

# What we heard Business & Trade Waste Customers

We sent survey invitations to over 5,000 business customers across our region and received 69 responses.

## Concerns

Our business customers are concerned with recovery, Government mandates, outside influences, debt recovery and supply chain interruptions.

## Next Steps

We will share the results of the survey with business customers and use this feedback in the planning for the Pricing Submission.

Business customers wanted more flexible billing options and were concerned about maintaining infrastructure.

Do we provide value for money?  
18.8% yes  
31.8 % no  
49.3% were not sure

91.3% of business customers said they have been affected by COVID-19. Of them, 10.1% said their business viability is at risk.

7 customers indicated they had inadequate water pressure.

Average trust score 6.4/10

42 respondents indicated that increased business expenses were driven by the rising cost of bills.

## Intergenerational Debt

Smaller business customers have told us they have been hit hard by COVID-19 and are in a recovery phase. They do not want price increases in the short term. They are looking for support now and are less focused on future impacts.

## Community Contributions

Believe that supporting local businesses is now more important than ever. This includes using local services and materials to support local jobs and contribute to the liveability of the region. This will attract more people to visit, stay and spend money in the region.

## Protecting Against Drought

Water is essential to many of them and they expect to have a reliable water supply. Most businesses are happy with the quality of their water supply, with only a few indicating improvements in quality and pressure are required.

## Supporting Customers Experiencing Vulnerability

Many of them have suffered from supply issues, staff shortages and customers being unable to access their business. We should look to continue to provide support for customers experiencing vulnerability and look for ways to support businesses during this recovery period.

