

Customers rate their water business

November 2019 to August 2020



We've surveyed 5,800 water customers across the 16 state-owned urban and regional water corporations on the four areas below. Customers rated each area out of 10. For more information visit www.esc.vic.gov.au/how-customers-rate-their-water-business.



Value for money

Average rating:

6.2

Scores ranged from
5.8 to 6.6



Reputation in the community

Average rating:

6.7

Scores ranged from
6.2 to 7.2



Level of trust

Average rating:

6.6

Scores ranged from
6.2 to 7.0



Overall satisfaction

Average rating:

6.8

Scores ranged from
6.4 to 7.2