

17 December 2021

Customers raise over \$2.7K for charities

Westernport Water customers and visitors to the region have helped raise over \$2,700 for charity by having their say on water and wastewater services.

From September until early December this year, more than one thousand people completed Westernport Water's community engagement surveys, sharing their views about water quality, wastewater services, water prices and what they expect from their water provider.

Customer surveys were conducted over the phone, online and at community events and aimed to capture preferences and priorities to inform prices from 2023 – 2028.

For every survey completed, customers could choose a charity to receive a \$2 donation from Westernport Water. Thanks to the strong response, a total of \$2,276 will be shared between four chosen charities, including Free 3D Hands, Bass Coast Community Foundation, the Phillip Island Community and Learning Centre and WaterAid Australia. The Phillip Island Community and Learning Centre were also the lucky winners of the \$500 prize draw.

Survey results and insights from phase one are now being analysed and the results will be published on our website in the New Year.

Customers will have another opportunity to influence products and services by participating in a series of workshops planned for February and March 2022.

To get involved, please visit westernportwater.com.au/haveyoursay

Quotes attributed to Westernport Water's Managing Director Dona Tantirimudalige

"A huge thank you to everyone who completed our surveys. Not only did you help raise money for some great community causes, but you also provided valuable and important feedback that will inform water and wastewater services in the future."

"The response to our surveys was fantastic and we are particularly pleased to have heard from so many different customers, including permanent residents, holiday-home owners, business owners and visitors to the region who use our services. This breadth of opinions and experiences provides us with rich data to build our five-year pricing submission plan on."

"Early results from the surveys indicated a strong customer focus on drinking water taste and reliability, affordable bills and responding to climate change. Our next step is to delve deeper into these themes and develop targeted proposals to address the improvements customers are seeking."

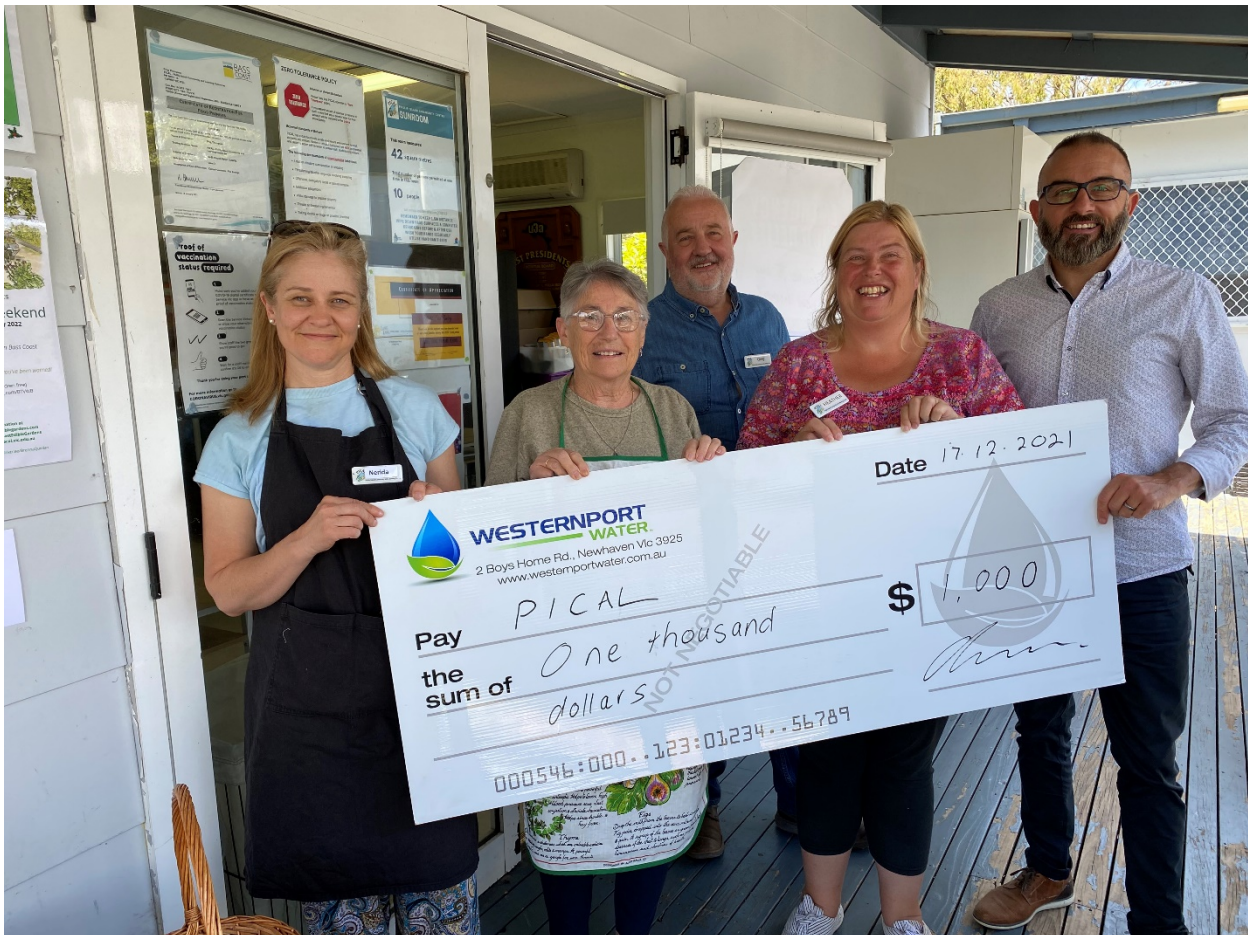


We acknowledge the Traditional Custodians of the land on which we live, work and learn, the Bunurong People. We pay our respects to their Elders past and present.

“We encourage customers to get involved in the next phase of our engagement, which will focus on key projects and improvements for our five-year plan.”

ENDS

Media enquiries to Manager Communications and Engagement on 1300 720 711 or email | communications@westernportwater.com.au



Pictured: PICAL volunteers left to right, Nerida Stubbles, Barb Burns, Greg Thompson, Heather Liney, and Geoff Russell from Westernport Water.