

Better Customer Care through Alliancing

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Abstract

Clear Harbour Alliance is the first alliance in the New Zealand water industry. Achieving an exceptional standard of community relations and customer care, over and above previous experiences, was a major reason that an alliance model was chosen.

Performance in the area of community relations is the single largest contributor to the potential financial 'pain share' or 'gain share' for this project.

So how are we approaching things on this project? Is this different to how things have been done in the past? How do we get the community to buy into a project that is, after all, a highly invasive sewer separation?

This paper outlines the strategies and tools used to provide good customer care and community relations. These have been central principles of the alliance from the outset, not just added extras. This has meant taking a different approach to traditional roles, responsibilities and the use of traditional tools.

This new approach (including new tools used in New Zealand for the first time) offers extensive benefits not only in customer care, but across the project.

Bios

Tania Darby is a consultation specialist at Opus International Consultants, based in Auckland City. She has experience in large and small scale consultation projects for local and national authorities, as well as wider statutory planning knowledge.

Justin Connolly is a Consultant with GHD's Infrastructure Strategy Group, based in Auckland City. He is passionate about communications and consultation and draws upon his previous experience in the finance, recruitment, and tourism industries