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## **Media Release**

### **New number for improved customer service**

Unitywater has launched a new, easy-to-remember customer service number as part of its ongoing efforts to maximise efficiencies, reduce costs and improve customer service.

Customers can now phone 1300 0 UNITY (1300 086 489) from a landline anywhere in Australia for the cost of a local call with any query in relation to Unitywater and its services. Standard mobile phone call charges apply.

The new number follows the recent consolidation of Unitywater's separate call centres, with all call centre staff now located at the same address.

Unitywater's call centre and two Customer Service Centre counters receive an average of 950 enquiries a day from the organisation's 670,000-strong customer base.

Executive Manager Retail Judy Bailey said the organisation was entering its second year with a strong customer focus and the introduction of a 1300 0 UNITY number was a logical move.

Ms Bailey said Unitywater's customers could be assured they would receive professional, friendly and helpful advice from the customer service team, who were local residents with local knowledge.

"When our customers call 1300 0 UNITY, they will be speaking to someone who knows the area and our business rather than talking to someone in an interstate or overseas call centre," Ms Bailey said.

"Our key priorities continue to be our customers and our service delivery and this initiative shows our commitment to both."

Unitywater CEO Jon Black said the organisation would continue to fine tune its operations and deliver further savings to customers by investigating and implementing a range of measures to increase productivity and reduce costs.

**ENDS**

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