

Customer Newsletter

January 2021



gwcc.nsw.gov.au



Go paperless and win!

Switch to receive your water account online before 31 March 2021 and you could win \$150 off your next account!*

In three easy steps you can register to receive your account by email, to help make managing your account a simple, quick and eco-friendly task.

To make the switch and go in the draw to be 1 of 5 lucky winners, follow these three easy steps:

Step 1 — Go to gwcc.enotices.com.au

Step 2 — Enter your email and eNotices Reference Number, and verify your email address.

Step 3 — Finally, create a password and enter your mobile number.

Entries close 31 March 2021 and winners will be drawn 1 April 2021.



*T&Cs apply. Visit gwcc.nsw.gov.au for more information

Have a water issue? Report it.

Report water issues by calling us on 6977 3200 (9am and 4.30pm Monday to Friday). In case of an emergency or after hours, call 1800 800 917 (24 hours a day, seven days a week).

Cr Palmer and Cr McCann continue to lead Goldenfields Water



The October 2020 council meeting saw Cr Dennis Palmer and Cr David McCann re-elected as Goldenfields Water Chairperson and Deputy Chairperson for an additional twelve months.

Alongside the entire Goldenfields Water Board, Cr Palmer and Cr McCann look forward to leading and fostering the organisation through another successful twelve months.

Customer Satisfaction Survey results



As part of the Goldenfields Water Community Engagement Strategy a Customer Satisfaction Survey was conducted in August 2020 to help inform Council of its medium and long term decision making. Approximately 400 customers took part in the survey which was conducted by a third party organisation.

The survey results have indicated that customers are highly satisfied overall with the quality of the water supplied and the service delivery of the organisation.

Customer service and complaint management proved to meet or exceed expectations and the most common reasons for customers to make contact with Goldenfields Water included general enquiries, complaints and payments. On average, four out of five complaints were solved and the majority of them were solved on the same day.

Opportunities of improvement include water clarity and pressure, with a small number of customers expanding on the impact these issues have on their everyday use of water.

When it comes to communicating with our customers, mail is the most common source of receiving information as well as the most preferred. Depending on the gender, age group and length of time a customer has lived in the area greatly influenced the customer's communication preferences.

Local schools participate in National Water Week

In October 2020 a number of local schools participated in our annual National Water Week competition. The theme this year was 'Reimagining our Water Future' and students were encouraged to create a poster that inspired a more sustainable water future. Here are some of our creative winners!



Amelia Alchin & Layla Player from St Mary's War Memorial School



Maverick Hatty from St Brendan's Primary School Ganmain

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Office Hours

Monday—Friday
9am—4.30pm

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