
Customer satisfaction surveys underway

Gippslanders are being asked to give feedback to their local water corporation this month.

Gippsland's four water corporations - Westernport Water, South Gippsland Water, Gippsland Water and East Gippsland Water - are working together on the survey, seeking feedback on overall satisfaction, current services as well as ideas on planning for the future of the region.

"Gathering feedback is really important for us both in terms of measuring where we are at now and also assessing what customers want from us in the future," said South Gippsland Water Managing Director Philippe du Plessis.

"By working together, Gippsland's water corporations are not only saving money, we're also able to compare our results which can be really useful."

The telephone surveys will commence on Wednesday 11 October and continue for two weeks.

The survey company, TKW (Insync), will clearly identify themselves at the start of the call and will not engage in any sales pitch during the call.

"This is all about gathering information from customers and not selling any product or service. If customers receive calls from people offering to sell water filters or any other water device, that is not our survey," added Mr du Plessis

The calls will take around 10 minutes with the customer being asked around 20 questions about service, prices, and their expectations.