

# Customers rate their water business

November 2020 to July 2021

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



## Value for money

Average rating:

**6.3**

Scores ranged from  
5.7 to 6.9



## Reputation in the community

Average rating:

**6.8**

Scores ranged from  
6.3 to 7.3



## Level of trust

Average rating:

**6.7**

Scores ranged from  
6.3 to 7.3



## Overall satisfaction

Average rating:

**6.9**

Scores ranged from  
6.4 to 7.4