

Mossman Gorge Survey

Report Card #3

August 2026



Mossman Gorge Survey Results - Report Card # 3

MGM Survey #3 – commissioning phase feedback

The third-round feedback survey for the Mossman Gorge project was open from March to early August 2026 when the microgrid commissioning work started. It was primarily promoted directly with stakeholders via posters and flyers displayed around the community and through our regular project updates. Accessibility was improved for stakeholders by making hard-copy surveys available with key community partners like Mossman Elders Justice Group, and at the O'Hub and Bamanga Bubu Ngadimunku Aboriginal Corporation (BBN) offices.

Who completed the survey?

A total of 15 respondents completed the survey in round 3. There was good response to the hard-copy surveys made available via community partners, which improved accessibility for people to provide feedback. Although a slight drop in respondents was recorded from round 2, it is still a good result given there were no events during the survey period where we could directly promote the survey and assist with completion. This indicates that the respondents all organically found the survey through our project updates or via our community partners.

Pleasingly, interest in the project was evident with an additional 8 respondents wishing to register for project updates, while 4 of the respondents indicated they had already registered for updates, and 3 chose not to register.

As all respondents live, work or volunteer in the community, they were all eligible for the competition draw.

Survey questions and results – what our stakeholders think

The survey again consisted of nine questions focussed on three key areas, with respondents asked to rate how strongly they agreed or disagreed with the statements based on a 5-point Likert scale. The questions fall under three focus areas:

- About the microgrid
- Project information and education
- Engagement and trust

Here's what the community had to say in this round of feedback, compared to previous rounds – noting that different respondents with different degrees of involvement in the project and knowledge have participated.



About the microgrid

I know what a microgrid is and how they work

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 15 Respondents			20% (3)	66.7% (10)	13.3% (2)
Round 2 – 19 Respondents	10.5% (2)		36.9% (7)	42.1% (8)	10.5% (2)
Round 3 – 15 Respondents	6.7% (1)	6.7% (1)	33.3% (5)	26.7% (4)	26.7% (4)

I am satisfied with the reliability of our power supply

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 15 Respondents		6.7% (1)	33.3% (5)	60% (9)	
Round 2 – 19 Respondents	5.3% (1)	5.3% (1)	42.1% (8)	47.4% (9)	
Round 3 – 15 Respondents		6.7% (1)	13.3% (2)	40.0% (6)	40.0% (6)

A microgrid is good for our community

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 15 Respondents			6.7% (1)	53.3% (8)	40% (6)
Round 2 – 19 Respondents			26.3% (5)	47.4% (9)	26.3% (5)
Round 3 – 15 Respondents			6.7% (1)	53.3% (8)	40.0% (6)

Project information and education

The information that Ergon is telling me about our power supply, and the microgrid, is easy to understand

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 15 Respondents			6.7% (1)	73.3% (11)	20% (3)
Round 2 – 19 Respondents			26.3% (5)	52.6% (10)	21.1% (4)
Round 3 – 15 Respondents	6.7% (1)		26.7% (4)	33.3% (5)	33.3% (5)

Getting access to information about the microgrid is easy

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 15 Respondents			20% (3)	60% (9)	20% (3)
Round 2 – 19 Respondents		5.3% (1)	31.6% (6)	57.9% (11)	5.3% (1)
Round 3 – 15 Respondents	13.3% (2)		53.3% (8)	20.0% (3)	13.3% (2)

My community is well prepared for natural disasters and longer power outages

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 😊	Strongly agree 😄
Round 1 – 15 Respondents	%	20% (3)	33.3% (5)	33.3% (5)	13.3% (2)
Round 2 – 19 Respondents		15.8% (3)	31.6% (6)	47.7% (9)	5.3% (1)
Round 3 – 15 Respondents	13.3% (2)	6.7% (1)	20.0% (3)	40.0% (6)	20.0% (3)

Ergon Energy Network acknowledges the Traditional Custodians of the land on which we live and work, and recognise their continuing connection to land, waters, and community. We pay respects to Elders past and present.

Engagement and trust**Ergon is willing to listen to us, and work with us, to find solutions**

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 🙂	Strongly agree 😊
Round 1 – 15 Respondents			13.3% (2)	60% (9)	26.7% (4)
Round 2 – 19 Respondents			15.8% (3)	73.7% (14)	10.5% (2)
Round 3 – 15 Respondents	6.7% (1)		20.0% (3)	33.3% (5)	40.0% (6)

I can trust Ergon to do the right thing by me and my community

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 🙂	Strongly agree 😊
Round 1 – 15 Respondents			13.3% (2)	46.7% (7)	40% (6)
Round 2 – 19 Respondents		5.3% (1)	15.8% (3)	57.9% (11)	21.1% (4)
Round 3 – 15 Respondents		6.7% (1)	20.0% (3)	40.0% (6)	33.3% (5)

Ergon is willing to include our community in the project engagement planning

	Strongly disagree ☹️	Disagree 😞	Neutral 😐	Agree 🙂	Strongly agree 😊
Round 1 – 15 Respondents				60% (9)	40% (6)
Round 2 – 19 Respondents			21.1% (4)	57.9% (11)	21.1% (4)
Round 3 – 15 Respondents			26.7% (4)	46.7% (7)	26.7% (4)

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