

# Water businesses delivering for customers

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*Water*

A [new report shows Victoria’s water businesses](#) have largely delivered on their promises to customers over the past year, improving services while keeping prices steady.

The Essential Services Commission’s report shows 14 of the state’s 17 water businesses believe they successfully delivered on their commitments to customers.

The commission’s director of water Marcus Crudden says it’s the first report under a new pricing framework aimed at making water businesses more accountable to their customers.

“Water businesses have told us they largely met their commitments for the first year of the five-year period, while the remaining three were on track to meeting theirs,” he said.

The report is based on water businesses own reporting and self-assessment against commitments made to customers as part of a [2018 review](#), which saw water prices set to remain steady or fall between 1 July 2018 and 30 June 2023.

| Overall   | Water businesses   |
|---|--|
|  | Barwon Water, Central Highlands Water, City West Water, Coliban Water, East Gippsland Water, GWMWater (urban), Lower Murray Water (rural), South East Water, Southern Rural Water, Wannon Water, Westernport Water |
|  | GWMWater, North East Water, Westernport Water  |

| Overall   | Water businesses |
|---|------------------|
|  | None             |

Mr Crudden says while overall reporting was positive, the number of major capital projects being deferred or delayed was a concern.

“Almost a third of the scheduled major capital projects have already been deferred or delayed just one year into the five-year pricing period.

“Given the new framework emphasised the need for robust project forecasts with realistic timelines this is a concerning sign,” he said.

Future reports will follow up where businesses have fallen short of their commitments.

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