



# Improving our customer service

## SOME OF OUR RECENT CHANGES AND IMPROVEMENTS

Our customers are at the heart of our business. We listen to our customers and the community and we are implementing better ways of working to respond to customer needs and expectations, such as:



A newly formed Community Support team to provide onsite assistance to customers directly impacted by a service outage or burst.

Information provided to affected customers onsite.

Cask water delivered to business and residential customers impacted by an outage.



Quicker response to repair water main failures that have potential to cause major disruption to the central business district and major roads.



In the case of a leak, we leave a cone and a flag to show the community that we know about the issue and have attended the site, and a repair crew will attend as soon as possible.

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[www.sawater.com.au](http://www.sawater.com.au)

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## LONG-TERM INITIATIVES

We continue to invest in maintaining the water network to deliver a reliable service.

Our water main failure rate is one of the lowest. The 2014-15 National Performance Report\* places us fourth out of 13 major Australian water utilities in terms of the number of bursts and leaks per 100km of pipe.

We are investing in improvements to ensure our customers receive the best possible experience with us.

\* Bureau of Meteorology's National Performance Report 2014-15: urban water utilities.

## CUSTOMER EXPERIENCE



Our customers have told us they want better information, digital services and options to communicate, inform and interact with them. We are investing in digital technology to improve the customer experience.



We have created a digital strategy that will give customers improved self-service and payment platforms; create more channels for customers to interact with us; enhance customer enquiry handling; and improve how we communicate service issues.



To provide information about current work and service interruptions more quickly, we are developing an app which will give our field crews the ability to provide updates in real time. This will improve our communication with customers.

## INFRASTRUCTURE



Over the next four years we are investing more than \$80m to replace 274km of new water pipes. This is an increase on the number of kilometres of pipe delivered over the previous four years.

## AFFORDABILITY



Affordability is a key concern for our customers and for us. We continue to focus on delivering services more efficiently so we can keep water and sewerage prices as low as possible. We will also enhance our support for customers experiencing financial hardship.



We have listened to our customers. Our investment in infrastructure is focused on getting the balance right between the cost of upgrading and the benefit for our customers.



To keep prices as low as possible, we will invest only where and when we need to.

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