

Water businesses delivering for customers in a challenging year




A [new report](#) shows Victoria’s water businesses have largely delivered on their promises to customers over the past year, despite facing challenges from the summer bushfires and the coronavirus pandemic.

The Essential Services Commission’s second annual water outcomes report is part of the [PREMO pricing framework](#), introduced in 2018, aimed at making water businesses more accountable to their customers.

The commission’s director of water Marcus Crudden says the second annual self-assessment has seen Victoria’s businesses holding themselves to a higher standard, even in a difficult year.

“Water businesses largely told us they met commitments they made to customers this year, which is a very good outcome given the circumstances they have had to respond to.

“We continue to work closely with the sector to establish best practice reporting and are pleased with the level of accountability and candid self-reporting we’ve seen,” he said.

| Overall self-assessed rating | Water business |
|---|--|
|  | Barwon Water, Central Highlands Water, Coliban Water, Gippsland Water, Goulburn Valley Water, GWMWater, Lower Murray Water (rural), South East Water, South Gippsland Water, Wannon Water, Western Water, Yarra Valley Water |
|  | City West Water, East Gippsland Water, Lower Murray Water (urban), North East Water, Southern Rural Water and Westernport Water |
|  | None |

The report is based on water businesses own reporting and self-assessment against commitments made to customers as part of [water price reviews in 2018](#). These commitments, developed with customers, essentially reflect what customers will receive for the prices they pay.

Under the PREMO pricing framework, how a business performs each year feeds into their performance rating, and therefore its overall PREMO rating, at the next price review.

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