

# MEDIA RELEASE

Contact: Paula Strong M: 0499 625422



---

6 October 2023

## East Gippsland Water seeking customer feedback

East Gippsland Water is committed to providing the highest level of customer satisfaction and customers will have an opportunity to share their feedback as part of an Annual Customer Satisfaction Survey.

In an effort to continually enhance the water and recycled water services provided to the community, a random sample of East Gippsland Water customers will receive an email and be asked to complete a short survey.

East Gippsland Water's Executive Manager Customer, Community and Communications, David Radford, said this year's survey would be conducted solely via email for the first time.

"Following a successful trial last year, the 2023 survey will be conducted via email only and not by phone so that our customers can take their time and give consideration to the questions being asked.

"Whilst we always make ourselves readily available to receive feedback through a variety of means, this survey is one of the most important ways for us to learn from our customers and ensure our services are meeting expectations.

"Even though we are sending customers an email invitation for those who have provided an email address, everyone can participate by visiting our website and complete the survey to ensure their voices are heard. It should only take around 10 minutes to complete.

"We are also offering customers the chance to win a \$100 credit on their water bill and the chances of winning are great as we have 10 \$100 credits up for grabs

"We also understand that keeping our customers' personal data private is more important than ever. Personal information collected for competition entry will be used solely for the purposes of the competition and will not be linked to the feedback."

East Gippsland Water works in partnership with six other water corporations (Westernport, South Gippsland, Gippsland, Central Highlands, Goulburn Valley and Coliban Water) on the Annual Customer Satisfaction survey process and the results not only help to improve services for customers but also provide a benchmark for participating water corporation performance.

For those eager to provide feedback and potentially win a \$100 bill credit, the survey will be conducted from Monday, 9 October 2023 until Tuesday, 31 October. Winners will be notified by East Gippsland Water shortly after the survey closes.

ENDS