

# Customers rate their water business

June 2018 to May 2019

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:

**5.8**

Scores ranged from  
5.2 to 6.4



## Reputation in the community

Average rating:

**6.3**

Scores ranged from  
5.9 to 6.9



## Level of trust

Average rating:

**6.2**

Scores ranged from  
5.8 to 6.7



## Overall satisfaction

Average rating:

**6.4**

Scores ranged from  
5.8 to 7.1