

MEDIA RELEASE

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Your feedback is important to us

A telephone survey of customers with Gippsland's four water corporations is being carried out over the next four weeks – seeking honest feedback on water and sewerage services.

East Gippsland Water, South Gippsland Water, Gippsland Water and Westernport Water have once again joined forces for this annual customer satisfaction survey, which is being conducted by survey company Insync and TKW Research. A random sample of 400 residential customers is being contacted from each of the water corporation areas.

East Gippsland Water's Managing Director, Steve McKenzie, said, "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.

"Working jointly with our neighbouring water corporations on projects like this is 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 four Gippsland water corporations have a Memorandum of Understanding (MoU) to work closely together on initiatives where possible in an effort to identify efficiencies and save money. The MoU is being used to find efficiencies in areas of purchasing and a range of back office operations that each of the corporations is engaged in.

Ends