

# MEDIA RELEASE

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## We need your feedback on water and sewerage services

A random sample of 400 East Gippsland Water customers will be surveyed over the next six weeks for their honest feedback on its water and sewerage services.

The organisation is once again joining forces for this annual customer satisfaction survey with South Gippsland Water, Gippsland Water, Westernport Water, Coliban Water, Central Highlands Water and Goulburn Valley Water.

The survey will be conducted by Insync and TKW Research over the next six weeks by telephone, with a random sample of nearly 3,000 residential customers being contacted across the seven water corporations participating.

East Gippsland Water's Executive Manager Customers, Mathew Scott, said, "This annual survey is an important tool to help 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."

"By joining forces with a number of other water corporations on this project we are able 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