



## MEDIA RELEASE

20 January 2016

### **Have your say on future water and wastewater prices...**

Westernport Water encourages customers to get involved and help shape the future direction and prices for water and wastewater services for the region.

“The Lets Talk engagement program was established to better understand customer and community perceptions and open up an ongoing discussion around the quality and nature of our water and wastewater services,” said Westernport Water Managing Director, Peter Quigley.

“It’s critical that we consider the concerns and needs of our customers in the development of our future strategies and prices.

“Our initial focus is to learn more about customer preferences and priorities. Once we have identified the areas where customers are seeking change, we will come back with options, proposals and potential trade-offs to ascertain customer support.

“Every five years water corporations are required to develop a Pricing Submission in consultation with customers and provide it to the Essential Services Commission who ultimately determines the maximum prices that Westernport Water is able to charge for its services.

“It’s important that our forward plans reflect customer expectations. Since October 2016, our team has conducted telephone surveys and attended many community events where they have talked to and gathered responses from around 1,000 customers.

“I’d like to say thank you to everyone that has given up their time to participate, and to show our appreciation, we will be donating \$3 for every survey completed to one of three worthy causes. These include the Rotary Club of Phillip Island and San Remo, construction of the Smiths Beach Rescue Base and Water Aid.

“So if you see our tent or hydration station at an event over the coming weeks, come say hi and fill out a survey and we will give you a free refillable water bottle.

“Customers that complete the Pricing Submission Survey online will be entered into the draw to win one of three \$100 bill credits. All customers have to do is register online and complete the Pricing Submission Survey, it takes less than five minutes,” said Mr Quigley.

Take the survey now! Simply visit <http://letstalk.westernportwater.com.au/>

For more information visit <http://www.westernportwater.com.au/lets-talk/>

Media enquiries please contact:

Geoff Russell, Communications and Public Relations Manager, 0413 009 636

**ENDS**