

# MEDIA RELEASE

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13 May 2013

## **Telephone survey is not ours**

East Gippsland Water is advising customers that it is in no way connected with a company claiming to be conducting a water quality survey in the East Gippsland region.

Customers have been in touch after receiving unsolicited phone calls from a company asking them about water quality. In some cases they have been left with the impression that they have won a water filter and subsequently discover that there are charges involved.

Said East Gippsland Water's Managing Director, Bruce Hammond: "We would like to advise customers that we are in no way connected with this company. If anyone receives a phone call like this, and has concerns, they should contact Consumer Affairs Victoria on 1300 55 81 81 and pass on as much detail as they can gather."

Customers in any doubt about a water-related call can also contact East Gippsland Water's customer service section on 1800 671 841 to check out the authenticity of the caller.

Ends