

Customers rate their water business

August 2019 to June 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:

6.1

Scores ranged from
5.5 to 6.5



Reputation in the community

Average rating:

6.5

Scores ranged from
6.0 to 7.0



Level of trust

Average rating:

6.5

Scores ranged from
6.1 to 6.9



Overall satisfaction

Average rating:

6.7

Scores ranged from
6.3 to 7.1