

INFORMATION ABOUT IPART'S 2015 HOUSEHOLD SURVEY

IPART has commissioned *Roy Morgan Research* (Roy Morgan) to conduct a survey to help us more accurately determine the impact of price changes on households.

Why are we doing the survey?

IPART makes decisions on the maximum prices that NSW households can be charged for a range of services including water and gas. This survey helps us meet our obligation to consider the social impact of our decisions. It provides information about households' consumption and spending on energy and water which we need to assess the impact of our energy and pricing decisions on different household and community groups.

The survey will ask a range of questions about each household, including what appliances they use, any energy and water concessions accessed and if a household has experienced difficulty paying their electricity, gas or water bills.

One of the aims of this survey is to see how much electricity, gas and water households use, and relate this to other household characteristics. To do this, people participating in the survey will be asked to give their permission for Roy Morgan to access this information from their electricity, gas or water supplier (see Box 1).

We have previously commissioned six similar surveys in the greater Sydney metropolitan/Central Coast regions. You can find out more information about IPART's previous surveys [here](#).¹

Who will be surveyed and how?

Roy Morgan will survey a sample of households who live in:

- ▼ Sydney Water Corporation's area of operation
- ▼ Hunter Water Corporation's areas of operation
- ▼ the Gosford City Council area
- ▼ the Wagga Wagga/Albury region and,
- ▼ the Northern Rivers/Mid North Coast regions.

¹ http://www.ipart.nsw.gov.au/Home/Industries/Research/Reviews/Household_Survey.

All survey information is confidential and will only be used for statistical purposes. No individual households will be identified in the information provided to IPART.

Box 1 Collecting information from your water or energy supplier

With your permission, Roy Morgan will collect water consumption information from the company or council that sells water to the household. They will collect electricity and gas consumption information from the network suppliers. The network suppliers bring gas and electricity to each household through local gas and electricity networks. Even though households obtain their supply from, and are billed by, a retailer (such as AGL Energy or Origin Energy), this information on their use of gas and electricity is collected by the network supplier.

The electricity network suppliers are:

- ▼ Ausgrid for the Hunter Water area, Gosford and parts of the Sydney Water area (east and north).
- ▼ Endeavour Energy for the rest of the Sydney Water area (west and south).
- ▼ Essential energy for the Wagga Wagga/Albury region and the Northern Rivers/Mid North Coast regions.

The gas network suppliers are:

- ▼ Jemena for the Sydney Water area, the Hunter Water area and Gosford.
 - ▼ Australian Gas Networks Ltd (AGNL) for the Wagga Wagga/Albury region.
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