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Hunter Water ranked number one for customer service

It's official: Hunter Water has been rewarded for its sustained excellence in customer services after ranking first in a nationally-recognised mystery shopping program ahead of more than 190 reputable organisations across many industries and sectors.

The water utility's customer-focused approach saw it claim top spot in the latest quarterly SenseCX Benchmark rankings, with a total score of 83.4% from October 2020 to September 2021.

Hunter Water also recorded some of its highest customer experience and satisfaction scores during the latest quarter.

Executive Manager Customer Services, Keiran Smith, said customers were enjoying greater ease, access and flexibility than ever before.

"The customer is at the heart of all that we do and our care, dedication and responsiveness to the community's needs has made us the benchmark when it comes to excellent customer experiences.

"We are the primary entry point for our customers and the community when they need to contact us across multiple channels, and we aim to make sure that experience is a positive one," said Mr Smith.

He added the number one ranking was well-deserved due to the outstanding work of the organisation's customer experience frontline teams.

"We understand the importance of speed and ease in every interaction and, despite the challenges with COVID-19 and a significant increase in customer interactions over the past 18 months, we have continued to show that we're among the best in the country at serving our customers.

"Our staff are locals and we all take pride in making sure our service builds connection and trust with our community, especially in the challenging times we see now," said Mr Smith.

Hunter Water's results have been benchmarked against 27 other water authorities and 193 organisations from the education, commercial, energy, and local government sectors. More than 30 unique criteria are assessed to measure the success and ease of customer interactions and the overall customer experience.

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