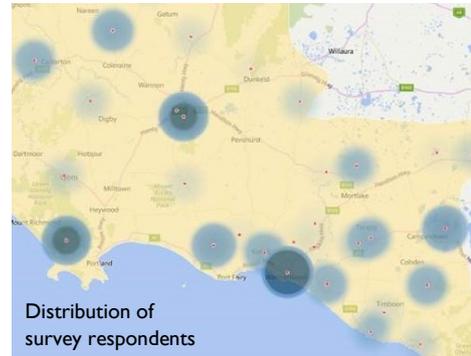


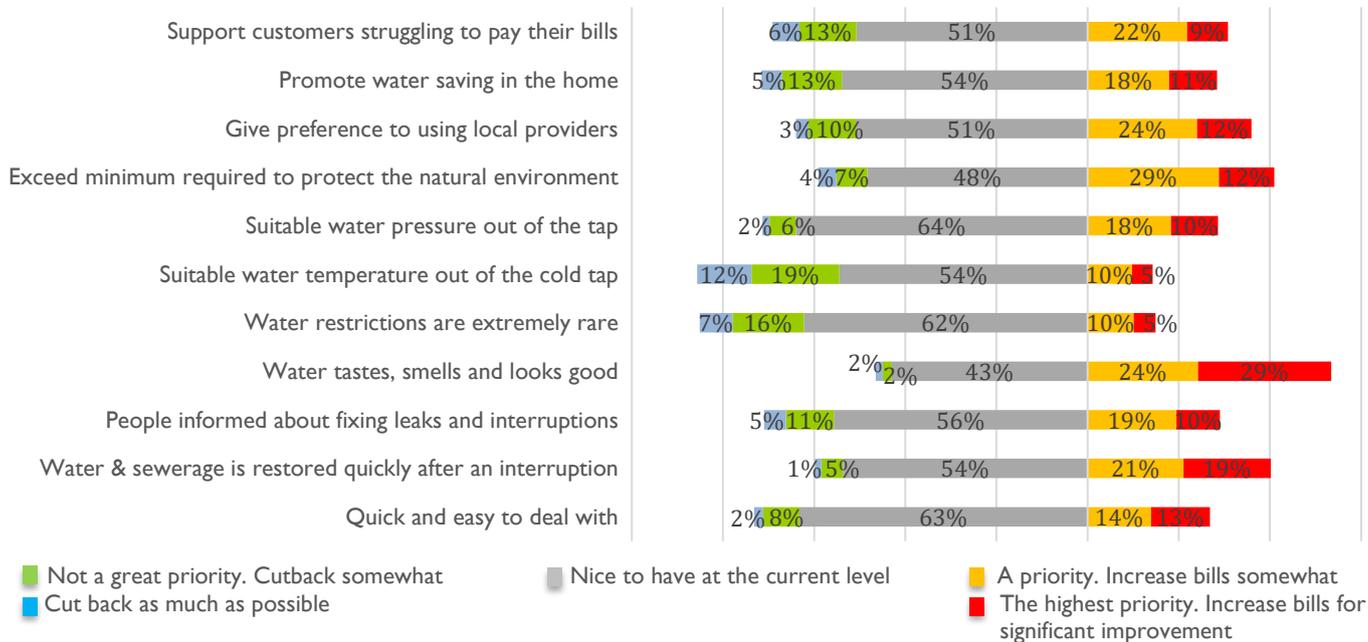
Wannon Water Price Review Customer Survey – Dec 2016

Wannon Water is seeking community views about the services we provide and the prices we charge.

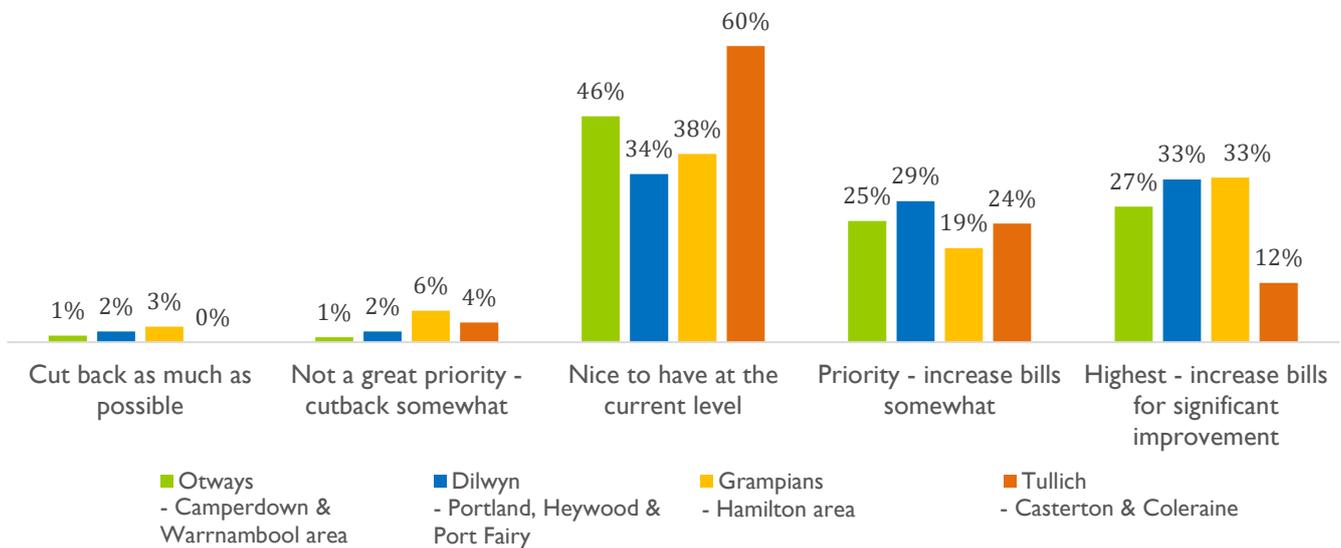
This summary highlights some key insights from the online survey completed late 2016 by 540 Wannon Water customers.



What our customers value most



Priority given to water taste, smell and appearance – by water source



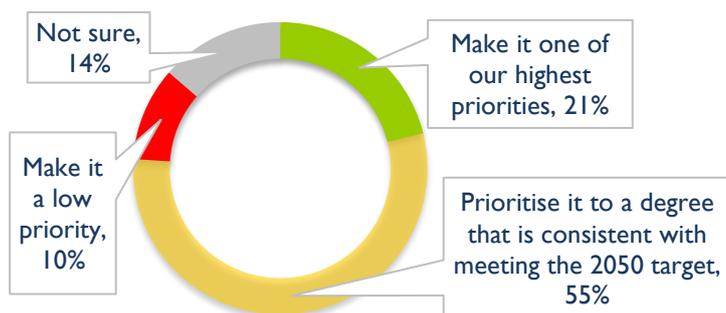
Dealing with Wannon Water

Currently, Wannon Water customer service is available over the telephone, via email or at the local office. Our customers would also like the convenience of other options:

- Text messages (70%)
- Online portals (64%)

Our customers value our existing approaches. They would also like more options using new technologies.

Carbon Neutral by 2050



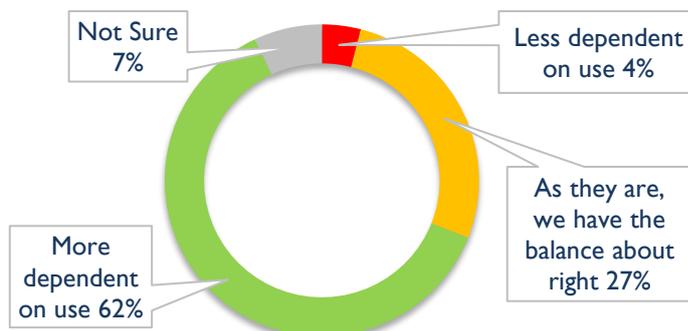
Wannon Water is aiming to be carbon neutral (net zero greenhouse gas emissions) by 2050.

We need to make choices about how we prioritise this in our business. The survey results indicate support for the 2050 target.

Billing – Fixed versus Variable

Wannon Water's billing system includes a variable charge that is dependent on water use, and a fixed service charge.

As part of the pricing submission, a review of the current billing structure will be undertaken.



How are the survey results used?

Your feedback helps to inform:

- Wannon Water's 2018-2023 Price submission to the Essential Services Commission
- Wannon Water Urban Water Strategy – 50 year planning for water supply
- Continual improvement and the next round of research

Get Involved

Your Opinion Matters

The survey data can tell us so much, but we would like to have conversations in the community to unravel some of the messages coming through.

To register your interest to be part of a focus group in your local area during March or April 2017. Contact Jackie at waterandbeyond@wannonwater.com.au or on 5565 6675.