

Riverina Water customers satisfied with service and water quality

30 April 2018

Results of Riverina Water's Community Satisfaction Survey 2019 show customers are generally happy with service delivery and water quality.

The survey was conducted by a third-party organisation in early 2019 by telephone and online via social media to assess community satisfaction with Riverina Water's overall performance.

Riverina Water General Manager Andrew Crakanthorp said the results are great and he thanked more than nearly 700 customers who provided feedback over a two-week period.

'The survey shows the vast majority of respondents who dealt with our organisation over the past year expressed a high level of satisfaction with their experience,' he said. 'These insights help us plan for the future and we thank everyone who had their say.'

Twenty-six per cent of survey respondents contacted Riverina within one-year of the survey, with 89 per cent satisfied at how their enquiry was handled.

In comparison, 2018 results show 15.1 per cent of respondents contacted Riverina Water within one-year of the survey with a satisfaction rate of 82.4 per cent.

Mr Crakanthorp said the survey is a critical litmus test which not only tracks customer satisfaction with the organisation's performance, but also identifies areas for improvement.

'Our customers are at the centre of everything we do, so it's paramount we understand their needs and wants.

'Doing so means we can continue to serve customers in the most appropriate ways and importantly identify areas for improvement and change to underpin ongoing satisfaction,' he said.

Areas for improvement include further awareness of water conservation, fixed sprinkler bans and stepped tariffs.

Mr Crakanthorp said the organisation will investigate new ways to engage with customers via email off the back of the survey results.

Email is currently an underutilised method of communication based on its usage (14 percent) compared to preference (30 percent).

Key findings - satisfaction with service delivery and water quality:

- Satisfaction with service delivery is 4.4 out of 5
- Satisfaction with water quality is 3.9 out of 5
- In relation to service delivery, respondents were most satisfied with reliability
- In relation to water quality, respondents were most satisfied with clarity of water
- 36 per cent of respondents made a complaint
- The most common complaints were reporting broken pipes and pressure/flow interruptions
- Most complaints were solved on the same day

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About Riverina Water

We supply safe and reliable water to more than 67,000 people across more than 15,000 square kilometres of NSW's Riverina.

Our water supply covers the local government areas of Wagga Wagga, Lockhart and parts of Greater Hume and Federation Councils.