



Hunter Water Media Release

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HUNTER WATER CUSTOMERS: TELL US WHAT YOU THINK

Hunter Water is inviting the community to help it improve its performance via an online reputation study.

The survey asks numerous questions including how satisfied customers are with the level of service they receive from Hunter Water, whether they feel they're getting value for money and how they rate the taste of their water.

Hunter Water's Chief Customer Service Officer Dean Taylor said the survey results would help Hunter Water better understand how it's performing in the community and influence its capital works program over the next decade.

"The survey is a great community barometer and will show us where people think Hunter Water is doing well and where it could improve," Mr Taylor said.

"The survey will run for 4 months which gives our customers plenty of time to take part. Hunter Water is keen to hear from as many customers as possible so that we can get a very clear understanding of what the community is feeling.

"With technology changing so quickly, the survey also asks questions about how customers in 2013 want to communicate with Hunter Water, how customers prefer to pay their water bill and how they think we can improve our service performance.

"The results of this survey will be used to determine not only our overall reputation in the community but also parts of our business that can be improved such as billing, marketing and wastewater performance," he said.

The survey takes about 10 minutes to complete, is open until March 2014 and can be accessed at hunterwater.com.au/survey.

The survey is conducted by Insync Surveys and no personal information other than the customers' age bracket and employment status, is forwarded to Hunter Water. Additionally, no personal information is on-sold to a third party.