

29 September 2026

Westernport Water customers invited to share feedback

Westernport Water is inviting customers to share their views on the products and services it provides through its annual Customer Satisfaction Survey, launching on 1 October 2026.

As part of Westernport Water's commitment to continuous improvement, a sample of customers will receive an email invitation to complete a short survey about their experience with water and sewerage services.

The survey is being conducted in partnership with six other Victorian water corporations and will help Westernport Water understand customer priorities, measure satisfaction and identify opportunities to improve services.

Customers who complete the survey will be entered into the draw to win one of ten \$100 bill credits. The survey will also be available on Westernport Water's website for customers who would like to participate.

Customer feedback will help inform future planning and ensure Westernport Water continues to deliver services that meet community needs and expectations.

Quotes attributed to Westernport Water's Managing Director, Dona Tantirimudalige

"Listening to our customers is one of the most important ways we can understand what we're doing well and where we can improve."

"The survey provides valuable insights that help us shape our services and ensure we continue delivering value for our customers and community."

"Whether you receive an email invitation or complete the survey through our website, we encourage all customers to take the opportunity to share their feedback and have their voice heard."

ENDS

Media enquiries to communications@westernportwater.com.au



Westernport Water recognises the Bunurong peoples of the Kulin Nation as the Traditional Owners of the land, sea and waters on which we operate. We acknowledge their enduring connection to Country and respect their stewardship of land and water over thousands of years.