

PRICING REVIEW



MEDIA RELEASE – FRIDAY 26 AUGUST 2016

SOUTH GIPPSLAND WATER– WHAT MATTERS?

How much should South Gippsland Water do in your community? What matters most to you when it comes to water? What is important when it comes to South Gippsland Water taking care of your sewerage?

Help influence and shape the future of the Corporation by having your say. An easy way to do this is by filling in a small survey enclosed in your upcoming account.

South Gippsland Water is seeking feedback from individuals, groups, local businesses and industry regarding matters of significance.

Philippe du Plessis, Managing Director said, “Every element of the business is open for discussion and examination including, how the business operates, customer service standards, pricing, business strategies and major projects.”

“Every five years the corporation develops a plan that sets out proposed service standards, capital and operating expenditure, and the required prices charged to customers for the delivery of water and wastewater services,” explained Mr du Plessis.

“Our new plan will be submitted to the Essential Services in mid-late 2017, but before we embark on developing a new plan, it’s important we put community consultation at the front-end of our review process.”

The survey, developed with input from the Corporation’s customer-based Pricing Review Advisory Panel, will help inform South Gippsland Water of community preferences and concerns when it comes to service provision and future pricing.

The current survey can be completed in a number of ways:

- Online at www.sgwater.com.au
- Scan the QR Code in the ad featured in this paper
- Forward the paper copy to - Pricing Review Customer Survey, PO Box 102, Foster Vic 3960.

“Information will also be gathered via focus groups and more detailed phone surveys; this customer and community input will form the foundation for us to then embark on drafting the Corporation’s 2018-23 Pricing Review submission.”

There are opportunities for you to keep up to date with the Pricing Review: visit the Projects page at www.sgwater.com.au to register for community updates or follow us on Facebook and Twitter @SthGippsWater.

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