



**Ann Telford**

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## Ann Telford

Ann has lived most of her life in North East Victoria. She has held senior roles in a variety of organisations including Red Cross and the Department of Human Services as she served for several years as the Regional Manager of the EPA.

Ann has been with North East Water for the past four years as the executive responsible for Customer Service and the Call Centre, Connections, Billing, Marketing, Communications and Engagement with their 50,000 customers.

During this time Ann has developed and implemented a new approach to customer engagement that resulted in North East Water receiving a national award in 2015. She is currently leading their engagement activities for the next Price Submission.

Ann's qualifications include a Bachelor of Arts and Executive Master of Public Administration. She is also a qualified Mediator, Project Manager, and Incident Controller for emergencies.

She has previously served as a Director of GOTAFE and has chaired the Alpine Valleys Community Leadership Program. She is currently a Director of Regional Housing Network, a not-for-profit organisation that provides over 700 houses and support services to families across northern Victoria.

Ann is a keen cyclist and photographer and she and her partner live on a small farm and grow irrigated lucerne and fat lambs.