

STATE WATER TO OPEN NEW TAMWORTH OFFICE

9 June 2009

State Water Corporation will officially open the doors of its new Tamworth office on **Thursday**, 11 June 2009 at **1pm**.

Tamworth Mayor James Treloar and State Member for Tamworth, Peter Draper MP will attend the opening, along with State Water CEO, George Warne.

The new office, located at 170 Peel Street, is an expansion from the original Marius Street premises and will be staffed by nine staff and two field officers.

CEO George Warne said the need for an increase in resources in the Tamworth area was identified in the organisation's recent restructure.

"State Water has been streamlined to improve the efficiency of our operations.

"From the restructure we identified the Tamworth region as one of growing importance and, as such, have allocated more resources to better service the area."

Improving customer service through new technology is also a priority for the organisation, Mr Warne said.

"As our customers are dispersed throughout the state we need to utilize new technologies to offer greater levels of service.

"We are close to launching a new online water accounting system to improve customer's access to their water account information," he said.

"State Water is also introducing a call centre service to better log customer feedback and identify any trends in respective valleys as part of our commitment to improving customer service."

State Water's new Tamworth office will be open from 8:30am to 5pm Monday to Friday. For all customer enquiries phone State Water on 1300 662 077 or email feedback@statewater.com.au.

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