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# What do you want from your water provider?

Westernport Water is asking its 21,000 customers to have their say on the future of water services, water supply and water prices through a series of short online surveys.

Victorian water corporations are required to undertake a water price review every five years. Price reviews are overseen by the water industry regulator, the Essential Services Commission, who considers and approves each pricing proposal.

By completing the surveys, you will be influencing the priorities, projects and services that we deliver, including the prices we charge for the next five years from 2023 – 2028.

Everyone who completes a survey can nominate a local community group, sporting club, school or other registered non-profit organisation in Westernport Water's service area to go in the draw to win \$500.

And for every survey completed, Westernport Water will donate \$2 to one of four chosen charities: Free 3D Hands, Bass Coast Community Fund, Phillip Island Community and Learning Centre (PICAL) and WaterAid Australia.

Westernport Water's Managing Director Dona Tantirimudalige says the surveys are one of many methods that are being used to identify what is and what isn't important to customers.

Quotes attributed to Managing Director, Dona Tantirimudalige

*"We want to hear from as many customers as possible to understand what matters most to you. Whether it's affordable prices, reliable services, or environmental sustainability – please tell us so we can ensure our services reflect your needs."*

*"The online surveys are one of many customer engagement activities under our Choose your Water Future engagement campaign that will take place over the next 6-8 months."*

*"Your initial feedback will lead to the development of targeted proposals to address the improvements you're seeking. These proposals will come back to customers early next year for customers to assess. While helping to shape future water products and services, you'll also be supporting some great community causes. The more surveys completed, the more we can provide support."*

Take the surveys now: <[www.westernportwater.com.au/haveyoursay/surveys](http://www.westernportwater.com.au/haveyoursay/surveys)>.

## ENDS

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*We acknowledge the Traditional Custodians of the land on which we live, work and learn, the Bunurong People. We pay our respects to their Elders past and present.*