

Thursday 16 September 2020

## Seeking your feedback on water and sewerage services

More than two thousand customers across six water corporations, including South Gippsland Water, will be surveyed over the coming weeks for their feedback on water and sewerage services.

Joining forces for this annual customer satisfaction survey are South Gippsland Water, East Gippsland Water, Gippsland Water, Westernport Water, Coliban Water, Central Highlands Water and Goulburn Valley Water.

The survey is being conducted by Insync and TKW Research over the telephone, with a random sample of 400 residential customers being contacted from each of the water corporation areas over the next six weeks.

South Gippsland Water's Managing Director, Philippe du Plessis, said, "This annual survey is an important tool to help us gauge how well we are performing with our services and will assist with our planning for the future. We therefore encourage customers contacted to be as honest as possible about their experience with us over the past 12 months and when asked for their feedback on a variety of issues. The survey should take no more than ten minutes to complete.

"Importantly, by joining forces with a number of other water corporations on this project we are able to save thousands of dollars by sourcing a more competitive price, with this saving ultimately passed onto our customers."

The telephone survey commences this week. It is all about gathering information. TKW Research will clearly identify themselves and will not engage in any sales pitch for a product or a service.



Please note that if customers receive calls from people selling water filters or any other device, it is in no way connected with this survey.

Ends

*SGW staff completing sewer upgrade works in Wonthaggi*

