



Media Release

Date: 16 August 2010

Re: Cradle Mountain Water Seeks Customer Feedback

Cradle Mountain Water recently issued the Corporation's draft Customer Charter for public comment. The Customer Charter sets out the minimum standards of service the Corporation will provide to its customers and how these standards will be met.

Cradle Mountain Water CEO, Andrew Kneebone said, "The aim of our Customer Charter is to document and explain how we conduct business with our customers, and outline processes and responsibilities. The charter will explain the rights and responsibilities of our customers and our commitment to providing safe and reliable water, sewerage and trade waste services."

"Our service standards are a public statement about the level of performance you can expect when dealing with us during normal circumstances. We are committed to continuous improvement through the development, monitoring, reporting and measuring of our service standards against other similar businesses within Australia. In line with customer expectations we set standards that are challenging, achievable with effort and meaningful to our customers."

"Community feedback is an important step in the development of the Customer Charter." Mr Kneebone said. "Customer input will help us to ensure that our charter is a true reflection of the needs and expectations of our customers."

Cradle Mountain Water has received constructive feedback from the community to date. All comments received will be taken into consideration during the process of finalising the Customer Charter. The timeframe for accepting community feedback has been extended to Wednesday 18 August, 2010 to allow for further community input.

The final document will be submitted to the independent Tasmanian Economic Regulator for approval before implementation. The Charter will set out Cradle Mountain Water's obligations to customers consistent with the Regulators requirements, as contained within the Tasmanian Water and Sewerage Industry Customer Service Code.

Community members wishing to provide feedback can obtain a copy of the Customer Charter via Cradle Mountain Water's website www.cmwater.com.au or by contacting a Customer Service Representative on 13MYWATER (13 6992). A copy of the document is also available at the Customer Service Centres located in Burnie, Devonport and Queenstown.

(more...)

Feedback can be submitted via email at community.forum@cmwater.com.au, by mail c/- PO Box 3147DC, Ulverstone 7315 or by contacting a Customer Service Officer on 13MYWATER (13 6992). All feedback should be submitted by COB Wednesday 18 August 2010.

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