

Can I Speak With A Manager | Customer Survey Questions

Please note, depending on how respondents answered some questions, they may or may not have been asked to complete all questions in the survey.

Survey Introduction

Thank you for your interest in taking this survey. The survey asks about your experiences with the dispute resolution services offered by both your energy or water company and by the Energy and Water Ombudsman (Victoria), also known as EWOV.

The survey will take about 10 minutes to complete, depending on your responses.

If your enquiry or complaint is still in progress, you can still complete this survey.

If you have an issue or matter you would like to discuss with us, please contact EWOV on Freecall 1800 500 509 or via email: ewovinfo@ewov.com.au.

It is not possible for EWOV to respond to a request for contact made in this survey.

1. What was your most recent contact with EWOV about your electricity, gas or water?
2. What issue did you recently contact us about?
 - Billing
 - Credit
 - Customer service
 - Land
 - Marketing
 - Provision
 - Supply
 - Transfer

3. Thinking about your recent complaint to EWOV, how important to you were the following outcomes?

	Not applicable	Not important	Somewhat important	Neutral	Important	Very important
For the problem to be fixed						
A customer service gesture (financial credit)						
An apology						
To be heard by the company						
To receive information						

4. Which electricity company did you contact us about?
5. Which gas (including LPG) company did you contact us about?
6. Which water corporation did you contact us about?
7. Which of the following best describes the nature of your contact with EWOV? Was your contact with regard to:
- A residential property
 - A business
 - A government department
 - A not for profit organisation
8. What stage was the customer's case (at the time of completing the survey)?
- Enquiry
 - Unassisted Referral
 - Assisted Referral
 - Real Time Resolution
 - Investigation
9. Before you contacted EWOV, how long did you give the company to resolve the issue?
- One phone call
 - One day
 - More than one day but less than one week
 - Between one week and one month
 - More than one month
 - I'm not sure

10. Before you contacted EWOV, how many times did you contact the company to try and resolve the issue?

- Once
- Twice
- 3-5 times
- 6-10 times
- More than 10 times

11. Before you contacted EWOV, how much time did you spend trying to resolve the issue?

- Under 1 hour
- 1-2 hours
- 3-5 hours
- More than 5 hours

12. Overall, how would you rate your experience with your company's call centre (before you contacted EWOV)?

- Poor
- Needs improvement
- Adequate / average
- Good
- Excellent

13. Before you contacted EWOV, did your company raise your complaint with a manager/supervisor/higher level contact?

- No - I did not ask to speak with a manager/supervisor/higher level contact
- No - I asked to speak with a manager/supervisor/higher level contact but the company refused
- Yes - after I asked to speak with a manager/supervisor/higher level contact
- Yes - the company offered for me to speak with a manager/supervisor/higher level contact without me asking

14. Overall how would you rate your experience with the manager/supervisor/higher level contact (before your contacted EWOV)?

- Poor
- Needs improvement
- Adequate / Average
- Good
- Excellent

15. Please let us know if you have any other comments you would like to make about the way your company handled your complaint.

16. Why did you contact EWOV after trying to resolve your complaint with the company? Please select all that apply.

- I couldn't speak to the right person at the company
- I was given conflicting information by the company
- The company refused to escalate the complaint
- The company did not fix the problem as promised
- The company's resolution offer was not fair or reasonable
- I wanted independent advice/assistance
- I received poor/rude customer service from the company
- No resolution was offered by the company

17. Overall, how would you rate your experience with the company's manager/supervisor/higher level contact after you had contacted EWOV?

- Poor
- Needs improvement
- Adequate / average
- Good
- Excellent
- Not applicable

Other complaints

This section of the survey is about your complaint experiences with other products and services, in addition to energy and water.

18. In the last 12 months, how many times have you complained to a company about the following services

	None	Once	2-5 times	More than 5 times
Energy				
Water				
Telephone/Internet				
Banking				
Public Transport				

19. If you make a complaint about one of the above services how quickly do you expect it to be resolved?

- One phone call
- One day
- More than one day but less than one week
- Between one week and one month
- More than a month
- I'm not sure

20. Could you please tell us why you gave this timeframe?

About you

These last few questions will help us better understand the information collected through this survey.

21. How old are you?

- Under 24 years
- 25 – 34 years
- 35 – 44 years
- 45 – 54 years
- 55 – 64 years
- 65 – 74 years
- 75 years or older
- Would prefer not to say

22. Are you?

- Male
- Female
- Would prefer not to say

23. Do you live in metropolitan Melbourne or a regional area of Victoria?

- Metropolitan Melbourne
- Regional Victoria
- Somewhere else

24. Do you own your own home or are you renting?

- Own
- Rent – Private
- Rent – Office of Housing
- I would prefer not to say

25. Please mark the range below that best describes your total annual household income (before tax).

- Under \$50,000
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 - \$174,999
- \$175,000 - \$199,999
- \$200,000 or more
- I would prefer not to say

26. Do you have a concession card for your energy/water use?

- Yes
- No
- I would prefer not to say

27. Do you have access to email and/or the internet at home?

- Yes
- No
- I would prefer not to say

28. Are you of Aboriginal or Torres Strait Islander origin?

- Yes
- No
- I would prefer not to say