

Water businesses delivering customer commitments

A new report shows Victoria’s water businesses delivering on promises to customers, despite the ongoing impact of the coronavirus pandemic.

The Essential Services Commission’s third annual [water outcomes report](#) publishes water businesses’ own assessment of progress against their commitments to customers.

Of the 17 water businesses covered, 11 said they delivered on 2020–21 commitments, six said they mostly delivered and none said they failed to meet overall commitments.




The commission’s director of water Marcus Crudden says Victoria’s businesses have maintained high standards at a difficult time, given the challenges presented by the pandemic.

“We found Victorian water customers are getting what they pay for, with businesses mostly meeting their commitments and prices mainly flat or falling when inflation is considered.

He says while overall performance is good, some businesses have fallen behind on capital works.

“There have been delays and deferrals to many capital works programs as would generally happen in any five year program.

“What is important is they are taking steps to get projects back on track,” he said.

Self-assessment*	Water business
	Barwon Water, Coliban Water, East Gippsland Water, Gippsland Water, Goulburn Valley Water, Greater Western Water (former Western Water area), Lower Murray Water – Rural, Lower Murray Water – Urban, South East Water, South Gippsland Water, Wannon Water, Yarra Valley Water.
	Central Highlands Water, Greater Western Water (former City West Water area), GWMWater, North East Water, Southern Rural Water, Westernport Water.
	None

*Based on water businesses self-assessment against commitments made to customers in 2018 water price reviews. These commitments, developed with customers, essentially reflect what customers receive for the prices they pay.

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