

Press Release

Sembcorp Bournemouth Water receives quality standard for 14th year in a row



A FOCUS on customer service has resulted in Sembcorp Bournemouth Water (SBW) being accredited with a prestigious quality standard for the 14th 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 award continuously since 2000.

In assessing companies, particular attention is paid to delivery, timeliness, information, professionalism and staff attitude.

Roger Harrington, SBW's Managing Director, said he was proud that the company's focus on the customer is continuing to deliver results.

He added: "Most of our customers aren't able to choose their water supplier. Because of this, we aim to provide a service which our customers would rank amongst the best they find anywhere. The Customer Service Excellence standard is part of what we do to keep our focus firmly on our customers."

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.