

## Press Release

### **Sembcorp Bournemouth Water receives quality standard for 13th year in a row**

25 January 2013



Annie Dougall, SBW's Billing Manager, and Tony Spinks, Compliance Manager, proudly hold the Customer Service Excellence certificate watched by (left) Roger Harrington, Managing Director, and other SBW staff.

Outstanding customer service has resulted in Sembcorp Bournemouth Water (SBW) being accredited with a prestigious quality standard for the 13th year in a row.

The company, which supplies water to approximately half a million people in parts of Dorset, Hampshire and Wiltshire, has been re-awarded the Customer Service Excellence standard.

A successor to the former Charter Mark scheme, the standard recognises customer service excellence in the public, private and voluntary sectors. SBW has now held the Charter Mark and its successor award continuously since 2000.

Particular attention is paid to delivery, timeliness, information, professionalism and staff attitude.

The SBW assessor pointed out that the company was among only a small number of organisations to meet all 57 requirements of the standard.

Roger Harrington, SBW's Managing Director, said he was proud that the company's aim of keeping customers and service at the heart of its operations is being recognised.

He added: "Most of our customers don't have any choice of water supplier. Even though we are a monopoly supplier, I want us to provide a service which customers would rank amongst the best they find anywhere. This standard is just part of what we're doing to keep the pressure on ourselves to do just that."

SBW supplies approximately 185,000 households and 16,500 businesses through a system of seven major treatment works and a network of about 2,800 kilometres of water mains.

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