

# MEDIA RELEASE

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## East Gippsland Water celebrates Customer Service Week

East Gippsland Water is celebrating its staff who work together to provide 24-hour essential service to the community, as part of Customer Service Week.

East Gippsland Water takes a whole of organisation approach to customer service and is acknowledging all staff who work tirelessly for the community. Executive Manager Customers, Community and Communications David Radford said customer service was more than office-based services.

“Most people when they think of customer service imagine the staff who take phone enquiries and greet you at our front counter,” he said.

“While the work of our office-based Customer Team is incredibly important, East Gippsland Water considers customer service to be everyone who plays a role in providing water services to our 27,250 account holders across 21 square kilometres.

“Our teams work from seven depots and are on-call 24 hours a day, seven days a week.

“Their work maintaining the nine water supply systems and 11 different wastewater systems is vital to ensuring the best possible customer service for the East Gippsland community.”

East Gippsland Water’s team of meter readers is also out-and-about in the community again as of this week, with the next billing cycle imminent.

“Our meter readers are always up for a chat and a friendly hello, as they access properties to read the water meters. So, look out for them in the next few weeks and make sure access to your water meter is clear for them to read it accurately,” he said.

East Gippsland Water’s annual Customer Satisfaction Survey is currently open and residents may receive a call asking for their participation. This is our annual survey of customers, with around 400 chosen at random to provide honest feedback about the way we provide water and wastewater services to the community.

It’s important to know that independent contractors Insync and TKW Research will be conducting the survey and will not be engaging in a sales pitch for a product or service. It is purely an information gathering exercise.

East Gippsland Water is one of seven water authorities to be using this service, to cut costs.

Visit the East Gippsland Water website at [www.egwater.vic.gov.au](http://www.egwater.vic.gov.au) or call 1800 671 841 our website or give us a call to find out more.

*Caption: Members of East Gippsland Water’s customer service team, both office and depot-based, at the Mitchell Depot, Bairnsdale during Customer Service Week.*

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