



Water utility customer satisfaction survey for August 2020 to July 2021

22 September 2021

1 What is the customer satisfaction survey?

IPART conducts a customer satisfaction survey (Survey) 4 times a year to understand how satisfied customers are with their water providers. In NSW, these water providers include Sydney Water, Hunter Water and Central Coast Council (NSW water utilities).

We have published the results of the Survey in section 2 of this fact sheet, comparing the results for the NSW water utilities to those for water utilities in Victoria that are similar in function and customer base. The Essential Services Commission (ESC) surveys the Victorian water utilities' customers, using the same Survey, and publishes the results on its [website](#).

Sydney Water performed favourably when compared to similar utilities in Victoria in the November 2020 to July 2021 period. Hunter Water and Central Coast Council had mixed results.

2 How did the NSW water utilities perform?

We have set out the customer satisfaction results for the NSW water utilities in Figures 1 and 2.

- i** We ask customers 4 questions in the Survey (responses rated from 0-10):
- How would you rate your water/wastewater provider on delivering value for money?
 - How would you rate your trust for your water/wastewater provider?
 - How would you rate your water/wastewater provider's reputation in the community?
 - How would you rate your satisfaction with your water/wastewater provider as a service provider overall?

Each graph in Figures 1 and 2 corresponds to the customer satisfaction results for each of the 4 questions that we ask the customers.

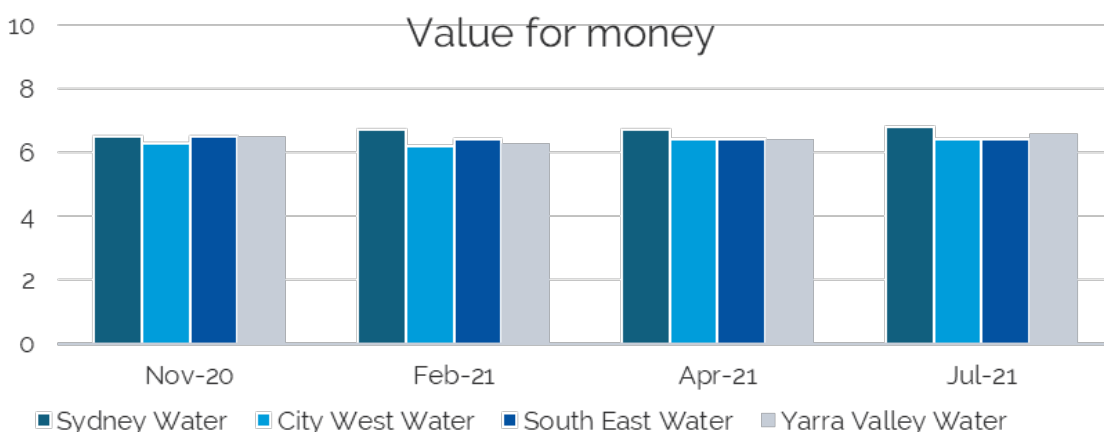
We have compared Sydney Water's results with the results of Greater Western Water (City West Water),^a South East Water, and Yarra Valley Water in Victoria. Between them, the 3 Victorian water utilities supply water to the Melbourne region. Similarly, we have compared Hunter Water and Central Coast Council's results with each other's and with Barwon Water's results (in Victoria).

For Sydney Water and Hunter Water, the graphs include the rolling annual averages of the customer satisfaction results for the previous year. For example, the February 2021 result is an average of the results recorded in April, August and November 2020 and February 2021. Similarly, the July 2021 result is an average of the results in November 2020 and February, April and July 2021.

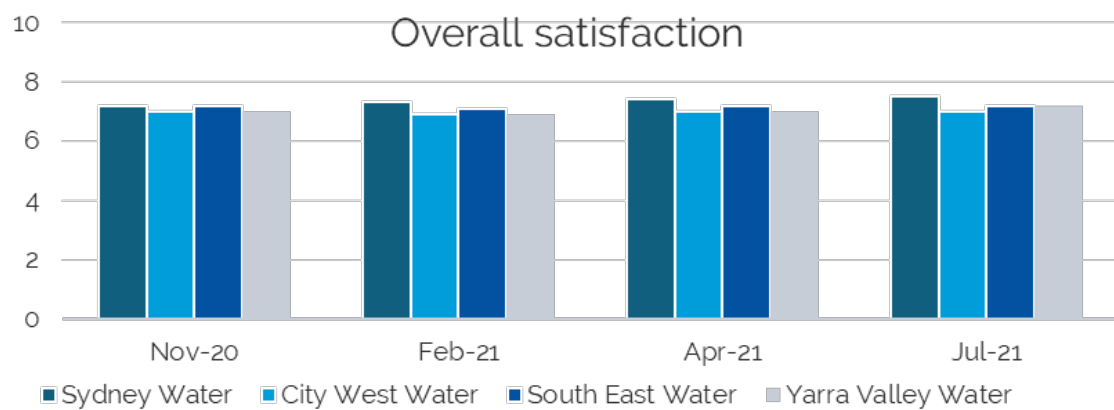
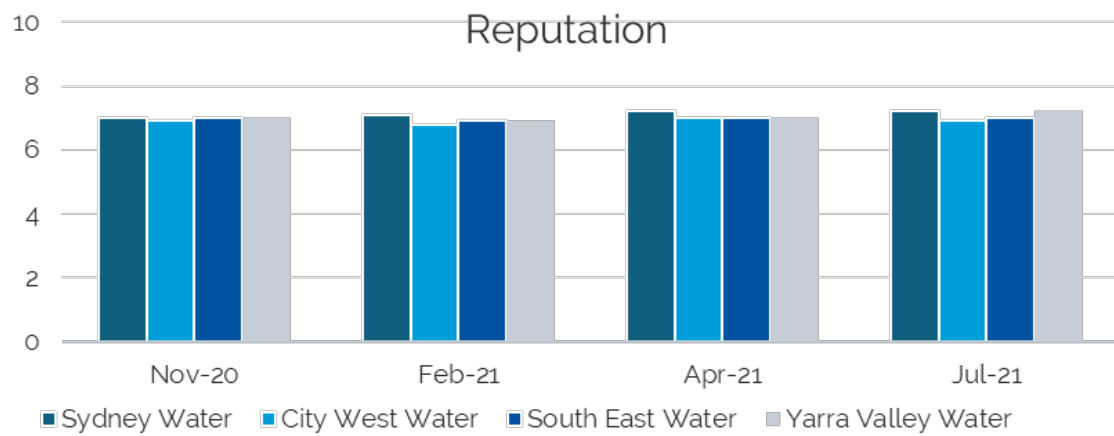
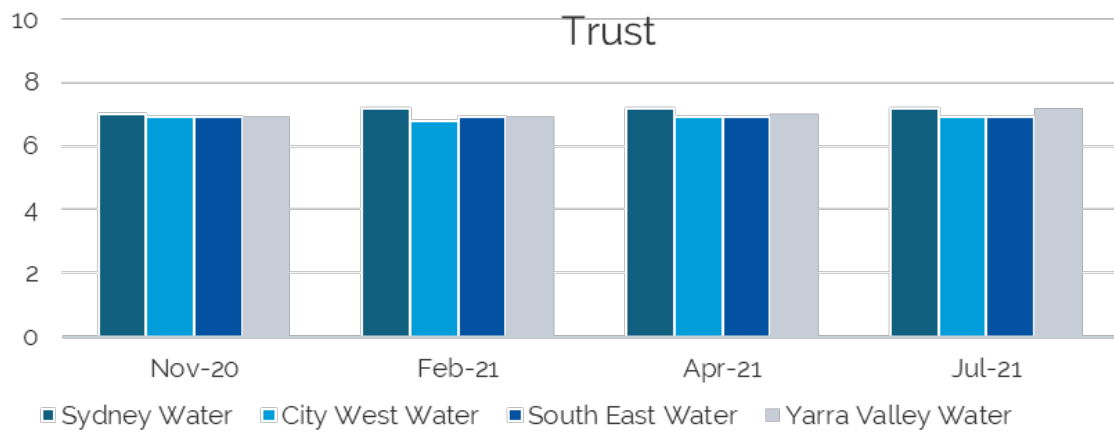
As 2020-21 was the first year that we surveyed Central Coast Council, we have only included rolling annual averages at April and July 2021. We will have more data for Central Coast Council as we continue the Survey in 2021-22.

i Sydney Water's results have remained stable.
 Figure 1 shows that Sydney Water's results have remained relatively stable in the past year. Further, Sydney Water has performed favourably when compared to the Victorian water utilities.

Figure 1 Customer satisfaction results for Sydney Water and City West Water, South East Water and Yarra Valley Water (Vic) scored from 0-10



^a On 1 July 2021, Greater Western Water was formed by the amalgamation of Western Water and City West Water. The ESC separately surveyed the customers of the previous Western Water and City West Water. We only compare Sydney Water's results with those of the previous City West Water.

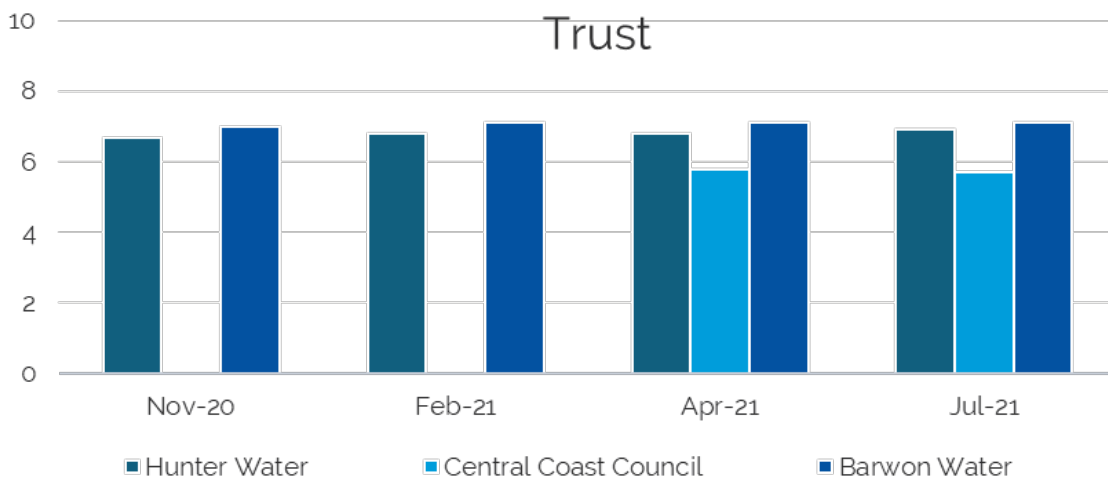
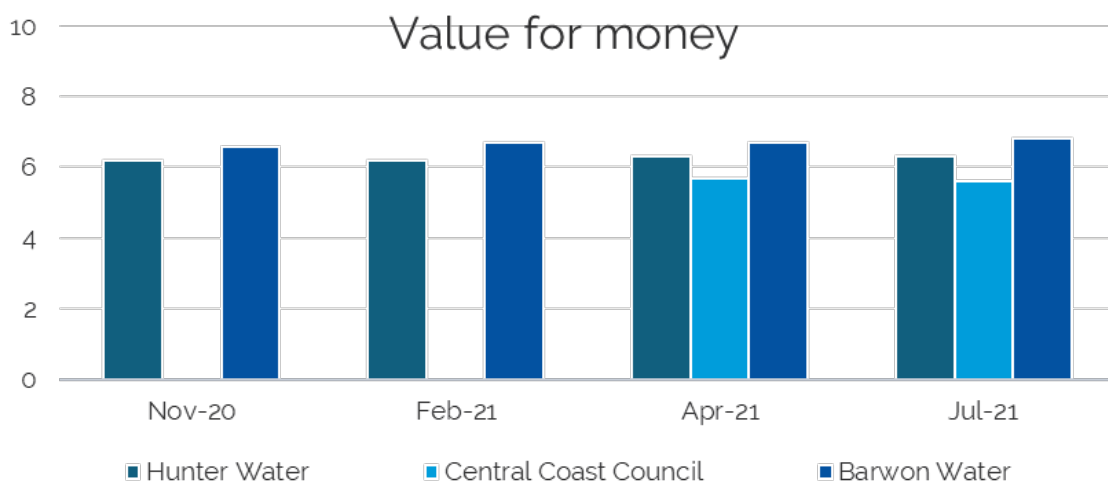


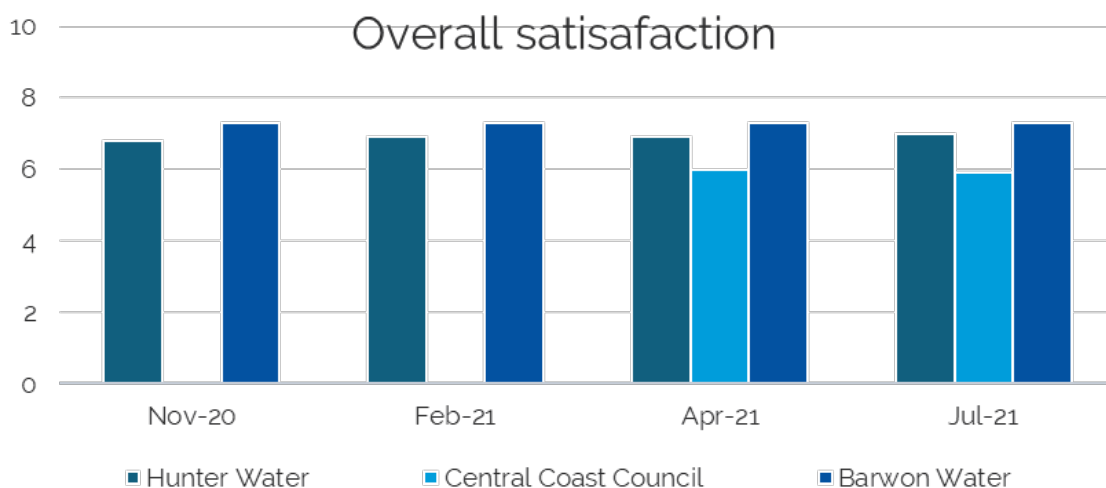
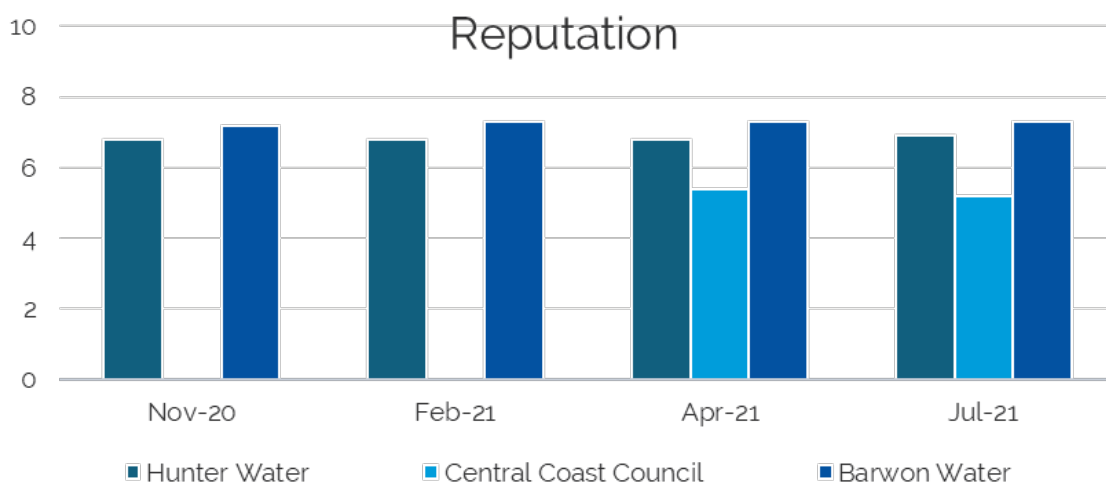
i Hunter Water's results have remained stable.

Neither Hunter Water nor Central Coast Council performed as well as Barwon Water in Victoria.

We have not yet collected enough data on Central Coast Council to draw accurate conclusions about its performance, having only surveyed its customers since 2020-21. Future surveys may provide greater clarity on Central Coast Council's performance.

Figure 2 Customer satisfaction results for Hunter Water, Central Coast Council and Barwon Water (Vic) scored from 0-10





3 Why are we conducting the Survey?

i Customer satisfaction is an indicator of the effectiveness of the utilities' services.

It helps to protect customers' interests, particularly in NSW where the public water utilities largely operate as monopoly suppliers.

4 How do we conduct the Survey?

We have been surveying Sydney Water and Hunter Water customers since 2019. We included Central Coast Council in the Survey in the 2020-21 financial year.

We survey customers for their views on their utility 4 times a year. In each round of the Survey, we aim to survey 100 customers per utility, totalling around 400 customers per utility per year.

Due to the limited availability of comparable water utilities in NSW, we use the same Survey as the ESC uses in Victoria, to allow us to compare the NSW water utilities' performance with similar water utilities in Victoria.

5 What next and who to speak to?

We will publish the next round of Survey results by December 2021. Please direct any enquiries to Mamata Titus, Principal Analyst, on (02) 9113 7750 or at mamata_titus@ipart.nsw.gov.au.