

CUSTOMER SUPPORT



Customers want South Gippsland Water to act with integrity, while being efficient and fair, charging only what is needed to meet public expectations and maintain services.

To deliver on this expectation we will:



"We will act with honesty, respect and strive to balance affordability, value for money and fairness"

How we'll meet this expectation?

- Extension of the customer support policy and programs to support vulnerable residential and non-residential customers.
- Increased proactive engagement with agencies to identify those most vulnerable in our communities.
- Introduction of a new Guaranteed Service Level.
- To keep the average price as low as possible, we have prioritised or delayed spending and sought out efficiencies.
- We have continued with our current price path announced in 2020, in keeping with our commitment to fairness

Our Price, Services, Future Plan keeps prices as low as possible for customers and ensuring customers experiencing payment difficulties, or other challenges are supported.

How we'll measure our performance?

- Customer satisfaction rating of at least 80% 'satisfied' or 'very satisfied' in the annual Customer Satisfaction Survey.
- Over 73% of our customers rating our services as 'value for money'.

Investment and programs

- Implement targeted co-payment program designed to re-engage customers with South Gippsland Water and assist in reducing their debt.
- Implement customer support policy changes extending supports to non-residential customers.
- Introduce a Community Resilience Grant in response to any future Boil Water Advisories being enacted.
- \$15K additional investment into co-payment program and Community Rebate Scheme.
- Costs for ongoing programs absorbed by the business.
- Implementing SMS communication processes.

