

Cradle Mountain Water is committed to achieving our vision of providing superior water and wastewater services and being recognised for our commitment to customer service and the environment. A key element to achieving this vision is the establishment of Customer Reference Groups.

What is a Customer Reference Group?

A Customer Reference Group (CRG) is a small group of customer representatives that meet with Cradle Mountain Water employees on a regular basis to discuss projects, policies and issues relating to the provision of water and wastewater. Working with customers in this way allows Cradle Mountain Water to:

- Assemble more information and consider a range of views prior to making decisions;
- Prioritise services and make better use of resources;
- More consistently meet customer's needs and expectation leading to enhanced customer satisfaction;
- Be aware of issues as they emerge and act to address them;
- Demonstrate open and accountable decision making and provision of services to the community; and
- Demonstrate regional leadership.

District and Regional CRGs

To ensure effective communication with the whole community, one Regional and four District CRGs will be created.

The District CRGs will consist of up to 8 representatives drawn from a cross section of community members through an *Expression of Interest* process. Cradle Mountain Water will endeavour to have one representative in each District CRG linked to social welfare e.g. a financial counsellor to ensure a voice for customers with special needs. This representative may be recruited by an invitation to join the group as opposed to the expression of interest process.

The Regional CRG will consist of up to 12 members including:

- The chairperson of each District CRG; and
- Invited representatives from regional peak bodies in the following areas:
 - Manufacturing and Industry
 - Farmers Federation
 - Social Welfare
 - Chambers of Commerce
 - Trades Hall
 - Building and Developers
 - Youth
 - Regional Development

The District CRGs areas are as follows:

- **Mersey**
incorporating Latrobe, Kentish,
Devonport and East Ulverstone.
- **West North West**
incorporating, Smithton,
Waratah, Wynyard, Burnie,
Penguin and West Ulverstone.
- **West Coast**
incorporating Queenstown,
Strahan and Zeehan.
- **King Island.**



Where and when will the meetings be held?

The District CRG meetings will be held locally within each district. The meetings will occur once every four months and be rotated through the townships with the exception of King Island. The King Island CRG will meet with the CEO twice a year at a King Island location. The Regional CRG will meet three times a year at Cradle Mountain Water's Head Office in Forth. Additional meetings may be convened as required. Meetings will run for approximately two hours.

What is the term of a CRG membership?

Generally, each membership will run for a period of two years. However, in this start-up phase a small number of memberships will be for a one-year period only.

All memberships may be extended for a further two-year term at the discretion of the CEO. No membership will run for more than two terms.

Will I be paid as a member of a CRG?

Service on the CRGs will be on an honorary basis.

Members will be entitled to reimbursement of reasonable travelling and other expenses incurred by them in attending meetings relating to the business of their CRG.

I'd like to be part of a District CRG. What do I need to do?

To be considered for a District CRG membership you will need to complete an *Expression of Interest* (Eoi) form and return it to Cradle Mountain Water by 5pm on Friday 18 December, 2009

Expression of Interest forms can be obtained by calling Simone Atkins on 13MYWATER (13 6992), dropping into one of our customer service centres or downloading the form from www.cmwater.com.au

Customer Service Centres are located at the following addresses:

- 23 Stewart Street, **Devonport**
- Columnar Court Complex, 22 Wilmot Street, **Burnie**
- 17 Orr Street, **Queenstown**

Expression of Interest forms may be returned:

By mail: PO Box 3147DC, **ULVERSTONE TAS 7315**

By fax: (03) 6498 7935

By email: enquires@cmwater.com.au

How is the District CRG membership decided?

Applications will be assessed according to the information provided on the *Expression of Interest* form. A subsequent interview process may apply. Membership of each District CRG will be appointed by the CEO of Cradle Mountain Water.

How long will the selection process take?

Expressions of Interest close at 5pm on Friday 18 December, 2009

The selection process will then take a further 6 – 8 weeks:

- Stage one: Applications will be assessed on the content of the Expression of Interest Form.
- Stage two: Those applicants who were successful in stage one may be invited to attend an interview with the CEO and the Executive Manager Regulation & Strategy, Customers & Communication.

All applicants will be notified of the outcome by mail.

What if I have any questions?

Please do not hesitate to contact Simone Atkins on 13MYWATER (13 6992) if you have any queries.