



7 March 2022

Double recognition for Hunter Water's outstanding customer services team

Hunter Water has been awarded for its continued excellence in customer services, after receiving the two highest achievements in a nationally-recognised quality assurance program.

Our contact centre has been named the Top Performing Team for 2021, while team member Kaylene Bessell has claimed Agent of the Year for 2021.

The awards, which are run by independent customer experience insights agency, CSBA, follows Hunter Water's overall performance in the quality assurance program during the year and highlights exemplary customer-focused behaviour.

Executive Manager Customer Services, Matt Hingston, said the awards reflect the dedication and commitment of the team at ensuring customers have a great experience with Hunter Water from the get-go.

"Our customers are at the heart of all that we do, and as one of the primary entry points to our business, the contact centre is at the forefront of making sure their experience is a positive one from that first contact.

"This achievement is testament to the care, passion and responsiveness of the team – and the lengths they go to – to continually provide excellent services to our customers and the community.

"We understand the importance of speed and ease in every interaction, and even with the difficult circumstances we have faced during COVID-19, we have continued to show that we're among the best in the country at serving our customers.

"While this is an outstanding achievement for our team, Hunter Water is committed to improving customer experience wherever it can by delivering services that are accessible, easy-to-use and flexible to our customer's needs," said Mr Hingston.

Hunter Water's results were 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.

CSBA Managing Director, Paul van Veenendaal said: "This is a remarkable achievement for Hunter Water, in a challenging year when volume, customer expectations, and hardship were at its highest levels. It is our honour to recognise industry excellence in customer service."



Media Release

Hunter Water

About the 2021 CSBA Customer Experience (CX) Awards

The inaugural CSBA Agent of the Year award recognises one agent, out of 12 outstanding winners of the 2021 Quarterly Agent Awards, who has delivered over and above customer expectations.

The annual awards also select customer service teams for Top Performing CX Team, Most Consultative CX Team, Most Consistent CX Team and Most Improved CX Team.

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