

MEDIA RELEASE

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Customer Survey provides invaluable customer insight

In order to understand the growing needs of its customers in relation to water and wastewater services, Westernport Water is seeking feedback via its annual Customer Satisfaction Survey.

Managing Director of Westernport Water Murray Jackson said “Measuring customer perceptions and gathering feedback on customer experiences provides us with invaluable insight.

“Throughout September this year we will be once again randomly contacting our customers to take part in a simple 10 minute telephone survey, and I thank our customers for taking the time to provide their feedback.

“No matter what project we are working on or what goal we are working towards, we need to continually gather feedback to improve our services and better understand where we should focus our efforts.

“This is the tenth year we have surveyed our customers to measure our performance and believe this is a positive way for customers to voice their opinions and influence future plans,” said Mr. Jackson.

The survey is completely anonymous and will be conducted by independent research company, Fieldworks (www.fieldworks.com.au). Interviewing is scheduled to take place between the 9th and 16th of September 2013.

If you have any queries regarding this survey, or would like to be listed on the “Do Not Call” register, contact Westernport Water on 1300 720 711.

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