



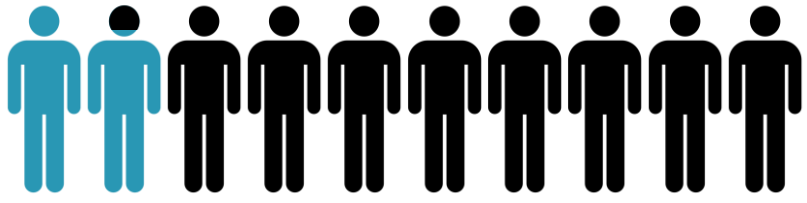
SATISFACTION SURVEY

Riverina Water

**Summary Report
April 2021
IRIS RESEARCH**

RIVERINA WATER PERFORMANCE SNAPSHOT

CUSTOMER SERVICE



18% of residents have contacted Riverina Water in the past 12 months

23% of residents have contacted Riverina Water longer the 12 months ago

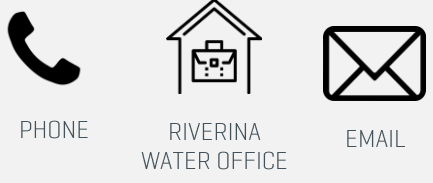
40% have never contacted Riverina Water

18% could not recall if they have contacted Riverina Water

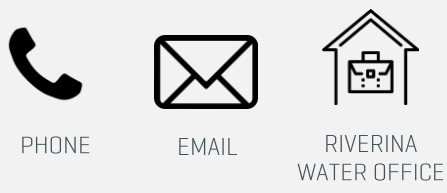


Residents who have contacted Riverina Water in the past 12 months

How did residents last make contact?



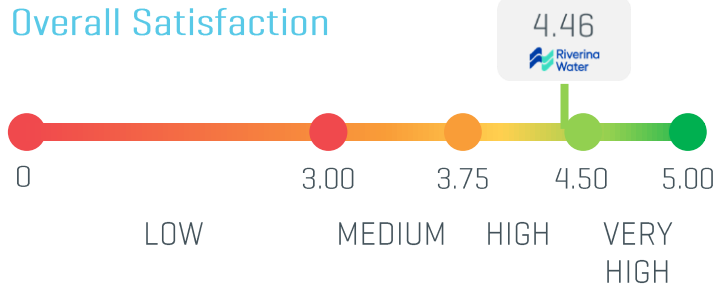
How do residents prefer to make contact?*



**asked amongst all residents*

How did residents rate Riverina Water Customer Service?

Overall Satisfaction



Customer Service Attributes

- 1 Handling your transaction accurately [4.63]
- 2 The ability to meet your needs on the first contact [4.61]
- 3 Friendly and caring service [4.61]
- 4 Knowledge & skill of staff [4.58]
- 5 Ease of doing business [4.57]
- 6 Contact was dealt with quickly [4.52]
- 7 Convenient hours of operation [4.37]
- 8 Information is easy to find on the website [3.86]

Why did they contact Riverina Water?

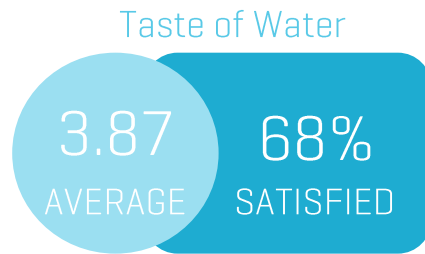
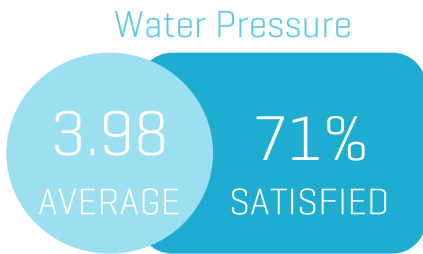
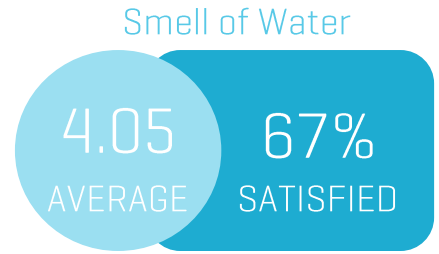
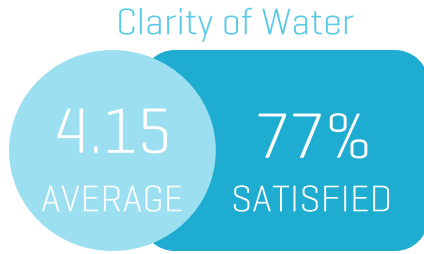


71% stated their request was responded to within the same day



RIVERINA WATER PERFORMANCE SNAPSHOT

WATER QUALITY



AWARENESS OF RWCC COMMUNITY GRANTS PROGRAM



How did they find out?

mentioned they were aware of the program.



WORD OF MOUTH



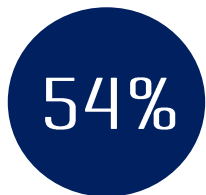
PRINT MEDIA



RWCC NEWSLETTER

SMART WATER METERS

PROPNESITY TO PAY PER ANNUM



residents provided a response to the question



