

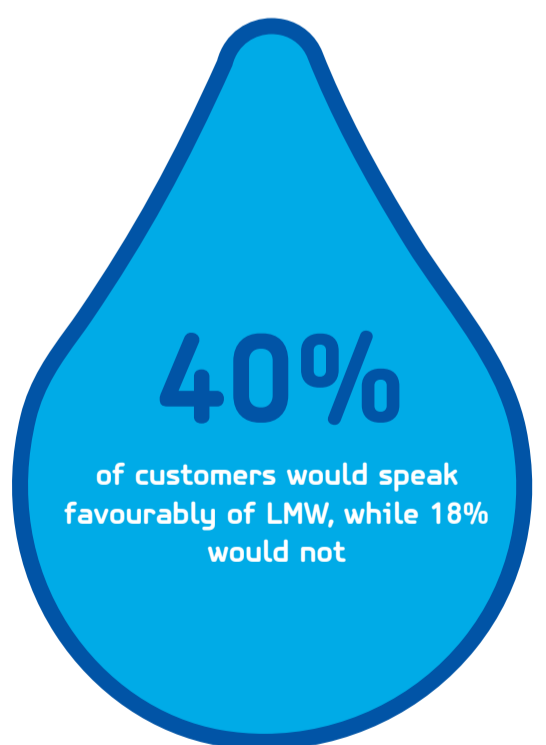
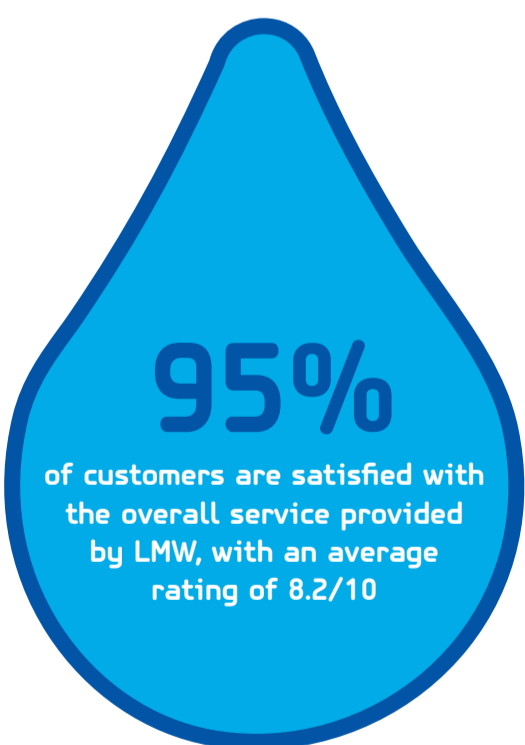
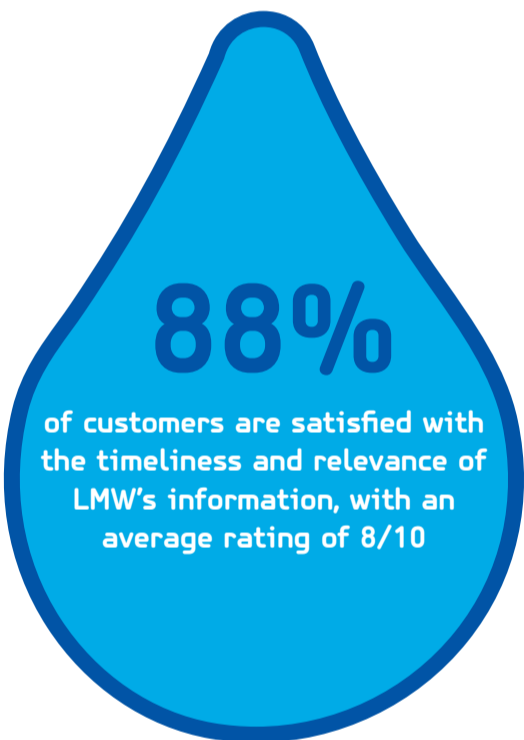
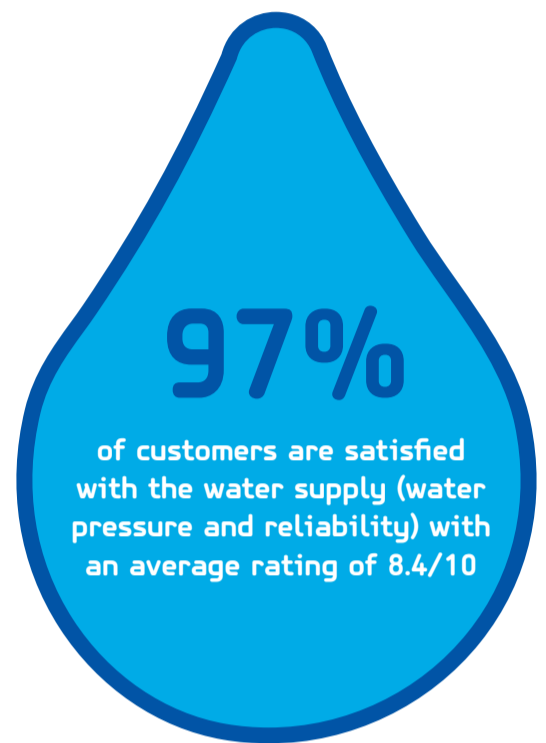


**LOWER MURRAY  
WATER**



# Customer Satisfaction Survey 2019 Results Urban & Commercial Customers

Surveys were conducted to over 300 urban and commercial customers from communities in our service region including Kerang, Robinvale, Swan Hill and Sunraysia during November 2019.



## Areas for improvement

A key issue among customers was receiving a response within a reasonable timeframe and 16% of customers rated response time as poor.

Although satisfaction levels are generally high, only 22% of customers rated LMW's services as excellent value for money and 11% rated value for money as poor. It is of note that as demonstrated by the ESC's Water Bill Calculator in Attachment 2, for our customers' level of usage, LMW provides the lowest cost urban water in Victoria. Lack of awareness may be contributing to the poor understanding and consequential low ratings from our customers for this indicator.

Only 37% of commercial customers are aware of their responsibilities in relation to their sewer and water maintenance, highlighting a need for greater education.

Additional areas identified for improvement by urban customers include reduced prices and improving water pressure, water taste, customer service and communication.

