

MEDIA RELEASE

Contact: Ronan Carroll Ph: 5150 4434



12 September 2019

We need your feedback

A random sample of 400 East Gippsland Water customers will be surveyed over the next six weeks for their 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, with the addition of Coliban Water and Central Highlands Water for the first time.

The survey is being conducted by Insync and TKW Research over the telephone, with a random sample of 400 residential customers being contacted from each of the water corporation areas.

East Gippsland Water's Acting Managing Director, Mark McNeil, said, "This annual survey has an important part to play in helping us gauge how well we are performing with our services and will assist with 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. The survey will take around ten minutes to complete.

"Importantly, working jointly with other water corporations on this project is enabling us to save tens of thousands of dollars by sourcing a more competitive price, with this saving ultimately passed onto our customers."

The telephone survey commences this week. It is all about gathering information. TKW Research will clearly identify themselves and will not engage in any sales pitch for a product or a service.

Please note that if customers receive calls from people selling water filters or any other device, it is in no way connected with this survey.

Ends