

MEDIA RELEASE

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Seeking customer feedback on water and sewerage services

A telephone survey of residential customers with Gippsland's three water corporations – East Gippsland Water, Gippsland Water and Westernport Water - is being conducted over the next two weeks.

This annual customer satisfaction survey is being carried out on behalf of the water corporations by AFS and Insync Surveys between 8 and 24 September, with a random sample of 400 customers being contacted from each of the corporation areas. The survey is designed to last no more than 10 minutes.

Said East Gippsland Water's Managing Director, Bruce Hammond: "These surveys have an important part to play in helping us gauge how well we are performing with our services and will assist our planning for the future. We therefore encourage customers contacted to be as honest as possible about their experience with us over the past 12 months and when asked for their feedback on a variety of issues ranging from value to customer service and future priorities.

"This is the second year running that our three water corporations have come together for a joint survey, with cooperation on projects like this enabling us to save tens of thousands of dollars by sourcing a more competitive price. This saving can then be passed onto our customers."

The Gippsland water corporations signed a Memorandum of Understanding (MoU) two years ago to work more closely together in an effort to identify efficiencies and save money. The MoU is also being used to find efficiencies in procurement and a range of back office operations that each of the corporations is engaged in.

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