

ELECTRICITY RELIABILITY Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> electricity is completely unavailable to your home:	4 times per year	1 time per year
<u>Length of time</u> that electricity is completely unavailable to your home each time that it goes out:	30 minutes	4 hours
<u>Time of day</u> that electricity is completely unavailable to your home each time that it goes out:	Mon-Fri sometime after 6pm	Mon-Fri sometime after midnight
<u>Prior notification</u> that electricity will be unavailable to your home:	1 day	Electricity unavailable due to emergency - no notification possible
Response to <u>phone inquiries</u> in the event of electricity becoming unavailable to your home:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers
Total <u>Electricity bill</u> for the year:	\$810	\$710

YOUR DECISION: If these were the only 2 options available to you, which option would you choose: Package A or Package B ?

ELECTRICITY RELIABILITY Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> electricity is completely unavailable to your home:	Once every 5 years	12 times per year
<u>Length of time</u> that electricity is completely unavailable to your home each time that it goes out:	8 hours	1 hour
<u>Time of day</u> that electricity is completely unavailable to your home each time that it goes out:	Over the weekend	Mon-Fri sometime after 8am
<u>Prior notification</u> that electricity will be unavailable to your home:	Two weeks	2 days
Response to <u>phone inquiries</u> in the event of electricity becoming unavailable to your home:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers
Total <u>Electricity bill</u> for the year:	\$910	\$680

YOUR DECISION: If these were the only 2 options available to you, which option would you choose: Package A or Package B ?

ELECTRICITY RELIABILITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> electricity is completely unavailable to your home:	Once every 5 years	1 time per year
<u>Length of time</u> that electricity is completely unavailable to your home each time that it goes out:	2 hours	2 hours
<u>Time of day</u> that electricity is completely unavailable to your home each time that it goes out:	Mon-Fri sometime after 6pm	Mon-Fri sometime after 8am
<u>Prior notification</u> that electricity will be unavailable to your home:	1 day	Electricity unavailable due to emergency - no notification possible
Response to <u>phone inquiries</u> in the event of electricity becoming unavailable to your home:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers
Total <u>Electricity bill</u> for the year:	\$740	\$610

YOUR DECISION: If these were the only 2 options available to you, which option would you choose: Package A or Package B ?

ELECTRICITY SUPPLY QUALITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
Number of times electricity is <u>momentarily unavailable</u> to your home (eg. clocks need to be re-set):	2 times per year	2 times per year
Number of times <u>lights flicker or dim</u> at your home:	12 times per year	Every day
Number of times <u>power surges/spikes</u> are experienced at your home:	1 time per year	Once every two years
Total <u>Electricity bill</u> for the year:	\$780	\$650

YOUR DECISION: If these were the only 2 options available to you, which option would you choose: Package A or Package B ?

ELECTRICITY SUPPLY QUALITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
Number of times electricity is <u>momentarily unavailable</u> to your home (eg. clocks need to be re-set):	2 times per year	2 times per year
Number of times <u>lights flicker or dim</u> at your home:	2 times per year	12 times per year
Number of times <u>power surges/spikes</u> are experienced at your home:	4 times per year	12 times per year
Total <u>Electricity bill</u> for the year:	\$710	\$650

YOUR DECISION: If these were the only 2 options available to you, which option would you choose: Package A or Package B ?

ELECTRICITY SUPPLY QUALITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
Number of times electricity is <u>momentarily unavailable</u> to your home (eg. clocks need to be re-set):	Every day	4 times per year
Number of times <u>lights flicker or dim</u> at your home:	12 times per year	12 times per year
Number of times <u>power surges/spikes</u> are experienced at your home:	Once every two years	12 times per year
Total <u>Electricity bill</u> for the year:	\$610	\$680

YOUR DECISION: If these were the only 2 options available to you, which option would you choose: Package A or Package B ?

ELECTRICITY RELIABILITY

Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> electricity is completely unavailable to your premises:	12 times per year	1 time per year
<u>Length of time</u> that electricity is completely unavailable to your premises each time that it goes out:	12 hours	30 minutes
<u>Time of day</u> that electricity is completely unavailable to your premises each time that it goes out:	Mon-Fri sometime after 6pm	Mon-Fri sometime after 6pm
<u>Prior notification</u> that electricity will be unavailable to your premises:	One month	No notification provided
Response to <u>phone inquiries</u> in the event of electricity becoming unavailable to your premises:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers
Total <u>Electricity bill</u> for the year:	\$750	\$750

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

ELECTRICITY RELIABILITY

Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> electricity is completely unavailable to your premises:	2 times per year	2 times per year
<u>Length of time</u> that electricity is completely unavailable to your premises each time that it goes out:	12 hours	2 hours
<u>Time of day</u> that electricity is completely unavailable to your premises each time that it goes out:	Mon-Fri sometime after midnight	Mon-Fri sometime after midnight
<u>Prior notification</u> that electricity will be unavailable to your premises:	2 days	One month
Response to <u>phone inquiries</u> in the event of electricity becoming unavailable to your premises:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	The electricity company PERMANENTLY provides you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons
Total <u>Electricity bill</u> for the year:	\$650	\$780

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

ELECTRICITY RELIABILITY

Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> electricity is completely unavailable to your premises:	1 time per year	4 times per year
<u>Length of time</u> that electricity is completely unavailable to your premises each time that it goes out:	8 hours	8 hours
<u>Time of day</u> that electricity is completely unavailable to your premises each time that it goes out:	Mon-Fri sometime after midnight	Mon-Fri sometime after 8am
<u>Prior notification</u> that electricity will be unavailable to your premises:	Electricity unavailable due to emergency - no notification possible	Two weeks
Response to <u>phone inquiries</u> in the event of electricity becoming unavailable to your premises:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any electricity supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	The electricity company PERMANENTLY provides you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons
Total <u>Electricity bill</u> for the year:	\$710	\$810

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

ELECTRICITY SUPPLY QUALITY

Business Questionnaire

	PACKAGE A	PACKAGE B
Number of times electricity is <u>momentarily unavailable</u> to your premises:	4 times per year	2 times per year
Number of times <u>lights flicker or dim</u> at your premises:	Every day	1 time per year
Number of times <u>power surges/spikes</u> are experienced at your premises:	1 time per year	4 times per year
Total <u>Electricity bill</u> for the year:	\$1430	\$1560

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

ELECTRICITY SUPPLY QUALITY

Business Questionnaire

	PACKAGE A	PACKAGE B
Number of times electricity is <u>momentarily unavailable</u> to your premises:	Every day	4 times per year
Number of times <u>lights flicker or dim</u> at your premises:	4 times per year	2 times per year
Number of times <u>power surges/spikes</u> are experienced at your premises:	2 times per year	4 times per year
Total <u>Electricity bill</u> for the year:	\$1500	\$1750

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

ELECTRICITY SUPPLY QUALITY

Business Questionnaire

	PACKAGE A	PACKAGE B
Number of times electricity is <u>momentarily unavailable</u> to your premises:	12 times per year	12 times per year
Number of times <u>lights flicker or dim</u> at your premises:	1 time per year	1 time per year
Number of times <u>power surges/spikes</u> are experienced at your premises:	2 times per year	1 time per year
Total <u>Electricity bill</u> for the year:	\$1180	\$1810

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B?*

WATER RELIABILITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> water is unavailable to your home:	Once every 10 years	1 time per year
<u>Length of time</u> that water is unavailable to your home each time that it goes off:	8 hours	8 hours
<u>Time of day</u> that water is unavailable to your home each time that it goes off:	Over the weekend	Mon-Fri sometime after midnight
<u>Prior notification</u> that water will be unavailable to your home:	Two weeks	No notification provided
Response to <u>phone inquiries</u> in the event of water becoming unavailable to your home:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
<u>Total Water & Sewerage bill</u> for the year:	\$970	\$890

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RELIABILITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> water is unavailable to your home:	1 time per year	2 times per year
<u>Length of time</u> that water is unavailable to your home each time that it goes off:	8 hours	5 hours
<u>Time of day</u> that water is unavailable to your home each time that it goes off:	Over the weekend	Mon-Fri sometime after 8am
<u>Prior notification</u> that water will be unavailable to your home:	1 day	2 days
Response to <u>phone inquiries</u> in the event of water becoming unavailable to your home:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
<u>Total Water & Sewerage bill</u> for the year:	\$800	\$850

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RELIABILITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> water is unavailable to your home:	2 times per year	Once every 10 years
<u>Length of time</u> that water is unavailable to your home each time that it goes off:	12 hours	24 hours
<u>Time of day</u> that water is unavailable to your home each time that it goes off:	Mon-Fri sometime after 6pm	Over a weekday
<u>Prior notification</u> that water will be unavailable to your home:	7 days	Two weeks
Response to <u>phone inquiries</u> in the event of water becoming unavailable to your home:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any water supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
<u>Total Water & Sewerage bill</u> for the year:	\$890	\$850

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RESTRICTIONS Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Chance</u> that drought water restrictions will occur:	Once every 10 years	Once every 3 years
<u>Duration</u> of water restrictions:	All Summer	1 month in Summer
Types of <u>days</u> that water restrictions apply:	Every second day	Every second day
<u>Level</u> of water restrictions:	Stage 5 - a ban on all outdoor water use (recycling water is permitted)	Stage 2 - can use sprinklers for up to three hours in the morning and evening
Appearance of <u>urban landscape</u> including public lawns, parks and spaces:	Lush green lawns	Some brown lawns and no lush green lawns
Total <u>Water & Sewerage bill</u> for the year:	\$890	\$970

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RESTRICTIONS

Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Chance</u> that drought water restrictions will occur:	Virtually none	Once every 10 years
<u>Duration</u> of water restrictions:	No restrictions	All Summer
Types of <u>days</u> that water restrictions apply:	No restrictions	Every second day
<u>Level</u> of water restrictions:	No restrictions	Stage 5 - a ban on all outdoor water use (recycling water is permitted)
Appearance of <u>urban landscape</u> including public lawns, parks and spaces:	Some brown lawns and no lush green lawns	Lush green lawns
Total <u>Water & Sewerage bill</u> for the year:	\$800	\$850

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RESTRICTIONS Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Chance</u> that drought water restrictions will occur:	Once every 10 years	Virtually none
<u>Duration</u> of water restrictions:	All year	No restrictions
Types of <u>days</u> that water restrictions apply:	Every day	No restrictions
<u>Level</u> of water restrictions:	Stage 3 - use of sprinklers is not permitted. Hand held hoses and buckets can be used in the morning and evening	No restrictions
Appearance of <u>urban landscape</u> including public lawns, parks and spaces:	Lush green lawns	Some brown lawns and no lush green lawns
<u>Total Water & Sewerage bill</u> for the year:	\$1020	\$970

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WASTE-WATER SERVICE RELIABILITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> you experience an overflow of sewerage:	Once every 10 years	Once every 10 years
<u>Source of overflow:</u>	Immediately outside your home	At the nearest sewer manhole in the street
Response to <u>phone inquiries</u> in the event of a sewer overflow:	Your call is answered by an AUTOMATIC VOICE - you are put on hold before a person becomes available to take your call	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
<u>Length of time before overflow is contained:</u>	2 hours	12 hours
<u>Total Water & Sewerage bill</u> for the year:	\$800	\$800

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WASTE-WATER SERVICE RELIABILITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> you experience an overflow of sewerage:	2 times per year	1 time per year
<u>Source of overflow:</u>	At the nearest sewer manhole in the street	Inside your home
Response to <u>phone inquiries</u> in the event of a sewer overflow:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
<u>Length of time before overflow is contained:</u>	2 days	1 hour
<u>Total Water & Sewerage bill</u> for the year:	\$800	\$760

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WASTE-WATER SERVICE RELIABILITY

Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> you experience an overflow of sewerage:	Once every 2 years	Once every 2 years
<u>Source of overflow:</u>	Inside your home	Inside your home
Response to <u>phone inquiries</u> in the event of a sewer overflow:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	Your call is answered by an AUTOMATIC VOICE - you are put on hold before a person becomes available to take your call
Length of <u>time before overflow is contained:</u>	2 hours	24 hours
Total <u>Water & Sewerage bill</u> for the year:	\$1020	\$930

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RELIABILITY Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> water is unavailable to your premises:	12 times per year	1 time per year
<u>Length of time</u> that water is unavailable to your premises each time that it goes off:	8 hours	12 hours
<u>Time of day</u> that water is unavailable to your premises each time that it goes off:	Mon-Fri sometime after midnight	Mon-Fri sometime after 6pm
<u>Prior notification</u> that water will be unavailable to your premises:	No notification provided	No notification provided
Response to <u>phone inquiries</u> in the event of water becoming unavailable to your premises:	The water company PERMANENTLY provide you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons	The water company PERMANENTLY provide you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons
<u>Total Water & Sewerage bill</u> for the year:	\$1800	\$1800

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RELIABILITY Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> water is unavailable to your premises:	2 times per year	2 times per year
<u>Length of time</u> that water is unavailable to your premises each time that it goes off:	8 hours	12 hours
<u>Time of day</u> that water is unavailable to your premises each time that it goes off:	Mon-Fri sometime after 8am	Mon-Fri sometime after 8am
<u>Prior notification</u> that water will be unavailable to your premises:	5 days	Water unavailable due to emergency - no notification possible
Response to <u>phone inquiries</u> in the event of water becoming unavailable to your premises:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any water supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
<u>Total Water & Sewerage bill</u> for the year:	\$2200	\$1800

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RELIABILITY Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> water is unavailable to your premises:	12 times per year	12 times per year
<u>Length of time</u> that water is unavailable to your premises each time that it goes off:	12 hours	5 hours
<u>Time of day</u> that water is unavailable to your premises each time that it goes off:	Mon-Fri sometime after midnight	Mon-Fri sometime after 8am
<u>Prior notification</u> that water will be unavailable to your premises:	1 day	Two weeks
Response to <u>phone inquiries</u> in the event of water becoming unavailable to your premises:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	The water company PERMANENTLY provide you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons
<u>Total Water & Sewerage bill</u> for the year:	\$2000	\$2300

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RESTRICTIONS Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Chance</u> that drought water restrictions will occur:	Virtually none	Virtually none
<u>Duration</u> of water restrictions:	No restrictions	No restrictions
Types of <u>days</u> that water restrictions apply:	No restrictions	No restrictions
<u>Level</u> of water restrictions:	No restrictions	No restrictions
Appearance of <u>urban landscape</u> including public lawns, parks and spaces:	Lush green lawns	Some brown lawns and no lush green lawns
<u>Total Water & Sewerage bill</u> for the year:	\$840	\$710

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RESTRICTIONS Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Chance</u> that drought water restrictions will occur:	Once per year	Once every 10 years
<u>Duration</u> of water restrictions:	All year	All Summer
Types of <u>days</u> that water restrictions apply:	Every second day	Every second day
<u>Level</u> of water restrictions:	Stage 2	Stage 2
Appearance of <u>urban landscape</u> including public lawns, parks and spaces:	Lush green lawns	Some brown lawns and no lush green lawns
<u>Total Water & Sewerage bill</u> for the year:	\$840	\$620

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WATER RESTRICTIONS Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Chance</u> that drought water restrictions will occur:	Virtually none	Once every 3 years
<u>Duration</u> of water restrictions:	No restrictions	1 month in Summer
Types of <u>days</u> that water restrictions apply:	No restrictions	Every day
<u>Level</u> of water restrictions:	No restrictions	Stage 2
Appearance of <u>urban landscape</u> including public lawns, parks and spaces:	Lush green lawns	Some brown lawns and no lush green lawns
<u>Total Water & Sewerage bill</u> for the year:	\$870	\$590

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WASTE-WATER SERVICE RELIABILITY

Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> you experience an overflow of sewerage:	2 times per year	Once every 10 years
<u>Source of overflow:</u>	At the nearest sewer manhole in the street	At the nearest sewer manhole in the street
Response to <u>phone inquiries</u> in the event of a sewer overflow:	The water company PERMANENTLY provide you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
<u>Length of time before overflow is contained:</u>	1 hour	12 hours
<u>Total Water & Sewerage bill</u> for the year:	\$710	\$620

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WASTE-WATER SERVICE RELIABILITY

Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> you experience an overflow of sewerage:	1 time per year	2 times per year
<u>Source of overflow:</u>	Immediately outside your building	Inside your premises
Response to <u>phone inquiries</u> in the event of a sewer overflow:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	The water company PERMANENTLY provide you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons
<u>Length of time before overflow is contained:</u>	2 days	2 hours
<u>Total Water & Sewerage bill</u> for the year:	\$680	\$680

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

WASTE-WATER SERVICE RELIABILITY

Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> you experience an overflow of sewerage:	2 times per year	Once every 10 years
<u>Source of overflow:</u>	At the nearest sewer manhole in the street	At the nearest sewer manhole in the street
Response to <u>phone inquiries</u> in the event of a sewer overflow:	Your call is answered by an AUTOMATIC VOICE - you are put on hold before a person becomes available to take your call	The water company PERMANENTLY provide you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons
<u>Length of time before overflow is contained:</u>	1 hour	2 hours
<u>Total Water & Sewerage bill</u> for the year:	\$620	\$680

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

NATURAL GAS Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> gas is unavailable to your home:	Once every 10 years	Once every 5 years
<u>Time of year</u> that gas is unavailable to your home each time that it goes out:	Not during winter	Not during winter
<u>Length of time</u> that gas is unavailable to your home each time that it goes out:	2 hours	8 hours
<u>Time of day</u> that gas is unavailable to your home each time that it goes out:	Over the weekend	Over the weekend
<u>Prior notification</u> that gas will be unavailable to your home:	7 days	Gas unavailable due to an emergency - no notification possible
Response to <u>phone inquiries</u> in the event of gas becoming unavailable to your home:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
Total <u>Gas bill</u> for the year:	\$810	\$740

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

NATURAL GAS Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> gas is unavailable to your home:	2 times per year	Once every 10 years
<u>Time of year</u> that gas is unavailable to your home each time that it goes out:	Not during winter	Not during winter
<u>Length of time</u> that gas is unavailable to your home each time that it goes out:	1 hour	8 hours
<u>Time of day</u> that gas is unavailable to your home each time that it goes out:	Mon-Fri sometime after 6pm	Mon-Fri sometime after midnight
<u>Prior notification</u> that gas will be unavailable to your home:	7 days	1 day
Response to <u>phone inquiries</u> in the event of gas becoming unavailable to your home:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any gas supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
Total <u>Gas bill</u> for the year:	\$680	\$650

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

NATURAL GAS Residential Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> gas is unavailable to your home:	Once every 2 years	2 times per year
<u>Time of year</u> that gas is unavailable to your home each time that it goes out:	During winter only	Not during winter
<u>Length of time</u> that gas is unavailable to your home each time that it goes out:	2 hours	12 hours
<u>Time of day</u> that gas is unavailable to your home each time that it goes out:	Mon-Fri sometime after midnight	Mon-Fri sometime after 8am
<u>Prior notification</u> that gas will be unavailable to your home:	1 day	7 days
Response to <u>phone inquiries</u> in the event of gas becoming unavailable to your home:	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons	You get straight through to a PERSON - you are not put on hold and there is no machine directing you to press buttons
Total <u>Gas bill</u> for the year:	\$610	\$740

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

NATURAL GAS Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> gas is unavailable to your premises:	1 time per year	4 times per year
<u>Time of year</u> that gas is unavailable to your premises each time that it goes out:	Not during winter	During winter only
<u>Length of time</u> that gas is unavailable to your premises each time that it goes out:	1 hour	12 hours
<u>Time of day</u> that gas is unavailable to your premises each time that it goes out:	Mon-Fri sometime after 8am	Mon-Fri sometime after 8am
<u>Prior notification</u> that gas will be unavailable to your premises:	No notification provided	5 days
Response to <u>phone inquiries</u> in the event of gas becoming unavailable to your premises:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any gas supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	The gas company PERMANENTLY provides you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons
Total <u>Gas bill</u> for the year:	\$10930	\$10060

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

NATURAL GAS Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> gas is unavailable to your premises:	2 times per year	4 times per year
<u>Time of year</u> that gas is unavailable to your premises each time that it goes out:	Not during winter	Not during winter
<u>Length of time</u> that gas is unavailable to your premises each time that it goes out:	2 hours	12 hours
<u>Time of day</u> that gas is unavailable to your premises each time that it goes out:	Mon-Fri sometime after midnight	Over the weekend
<u>Prior notification</u> that gas will be unavailable to your premises:	Gas unavailable due to an emergency - no notification possible	7 days
Response to <u>phone inquiries</u> in the event of gas becoming unavailable to your premises:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any gas supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any gas supply issues by suburb, or to speak to someone but you may be put on hold before a person answers
Total <u>Gas bill</u> for the year:	\$10930	\$10930

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*

NATURAL GAS Business Questionnaire

	PACKAGE A	PACKAGE B
<u>Number of times</u> gas is unavailable to your premises:	Once every 5 years	Once every 5 years
<u>Time of year</u> that gas is unavailable to your premises each time that it goes out:	Not during winter	During winter only
<u>Length of time</u> that gas is unavailable to your premises each time that it goes out:	24 hours	12 hours
<u>Time of day</u> that gas is unavailable to your premises each time that it goes out:	Over a weekday	Over the weekend
<u>Prior notification</u> that gas will be unavailable to your premises:	Two weeks	No notification provided
Response to <u>phone inquiries</u> in the event of gas becoming unavailable to your premises:	Your call is answered by an AUTOMATIC VOICE - the voice gives you the option of hearing a recorded message that gives you an up-to-date status report on any gas supply issues by suburb, or to speak to someone but you may be put on hold before a person answers	The gas company PERMANENTLY provides you with a SPECIAL phone number for a dedicated account manager who would handle your query - you are not put on hold and there is no machine directing you to press buttons
Total <u>Gas bill</u> for the year:	\$9620	\$9620

YOUR DECISION: *If these were the only 2 options available to you, which option would you choose: Package A or Package B ?*