

Customers rate their water business

November 2024 to September 2025



We've surveyed 5,200 water customers across the 15 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:

6.0

Scores ranged from
5.7 to 7.0



Reputation in the community

Average rating:

6.3

Scores ranged from
5.8 to 7.2



Level of trust

Average rating:

6.3

Scores ranged from
5.8 to 7.0



Overall satisfaction

Average rating:

6.5

Scores ranged from
6.0 to 7.2