



Media Release

Date 23 September 2019

NEW PHONE SYSTEM - IMPROVE YOUR CUSTOMER SERVICE

Due to the huge increase in telephone traffic to Council in the past few years, a new phone system has now been installed to enhance your customer service experience and ensure you are able to speak to the right department to have your issue solved more quickly.

Next time you phone Council's main switchboard number of (02) 6736 6000 you will now be given the following options to choose from:

1. For general enquiries, including paying your rates or water bill, or getting an account balance - press 1.
2. For rates and water billing payment plans and 603 Certificate enquiries - press 2.
3. For planning and building enquires, certificates or to book an appointment to lodge a Development Application or arrange an inspection - press 3.
4. For road and bridge enquiries, including new or upgraded driveways - press 4.
5. For water, waste or sewer infrastructure enquiries including waste collection, new bin services and new water or sewer connections - press 5.
6. For vehicle inspection appointments - press 6.
7. For enquiries relating to the hire of halls and parks, stallholder or street permits - press 7.
8. For regulatory issues (including animal control and registration) - press 8.
9. To hear these options again - press 9.

It is understood that these new options may cause some initial confusion, so please keep these instructions near your phone to assist when next you call Council.

ENDS