

In response to the [2006 Customer Service Survey](#), State Water has recently finalised a strategy to address the areas of improvement highlighted in the results. The strategy is a key element in the Corporation's marketing plan for the coming year and aims to improve the relationship between State Water and its customers by focusing on:

- Customer contact
 - Determining customers preferred methods of communication
 - Developing strong communication links with customers
 - Clearly distinguish between State Water and Department of Natural Resources
 - Amend internal systems to allow local decision making
- Water ordering and delivering
 - Develop on-line water ordering system based on customer requirements
 - Ensure consistency in water ordering
 - Provide up-to-date and accurate information to customers
 - Access to out of hours operations
 - Improve water delivery options
- Invoicing
 - Promote local contact officers
 - Amend internal systems to allow decision making by Billing staff
 - Improve bill payment process
 - Improve customer bill information
- Information and communication
 - Initiate improved communication with customers
 - Improve content of customer information
 - Increase awareness of water use compliance requirements
- Customer Service Committees (CSCs)
 - Improve CSC awareness

If you would like more information about the customer satisfaction survey strategy, please contact the Corporate Policy and Communication Group on 02 6841 2055 or email statewater@statewater.com.au.