



MEDIA RELEASE

1 February 2017

HUNTER WATER CALLING ON FEEDBACK

Hunter Water is trialling a new monthly telephone survey to better understand how it's performing against community expectations.

The short surveys will ask residents from across the Lower Hunter several questions about their thoughts on Hunter Water, with the results being used to guide decision making.

The trial is modelled on best-practice surveys used interstate and internationally to manage large water utilities.

Hunter Water's Acting Chief Customer Service Officer Victor Prasad said the aim of the trial was to learn more about how the utility was meeting community expectations.

"Hunter Water has been conducting a large annual customer satisfaction survey for decades, asking dozens of questions of 1,000 respondents. The focus however has been on our account holders rather than a broader cross section of our community.

"This trial extends beyond individuals who pay water bills, and allows us to better understand the views of all our consumers and communities across the Lower Hunter.

"The survey will be random, with around 500 Lower Hunter residents receiving a call asking them to rank from one to ten whether they agree with statements like 'Hunter Water has a good reputation in the community'.

"The questions are based on those now being used by Victorian water utilities as part of their reporting to regulators.

"It's a different approach to how we've surveyed in the past, and we hope it will capture the feelings of people who may not otherwise engage with us.

"Hunter Water is a community organisation, and it's important we better understand what our communities and stakeholders think of us.

"Anonymous information collected from the surveys, in conjunction with other research and consultation, will inform Hunter Water's decision making and help deliver improvements for our communities."

Mr Prasad said residents need not wait until they receive a phone call if they'd like to give feedback to Hunter Water.

"If anyone has questions or feedback for Hunter Water, we can be contacted on 1300 657 657, or emailed at enquiries@hunterwater.com.au."

The trial will involve gathering approximately 500 anonymous responses per-month from across the Lower Hunter and run until July 2017.