



Media Release

Date: Tuesday 28 July 2009

Re: Customer Focus for Cradle Mountain Water

Nearly one month in, operations at Cradle Mountain Water are running smoothly and CEO Mike Paine couldn't be happier with how things are going so far.

"We are a new organisation that has the benefit of capitalising on the wealth of knowledge and experience of all the transferring water and sewerage employees. The manner in which our employees have handled the transition has really impressed me and gives me great confidence for the future," CEO Mike Paine said.

"One of the most important considerations for Cradle Mountain Water, throughout the transition and now for the future, is customer service. Our customers are our priority – we are accountable to them as well as our shareholders, so we are ensuring that we are as accessible as possible," he said

"We have established Customer Service Centres in Burnie, Devonport and a soon to be opened centre in Queenstown, as well as the 24 hour contact number 13MYWATER (13 6992)," he said.

"As with any organisation, there are always going to be areas where we can do things better, and Cradle Mountain Water is committed to an ongoing improvement process," he said.

"Just last week we received feedback from a customer in relation to a fault that they believed had not been addressed. We were aware of the reported fault and repairs were planned. However, given the nature and location of the fault, in the middle of a road, it was important that repairs were carried out with minimal impact on both vehicles and pedestrians, the most suitable time being on the weekend. In hindsight, this should have been communicated to those concerned more effectively, however, we have learnt from this and will implement appropriate practices for the future," he said.

"We welcome and encourage feedback from our customers. We are committed to providing excellent water and wastewater services throughout the North West Coast, and our customers play an important role in making that happen."

Customers should contact 13MYWATER (13 6992) for general enquiries, water quality issues, pipe bursts, sewer blockages and to provide us with feedback, both where we need to improve and where we have done well.

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