

PROCESS EFFICIENCIES ASSIST RURAL WATER USERS

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Water users across rural New South Wales benefitted from State Water allocation trade processing times exceeding industry standards during January 2009.

Industry standards set by the Council of Australian Governments in 2008 specified 90 percent of interstate water allocation trades should occur within 20 business days and 90 percent of intrastate trades should occur within 10 business days.

In January 2009 State Water exceeded these standards, conducting 97 percent of the 456 interstate trades within 20 business days and 97.8 percent of 185 intrastate trades within 10 business days.

State Water Manager of Customer Operations David Andersen said the results reflected the organisation's aim to maximise efficient delivery of water to customers.

"In times when there is not a lot of water around people are even more reliant on efficient water trading either to buy water or sell what they've got," Mr Andersen said.

"A good delivery service helps to facilitate that market."

Wilk's Water Broker Tom Wilks said the efficient service from State Water's Deniliquin Office of has assisted his business.

"It's a big help because I can pay my clients quicker and if there are any problems they can be identified and solved when they happen, rather than a month down the track," Mr Wilks said.

"The reference numbering system, electronic lodgment and emailing has made a big difference to how we used to operate.

"Karen Axton and Liz Butcher have been great to deal with."

Mr Andersen said State Water aims to continue exceeding industry service standards and will look to improve on the results through the rest of the year.

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**Media enquiries and interviews:
Jane Urquhart (02) 6841 2087 or 0429 449 711**