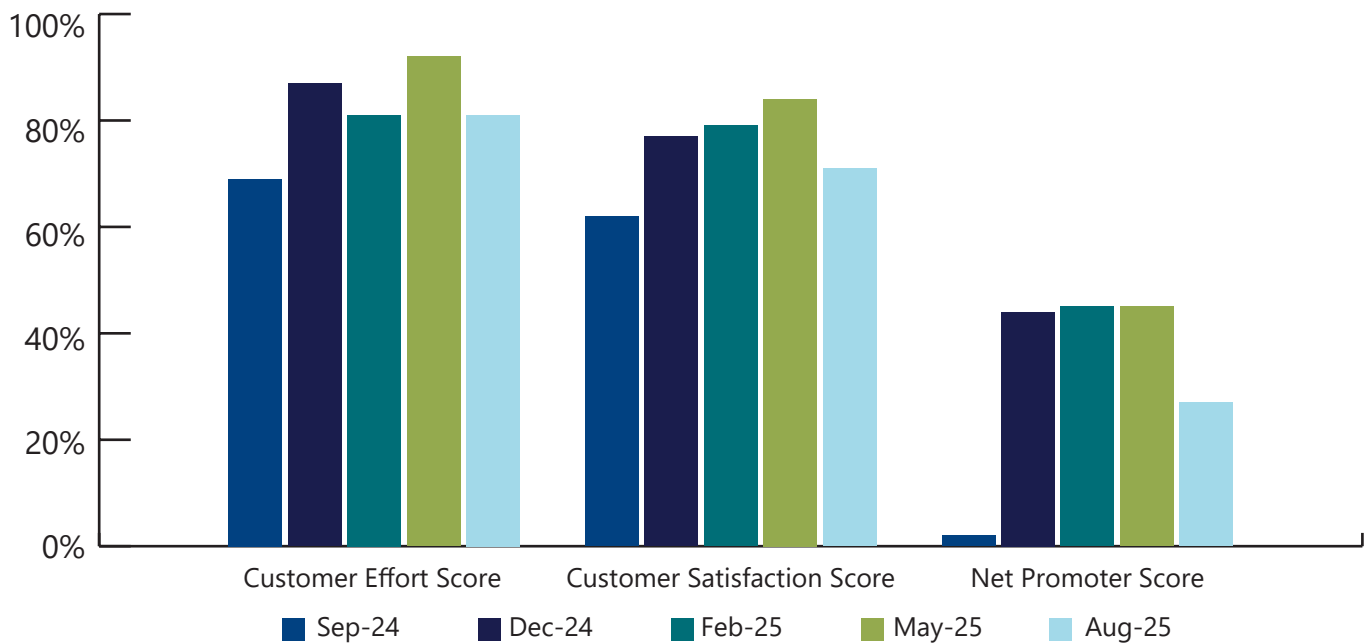
Water and Sewer’s response times and ease of interaction have resulted in an average customer effort score of 82% over the past 12 months. This demonstrates our commitment to providing a professional service that focuses on creating simple and easy interactions. The feedback below reflects the customers sentiment:

Kingfisher Shores resident

“I rang council in the morning, by lunchtime there was a crew here fixing the water leak.”

Woy Woy resident

“The team that came out was very knowledgeable and got the problem solved fast. Great attitude and professional service.”



The graph illustrates the customer metric results from surveys conducted in the last 12 months.

Over the past 12 months, Water and Sewer achieved the following average scores across key customer experience metrics:



82%
Customer Effort Score
(CES)



75%
Customer Satisfaction Score
(CSAT)



+33
Net Promoter Score
(NPS)

The slight decline in last quarter's results is linked to the transition of the Water Billing team to the Water and Sewer Directorate. Regardless of the cause, customer dissatisfaction with water billing, be it financial strain, perceptions of meter misreads, or confusion about bill interpretation, can result in significant frustration, reflected in the survey results.

What's working well:

Response Times - 77% of customer enquiries in the last quarter were answered the same day or following, reflecting in strong satisfaction with prompt responses.

Simple and easy - Customers valued information that was presented in straightforward, easy to understand language.

Areas for improvement:

Timely updates - There is an opportunity to provide more frequent updates throughout the process and confirm completion of work. This will ensure clear communication at every stage.

Contact methods - A small but increasing number of customers have missed communication from Council due to the use of non-preferred contact methods. Adhering to customers' preferred contact methods is essential to maintain effective engagement.

Conclusion:

Water and Sewer are dedicated to continuous improvement and delivering on our commitments of providing a consistent experience that is simple and easy. Over the past 12 months, Water and Sewer have demonstrated positive performance across Customer Satisfaction, Customer Effort, and Net Promoter Scores. Enquiries are addressed efficiently, and customers routinely commend the professionalism and prompt service they receive. As a result, the average Customer Satisfaction Score stands at 75%.

Recent organisational changes have contributed to a slight decrease in last quarter's performance. However, customer feedback highlights clear opportunities for Water and Sewer to enhance service delivery by providing timely updates throughout the process, formally confirming job completion to close the loop, and tailoring communication to match customer preferences.

By listening to customer feedback, we remain committed to delivering a Water and Sewer service that meets community needs and serves the best interests of our customers.

Next Steps:

To ensure we truly listen to our customers and act on their feedback, this information will be shared with Water and Sewer managers. Providing insights to leadership enables targeted improvements, strengthens our commitment to customer service, and helps deliver better outcomes for the community.