

# Victorian customers give water businesses a ‘solid pass with room to improve’

12 April 2019

*Water*

Victoria’s 16 state-owned water businesses have been given a ‘solid pass with room to improve’ in a survey of nearly 6,000 customers.

The [quarterly surveys](#), conducted on behalf of the Essential Services Commission over the past year, tested customer views on whether water business are delivering value for money, their reputation, levels of community trust and overall satisfaction with their performance.

On average, the businesses scored between 5.8 and 6.4 out of 10 across the four areas.

Commission chair Ron Ben-David said it’s a new way to measure the performance of the water businesses.

“Our new water pricing framework introduced in 2016 was all about putting the customer at the centre of water businesses decision making.

“By regularly surveying customers directly, we are seeking to ensure their views are always front and centre, not just when a price submission is being prepared,” he said.

The survey suggests customer perceptions of performance do not relate to the size of the water businesses with two of the state’s smallest businesses outscoring their city counterparts.

East Gippsland and South Gippsland had higher scores across all four measures, while South East

Water was the top scorer of the metropolitan water businesses.

Lowest scorers were regionals Coliban, Gippsland and Central Highlands, and metropolitan City West.

Dr Ben-David says water businesses still have to comply with quality and reliability standards.

“Safe, reliable drinking water and sewerage network reliability and efficiency will still be monitored but we’re adding the customer dimension in keeping with our water pricing framework,” he said.

An [independent review of the new framework](#) also released today shows the framework has led water businesses to rein in prices and focus on service improvements.

## Survey results for March 2018 to February 2019



### Value for money

Average rating: 5.8

Scores ranged from 5.2 to 6.3



### Reputation in the community

Average rating: 6.3

Scores ranged from 5.8 to 6.9



## Level of trust

Average rating: 6.2

Scores ranged from 5.7 to 6.6



## Overall satisfaction

Average rating: 6.4

Scores ranged from 5.8 to 7.1

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Phone: [\(+61 3\) 9032 1300](tel:+61390321300) or [1300 664 969](tel:1300664969)

Email: [reception@esc.vic.gov.au](mailto:reception@esc.vic.gov.au)

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## For VEU enquiries

Phone: [\(+61 3\) 9032 1310](tel:+61390321310) or submit a [contact form](#).

# For media enquiries

If you have a media enquiry, please contact:

**Michelle Bryne**

[michelle.bryne@esc.vic.gov.au](mailto:michelle.bryne@esc.vic.gov.au)

0437 677 385

(03) 9032 1324

**Clayton Bennett**

[clayton.bennett@esc.vic.gov.au](mailto:clayton.bennett@esc.vic.gov.au)

0447 933 140

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[How customers rate their water business](#)

We surveyed water customers across 16 state-owned urban and regional water corporations on four key areas: value for money, reputation in the community, level of trust and overall satisfaction.

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[PREMO water pricing framework](#)

Our water pricing framework puts customers at the centre of a water business's decision making. We

also review how the framework is performing over time.

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