

8 December 2010

Media release

Legislation changes affecting Allconnex Water

Allconnex Water welcomes the changes introduced through the Water and other Legislation Amendment Bill on 28 November.

CEO Kim Wood said Allconnex Water is working with the Energy and Water Ombudsman Queensland to ensure a smooth implementation of the new arrangements coming into effect in January 2011.

"We are committed to a positive working relationship with the Energy and Water Ombudsman's office," said Mr Wood.

"Allconnex Water values our customers and our Customer Charter sets out our commitment to be contactable, responsive and efficient in our communications."

If Allconnex Water customers do have any concerns they should first contact Allconnex Water to resolve the issue.

From 1 January 2011, if after contacting Allconnex Water the customer believes they are unable to resolve a matter they may contact the Energy and Water Ombudsman.

Allconnex Water is currently working with the Queensland Water Commission (QWC) to formulate a Customer Water and Wastewater Code. This code will provide standards and conditions of service and supply for Allconnex Water to meet for its small customers, as well as what the business should expect from them in return.

The QWC has recently called for public submissions to the Code.

Additional information: Allconnex Water's customer service team can be contacted on 1300 000 WATER (1300 000 928), by email on info@allconnex.com.au or by visiting the website at www.allconnex.com.au

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