

## Media Release

# Water Corporations customer satisfaction surveys to commence

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The region's water and sewer customers are being asked to spend a few moments giving their local water corporations some feedback.

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

"This survey is really important for us, in terms of measuring where we are at currently and in assessing how customers think we should move forward," said South Gippsland Water's Managing Director Philippe du Plessis.

"With the four Water Corporations working together, we not only save money, but we are also able to compare individual performance against each other which is another really useful outcome from working collaboratively."

The telephone surveys will commence Friday 23 September and continue into October. The survey company, Fieldworks, 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," confirmed Mr du Plessis. "If customers receive calls from people offering to sell water filters or any other water device, that is not our survey."

The calls will take around 10 minutes with the customer being asked around 20 questions about service, expectation and price.

"This is the third time that the local Gippsland water corporations have joined forces on this type of survey and is an example of how we are all working closely together to find savings in our operating costs, which then allows us to continue to put downward pressure on customer bills," concluded Mr du Plessis.

Results of the surveys will be shared via the media and on individual water corporation websites from December 2016.

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