

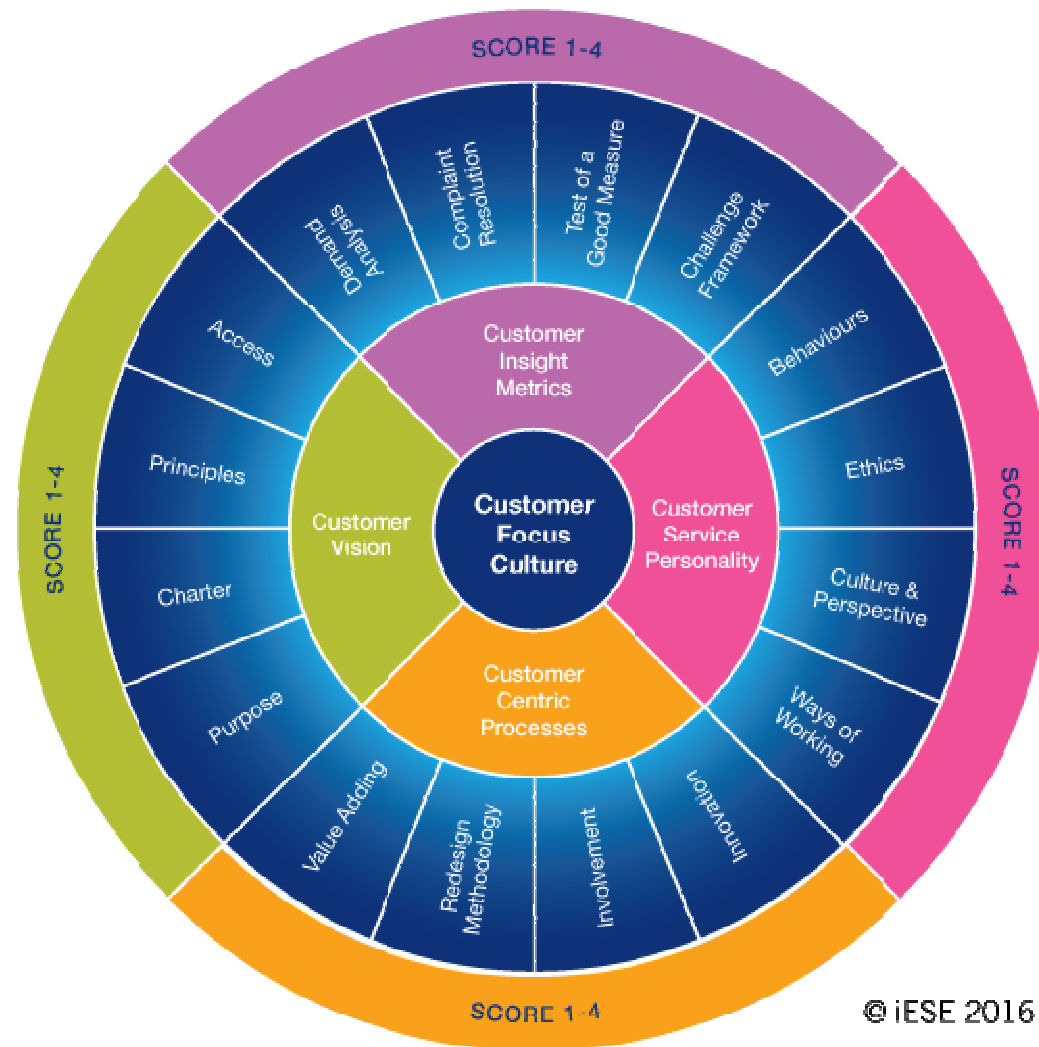
Customer Redesign

Policy & Performance Advisory Committee
20th September 2018

Amy Wilton
Corporate Customer Services and Delivery Manager

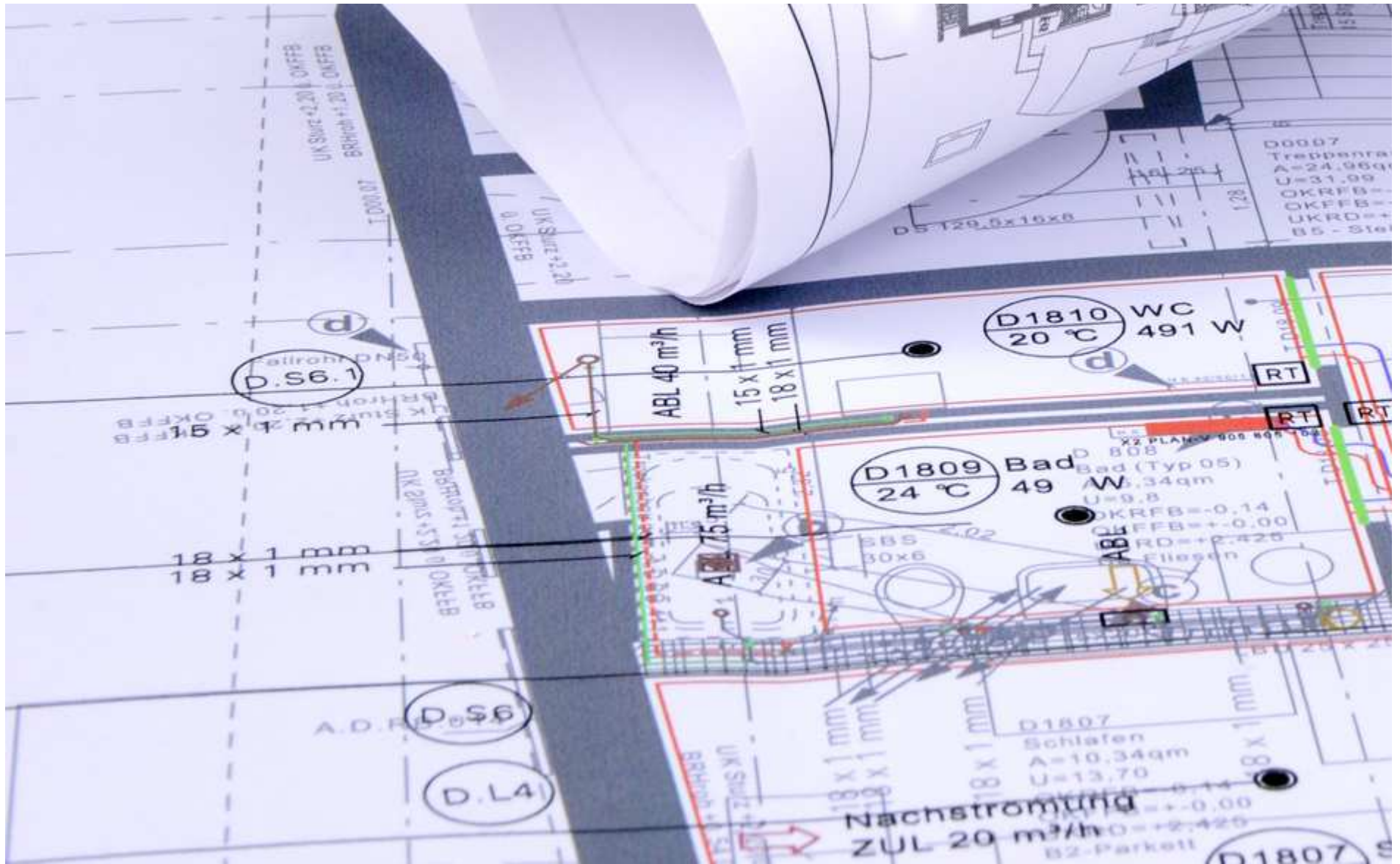
residentville
customerville™
everyoneville



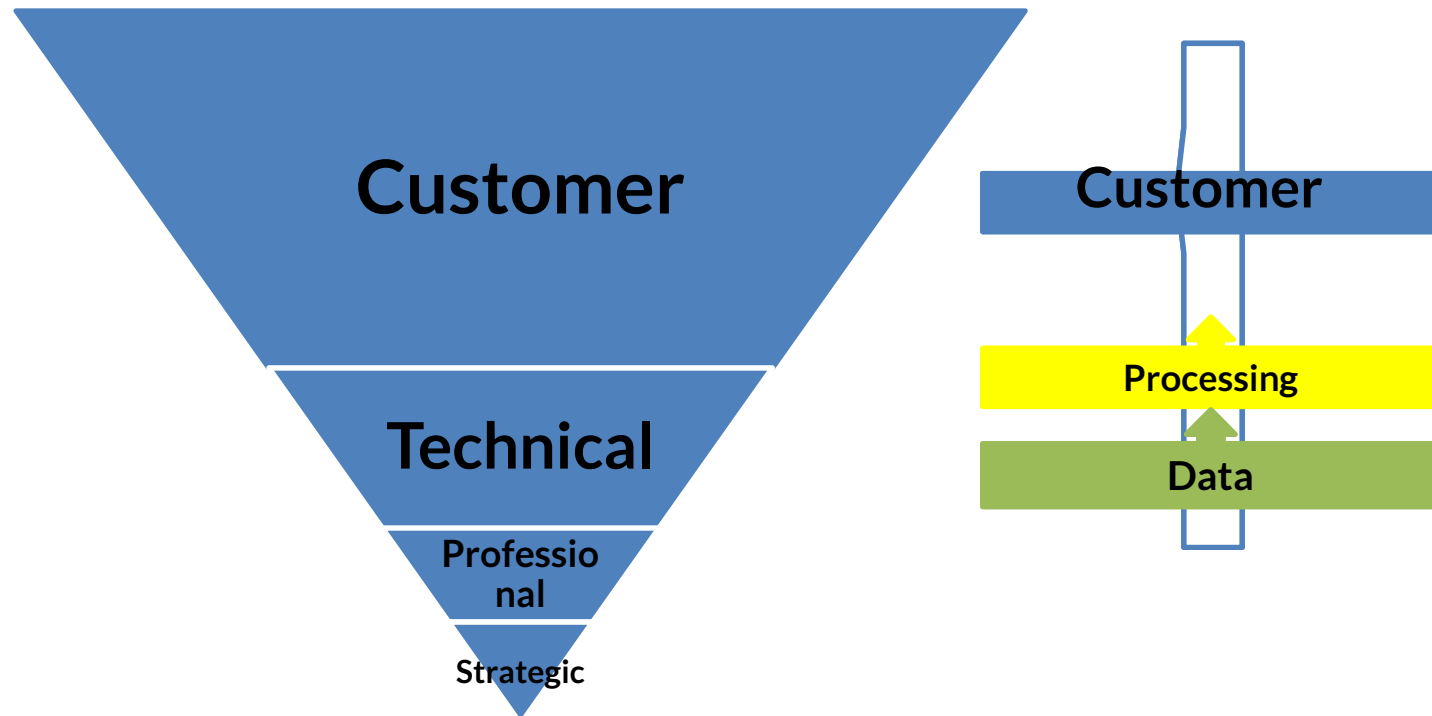


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Creating capacity



Future operating model

