



MEDIA RELEASE

27 October 2014

HUNTER WATER GUARANTEES A LOCAL ON THE LINE

Hunter Water is bucking the trend of company call centres relocating overseas by returning its Call Centre in-house as part of its commitment to improving customer service.

The move comes at a time when thousands of domestic government, banking, aviation and insurance customer service jobs are being outsourced to overseas companies.

Acting Chief Customer Services Officer Jeremy Bath said bringing the Call Centre in-house will improve customers' experience when speaking with Hunter Water.

"When customers have a question, it's important they can speak to a person who is not only in the same time zone but also in the same local area.

"Bringing Hunter Water's Call Centre in-house means when a customer calls Hunter Water they will always be speaking to a person with local knowledge, located in our Newcastle Head Office.

"Not only will the Call Centre employees be located at Hunter Water but they will be stationed just metres away from water and sewer experts, should the customer require further assistance.

"Given the number of recent call centre redundancies, overseas outsourcing, and claims by the business community that call centre jobs won't exist in five years, Hunter Water is proudly going against the trend.

"Hunter Water is committed to delivering affordable water and wastewater services while at the same time ensuring a quality customer service experience free of unnecessary delay," he said.

Mr Bath said Hunter Water outsourced its call centre operations to a local provider in 2011 but after three years felt customers would experience greater benefit by bringing the function back in-house.

"Hunter Water trialled outsourcing and while our customer service results have been positive, the reality is it makes more sense for our Call Centre to be embedded in our business. This way the people working in the call centre and answering customers' calls are also sharing an office with Hunter Water's engineers, scientists and technicians."

The top 5 reasons for people calling Hunter Water:

1. Reporting a fault.
2. Applying for an extension on their bill.
3. Conveyancing (checking the balance on an account prior to a property sale).
4. Changing address.
5. Checking an account balance.

Hunter Water will bring 13 full-time call centre positions to its Head Office at Honeysuckle from December.

Nick Kaiser | M 0411 485 204 | nick.kaiser@hunterwater.com.au