

MEDIA RELEASE

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East Gippsland Water's Customer Connect initiative up and running

As part of East Gippsland Water's commitment to provide more opportunities for customers to connect with them, the inaugural 'Customer Connect' initiative took place in Orbost recently.

A representative from the Customer Support Team was available to provide in-person support to customers from Orbost and the surrounding areas at the East Gippsland Water office in Clarke Street.

David Radford, Executive Manager Customer, Community and Communications said: "We have provided our customers opportunities to tell us what their priorities are so that we can continue to provide high quality customer support. We have listened to their feedback and, as a result, are taking our Customer Support Team to the customer through our 'Customer Connect' program.

"With the reduction in native timber harvesting and associated industries in the Orbost region there could be increased financial hardship for our customers. Therefore, having the opportunity to chat with a person face-to-face to discuss their bill, flexible payment options, financial hardship or just any general enquiries is so important."

Orbost residents can see us on the third Thursday of each month at 6 Clarke Street. Other dates and locations of when a Customer Support Team member will be in other areas, will be communicated over the coming weeks and details will also be available on our website and Facebook page.

In the meantime, customers are welcome to call us on 1800 671 841 or drop into our office at 133 Macleod Street in Bairnsdale to discuss their individual circumstances with our local, friendly staff.

Ends

Image shows the first visitor to the EGW Orbost office – Bec Hough from Orbost Regional Health with Melita from the Customer Support Team.

