

## 2006 CUSTOMER SATISFACTION SURVEY

### Report Summary:

State Water used the services of the Hunter Valley Research Foundation (HVRF) this year to undertake a telephone survey to establish our regulated customers' satisfaction. Approximately 590 customers were surveyed in July and August and the results benchmarked against the 2002 Customer Satisfaction Survey.

The survey aimed to determine regulated licence holders' satisfaction with:

- Various attributes of service provided by State Water employees
- Water ordering and water delivery
- Invoicing
- Asset management
- Information provided by, and communication with, State Water (including the effectiveness of Customer Service Committees)
- The overall performance of State Water.

Customers were also asked to comment on what they understood to be State Water's responsibilities and to comment on their confidence in the performance of their businesses over the coming year.

**The Executive Summary** outlines the key findings of the report. These include:

- A slight increase in the statewide Customer Satisfaction Index rating at 7.3 out of 10, compared to 7.2 in 2002.
- An overall performance rating for State Water over the past four years of just above five out of 10.
- Most customers want to have more and better communication with State Water, particularly via email and newsletters.
- Customers are confused about what State Water is responsible for and what role the Department of Natural Resources plays in water resource management.

The findings will be reported to the November or December 2006 meetings of the nine State Water Customer Service Committees (CSCs) and all CSC Chairs will receive a full copy of the results.

State Water is establishing to develop a strategy in response to the survey results. This group will include all four Customer Service Managers, or their representative. To find out more about the results talk to your local **Customer Service Manager**.