

# PRICING REVIEW



MEDIA RELEASE – November 2016

## RESULTS ARE IN - SOUTH GIPPSLAND WATER PLANNING IS KEY

The results are in - South Gippsland Water customers say planning is key.

With the help of our Advisory Panel South Gippsland Water recently sought feedback from individuals, groups, local businesses and industry regarding matters of significance via a recent survey.

The Corporation are currently reviewing the business and developing a five year plan that will include service standards, capital and operating expenditure, and the required prices charged to customers for the delivery of water and wastewater services.

The first stage in the consultation process is complete and the results are in. The key area of South Gippsland Water that customers feel is important to them is planning for future pressures and threats to our water and waste water supplies.

This was followed by social obligations such as offering programs to support customers who are struggling to pay their bills and doing more than the minimum required to protect our natural environment.

The next area of importance is the corporation going above and beyond to avoid leaks and interruptions and keeping customers informed about the progress in fixing them should an interruption happen.

Philippe du Plessis, Managing Director of South Gippsland Water commented today, "The recent survey linked the improvement of levels of service to an increase or decrease in customer tariffs. This was quite confronting to some customers. However, it is important for the Corporation to have an understanding of where within the organisation the focus on improvement should be".

Being an active part of our local community, making it easy to find information I need, being able to explain decisions in a way I can understand and South Gippsland Water being quick and easy to deal with were programs customers believe are nice to have at the current levels.

This is the first stage in the Pricing Review customer engagement process. South Gippsland Water will further investigate tariff structures and service standards over the coming months.

Mr du Plessis concluded, "This process is an opportunity for customers to help shape the Corporation, every element of the business is open for discussion and examination. There will continue be a range of opportunities for customers to learn more, have a say and feed into the review process."

If you would like to receive regular up-dates about the Pricing Review visit the projects page at [www.sgwater.com.au](http://www.sgwater.com.au).

- ENDS -