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cc:
From: "Barry Phillips" <bphillips@sgwater.com.au>
Date: 31/05/2012 03:03:44 PM
Subject: First Call Resolution

Hi Victoria,

Just reading the second circulation of minutes from the Water Performance Review meeting and I was a little concerned about the possible First Call Resolution indicator.

At South Gippsland Water we do not log every telephone call and therefore would not have such details. The introduction of such a system would require more time when dealing with customers and possibly a new billing system which would be able to capture such information.

The ESC requirements were never meant to impose further costs onto Corporations, but the introduction of this indicator clearly would.

I would see the customer survey as the best and most efficient way to address this indicator. Mystery shoppers would also be another avenue to consider.

Regards, Barry.

Barry Phillips

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