

# MEDIA RELEASE

Contact: Wendy Reeves Ph: 5150 4434



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## Essential Services Commission survey has begun

The Essential Services Commission (ESC) has begun its quarterly customer perception survey, which means some locals may receive a phone call asking about East Gippsland Water.

The calls are independent of East Gippsland Water, however it is a legitimate survey on behalf of our regulator.

The reporting tracks how each water authority in Victoria has assessed its performance against customer expectations and whether customers are receiving value for money.

For further information about ESC reporting, visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

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