



## What we heard in 2022

*Thank you for your feedback*

We would like to thank everyone for taking the time to speak to us and provide us with your valuable insights. Our community engaged with us by completing an online or phone survey, popping into a stall at the small town roadshow, or being part of our community panel.

Your feedback was used to inform the development of our 2023 - 2028 Price Submission and 2022-2027 Urban Water Strategy. More information is available on our [website](#).



## What we heard

A trend in 2022 indicated that although value for money is important for our customers, water quality and taste is becoming more influential in customers perceptions about good service.

Other information we heard:

### Affordability

- Our customers want us to keep bills affordable.
- Higher rate of vulnerability for customers due to COVID-19 impacts.

### Service levels

- Most customers are satisfied with existing service levels and want us to maintain them.

### Water quality

- Water quality and taste is a high priority for our customers and becoming more prevalent.

### Water security

- Customers value water conservation and education to promote water saving at in the home and industry.
- They want to know more about how we will maintain and protect our water quality for the future.

## Our engagement reach for 2022

**115**  
face-to-face

**460**  
Phone  
surveys

**1549**  
Online  
surveys

## How we engaged

We had an intense engagement period for the Price Submission throughout the year including:

- Online Surveys:
  - Engage & Explore portal
  - Customer Value Survey
  - Other recurring online surveys
- Phone Surveys
- Small Town Road Show - face-to-face

We asked about our prices and our range of services including customer service, sewerage and water.

## Contact us

If you would like more information about Wannon Water Services please contact us.

- [engagement@wannonwater.com.au](mailto:engagement@wannonwater.com.au)
- 1300 926 666
- [wannonwater.com.au](http://wannonwater.com.au)

## Help us build the future of our services

We are currently recruiting for our Regional Advisory Forum (RAF).

We're looking for people who reflect the diversity of our region to provide feedback, share their experiences and help guide the focus of our community engagement.

**To learn more or nominate, visit our [Engage & Explore website](#).**