



Media Release

Date: 18 February 2010

Re: Latrobe Accounts

Cradle Mountain Water wishes to advise residents in Latrobe, that due to an administration error, approximately 150 accounts have been issued with the incorrect name listed with the property address. The information regarding the property address and the amounts outstanding are correct, it is only the name on the account that is incorrect.

"As soon as the situation came to light, thanks to the diligence of one of our customers, we took immediate steps to ensure that no further accounts were delivered," Acting Chief Executive Officer Andrew Kneebone said.

"I am extremely disappointed that this type of error has occurred, coming on the back of the mix-up with the Burnie accounts last week," Mr Kneebone said.

"Fortunately, the financial cost to fix this situation will be minimal, as we only need to reprint and resend accounts to those affected. However, my biggest concern is the cost to Cradle Mountain Water's reputation. As a new corporation, our customers are our highest priority, and this level of customer service is simply not good enough."

According to Onstream, the business services firm which manages Cradle Mountain Water's billing process, around 150 properties in Latrobe have incorrectly received an account. Onstream's Chief Executive Officer, Dr Christine Mucha, said the error was caused by Onstream when it merged customer data for printing.

"We've stopped further accounts being issued in Latrobe and will undertake a comprehensive check of our current processes to ensure the problem is fixed," Dr Mucha said.

"We apologise to Cradle Mountain Water and all of its customers who have been affected."

"There is no question that the situation at present is challenging us. We are working closely with the corporations to develop a customer billing system, but until that is commissioned later this year, there is a reliance on manual processes which are more susceptible to human error.

(more...)

"We have assured Cradle Mountain Water that we will continue to do everything we can to put additional checks in place and we thank Cradle Mountain Water's staff and customers for their patience," Dr Mucha said.

Cradle Mountain Water is writing to all affected customers, apologising for any inconvenience this has caused.

New accounts will be issued to customers in the near future, and customers who have any questions regarding their accounts should contact 13MYWATER (13 6992).

ENDS

