

# Customers rate their water business

January 2023 to September 2023



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](http://www.esc.vic.gov.au/how-customers-rate-their-water-business).



## Value for money

Average rating:

6.2

Scores ranged from  
5.8 to 7.0



## Reputation in the community

Average rating:

6.5

Scores ranged from  
6.2 to 7.2



## Level of trust

Average rating:

6.5

Scores ranged from  
6.1 to 7.2



## Overall satisfaction

Average rating:

6.6

Scores ranged from  
6.2 to 7.4