

Customers rate their water business

April 2021 to January 2022



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:

6.4

Scores ranged from
5.9 to 7.0



Reputation in the community

Average rating:

6.9

Scores ranged from
6.2 to 7.4



Level of trust

Average rating:

6.8

Scores ranged from
6.2 to 7.3



Overall satisfaction

Average rating:

7.0

Scores ranged from
6.3 to 7.5