



# Customer Satisfaction Survey 2019 Results

## Rural Customers

We received over 400 survey responses from rural customers including district irrigators, private diverters and domestic and stock customers in January 2020.

67%

of customers consider their water supply to represent satisfactory or excellent value for money

82%

of customers have moderate or high levels of trust in LMW

84%

of customers are satisfied or very satisfied overall with LMW's service

30%

of customers would speak favourably of LMW, while 34% would not



most customers who had contact with LMW in the 12 months prior to the survey rated their contact as satisfactory or excellent, with a rating of at least 5 out of 10.



most irrigation customers rated their irrigation water supply as satisfactory or excellent.

55%

of customers rated the clarity of information on their bill as satisfactory

82%

of all water ordered is online, via 'WaterNow'. 83% of customers find 'WaterNow' easy to use



domestic and stock customers were most likely to rate affordability as excellent

### Areas for improvement

The key issues across all irrigation districts continue to be associated with water supply interruptions, with significant proportions of customers in all districts rating the duration and frequency of water supply interruptions as poor.

Suggested improvements by rural customers include improved availability of water (and reduced supply interruptions), easier online water ordering, reduced lead time between ordering and delivery, stopping the misuse and abuse of water ordering, reduced prices, only paying for water delivered (when seasonal determinations are less than 100%) and increased payment methods.

