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## South Gippsland Water Outperforms City Counterparts

South Gippsland Water has rated strongly amongst the state's 16 water corporations in a survey conducted by the Essential Services Commission.

Value for money, reputation in the community, level of trust, and overall satisfaction were the areas surveyed by the Commission with 5,800 water customers across the state between March 2018 and February 2019.

South Gippsland Water's Managing Director, Philippe du Plessis said, "Our results in the state-wide context are very encouraging; it's pleasing that feedback from our customers placed us first out of 16 when it comes to reputation in the community and overall satisfaction, and second in the state for level of trust and value for money."

With results confirming that South Gippsland Water performed above the state average in each category surveyed, there is still room for improvement and an overall message from customers that Victoria's water corporations should continue to strive for improvements"

"We value hearing from our customers, and the results of the Commission's survey confirm a number of outcomes from our own annual Customer Satisfaction Survey," explained Mr du Plessis.

"A range of mechanisms help guide us in planning our delivery of services and for future growth, but what provides us with a robust and informed approach is our commitment to listening to our customers."

"South Gippsland Water will continue to deliver on commitments across all facets of the business, including to continue to treat all customers with honesty, respect and strive to balance affordability, value for money and fairness".

In closing Mr du Plessis said, "It is encouraging to see smaller regional utilities performing well and delivering for regional customers and communities. I have great appreciation for our staff who have worked to deliver this result and to our customers, for rating us highly".

Attached: ESC Survey Result Graphs

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