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WHAT

IPART is undertaking water utility customer perception surveys during 2019-20 for Hunter Water and Sydney Water.

WHY

Qualitative customer satisfaction information acts as an indicator of a water utility's customer service.

Measuring and reporting on customer satisfaction could help drive improvement in the utilities' performance, in line with customer preferences, through 'competition by comparison'.

WHO

We are surveying customers of Hunter Water and Sydney Water.

This is a trial. If the trial is successful, we may continue surveying water utility customers in future years. We may also extend the survey to include other water utility customers in NSW.

HOW

We have engaged an experienced organisation to survey Hunter Water and Sydney Water's customers four times during 2019-20 (ie, in every quarter). The customers are 'robocalled' on particular nights in those quarters to seek their views on their water service provider.

The same organisation also surveys water utility customers in Victoria, on behalf of the Essential Services Commission (**ESC**). The ESC shares the rolling average of the results obtained over the previous four quarters.

Below, we have included Hunter Water and Sydney Water's customer satisfaction results in this quarter. These are compared with the relevant Victorian utilities' yearly rolling average results which are also available on the ESC's website (<https://www.esc.vic.gov.au/water/sector-performance-and-reporting/how-customers-rate-their-water-business>).

WHEN

We have already surveyed Hunter Water and Sydney Water's customers for the first quarter of 2019-20.

We will undertake the survey three more times in November 2019 and in March and June 2020.

WHAT NEXT

We will next survey Hunter Water and Sydney Water customers in November 2019.

At the end of 2019-20, we will publish an average of the information collected over the year. We do not intend to publish interim results in November and March.

Please direct any enquiries to:

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What are the first quarter 2019-20 customer survey results?

Set out below, in Tables 1 and 2, are the average of the results collected in this first quarter for Hunter Water and Sydney Water. Hunter Water and Sydney Water compare favourably with the rolling averages for similar water utilities in Victoria over the last year.

Hunter Water is comparable to Barwon Water in Victoria in its customer base and functions. Similarly, Sydney Water is comparable to City West Water, South East Water and Yarra Valley Water because, between them, they supply water to the Melbourne region in Victoria. The ESC shares the Victorian utilities' results on its website (<https://www.esc.vic.gov.au/water/sector-performance-and-reporting/how-customers-rate-their-water-business>).

Table 11 Hunter Water's customer satisfaction results in 2019-20 Q1 compared to Barwon Water's rolling average over the last year (in Victoria)

Customer satisfaction indicator	Hunter Water	Barwon Water
How would you rate your water / waste water provider on delivering value for money?	5.8	5.9
How would you rate your trust for your water / waste water provider?	6.3	6.4
How would you rate your water / waste water providers reputation in the community?	6.5	6.5
How would you rate your satisfaction with your water / waste water provider as a service provider overall?	6.5	6.6

Note: The customer satisfaction scores are out of 10 (10 = excellent and 0 = poor).

Table 2 Sydney Water's customer satisfaction results in 2019-20 Q1 compared to the rolling averages over the last year for similar utilities in Victoria

Customer satisfaction indicator	Sydney Water	City West Water	South East Water	Yarra Valley Water
How would you rate your water / waste water provider on delivering value for money?	6.3	5.6	6.3	6.0
How would you rate your trust for your water / waste water provider?	6.5	6.0	6.5	6.6
How would you rate your water / waste water providers reputation in the community?	6.6	6.0	6.7	6.6
How would you rate your satisfaction with your water / waste water provider as a service provider overall?	6.8	6.3	6.8	6.7

Note: The customer satisfaction scores are out of 10 (10 = excellent and 0 = poor).