

IPART CONFIRMS STATE WATER SERVICE LEVEL RISE

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An independent audit of State Water Corporation's compliance with the terms of its operating license confirms the organisation's performance has reached new levels.

The Independent Pricing and Regulatory Tribunal (IPART) audit found the percentage of requirements to which State Water had complied in full had risen to 83% for 2007-08, up from 74% in 2005-06.

The percentage of requirements assessed as full or high compliance increased from 86% in the 2005-06 audit to 94% for 2006-07 and 2007-08.

State Water CEO George Warne said the continued improvement in compliance reflected a commitment to high quality operations and continual improvement.

"I welcome this audit result and applaud the hard-working staff at State Water for improving on an already good record," Mr Warne said.

"There is still room for improvement but this outstanding result is evidence that State Water regards striving for improvement as a given part of our work environment.

"Credit should also go to the Customer Service Committee representatives whose interaction and co-operation helps us fine-tune operations and meet service needs."

Areas where State Water achieved full compliance included requirements related to pricing and asset management. High to full compliance was achieved for license requirements concerning; customer and community engagement; complaint handling and dispute resolution; and planning to better manage the environment.

State Water is currently working on a range of measures to ensure performance continues to improve, Mr Warne said.

"A new internet record-keeping and accounts system currently is being implemented and enhanced monitoring of our environmental performance should ensure an even better outcome for the 2008-09 IPART audit."

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