

Customer management



Responsible Executive:

General Manager Customer Engagement

Version Date: 9 May 2023

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Our purpose

We exist to provide our customers with essential services.

This policy articulates the Icon Water Board and Executive's beliefs, commitments and expectations around customer management.

Our customers are at the heart of everything we do. Providing our customers with essential water and sewerage services is how we go about delivering on our core purpose - to sustain and enhance their quality of life.

Our beliefs

We believe we have a special responsibility to consider customers' needs, values and expectations.

- Being a monopoly provider of essential services makes it even more important that we consider customers' needs, values and expectations.
- Customer management is everyone's job – we all make a contribution to serving our end customers to whom we deliver products and services.
- Customer feedback is a valuable input into our ongoing efforts to deliver services that meet our customers' expectations. Every customer has the right to have their complaint acknowledged and managed professionally, efficiently and fairly.
- A focus on internal and external customers underpins the quality of all our work.

Our commitment

We are committed to working with our customers, to meet their needs and expectations - while caring for tomorrow.

We are committed to:

- balancing the needs and expectations of today's customers with consideration of how our operations will impact future customers and their quality of life.
- educating customers about our services and the lifecycle of water, and sharing information and data about how their behaviour can impact our work, the ACT's water security position and the environment
- continually improving the quality and ease of customer interactions
- providing customers with quality services and delivering in a manner that is reliable, caring, contemporary and reflects our local knowledge.

Our expectations

We expect all our people to know and understand their customers and treat them with respect and care.

We expect all Icon Water leaders to:

- know, understand and actively manage your customers – internal and external
- consider the impact on customers when making business decisions including vulnerable members of our community
- understand the contribution your team makes to meeting the needs and expectations of our external customers and communicate this to your team.

We expect all our people to:

- understand your contribution to the services we deliver to external customers
- treat customers with respect and care, and consider their individual circumstances
- positively represent Icon Water in all customer interactions.

RELIABLE

CARING

CONTEMPORARY

LOCAL