

MEDIA RELEASE

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12 August 2013

Seeking customer feedback on East Gippsland Water services

A random sample of East Gippsland Water customers will be contacted shortly for their honest feedback on the Corporation's delivery of services.

This annual customer satisfaction survey – being conducted by Australian Survey Research Group over approximately three weeks, commencing 16 August – is an important way for East Gippsland Water to gauge how well it is performing. It will help demonstrate where the Corporation is operating to a high standard, as well as pinpointing any areas requiring action and improvement.

A total of 600 customers will each be questioned for approximately five minutes over the phone. They will be asked to rate their level of satisfaction with the Corporation and areas covered will include the water supply, water quality, wastewater services and East Gippsland Water's provision of information.

Said East Gippsland Water's Managing Director, Bruce Hammond: "We take the results of this annual survey very seriously and would encourage customers contacted to be as honest and forthright as possible about their experience with the Corporation over the past 12 months. Only that way can we accurately assess how well we are delivering services and responding to customer needs. This will also help us to address any areas identified as requiring attention.

"At the end of the day we are in the business of enhancing our services wherever possible. We are once again using an independent survey provider, Australian Survey Research Group, to ensure that this exercise is conducted objectively and produces accurate results.

"All information collected during the phone interviews will be treated in the strictest confidence. Both East Gippsland Water and Australian Survey Research Group abide by National Privacy Principles and information provided to us by Australian Survey Research Group will only be used to improve services, with names and individual details of participants remaining confidential."

Customers who would like more information about this year's survey should contact Carol Ross at East Gippsland Water on 1800 671 841.

Ends