

# Water utility customer satisfaction survey results – August 2022

13 September 2022

## 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). Since we started the Survey, Sydney Water and Hunter Water's performance has increased but Central Coast Council's performance has decreased. However, these changes are marginal.

We have published the results of the Survey until August 2022 in section 2 of this fact sheet. We have compared the results 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](#).

## 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:
- 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 asked the customers.

We have compared Sydney Water's results with the results of Greater Western Water (City West Water),<sup>a</sup> 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).

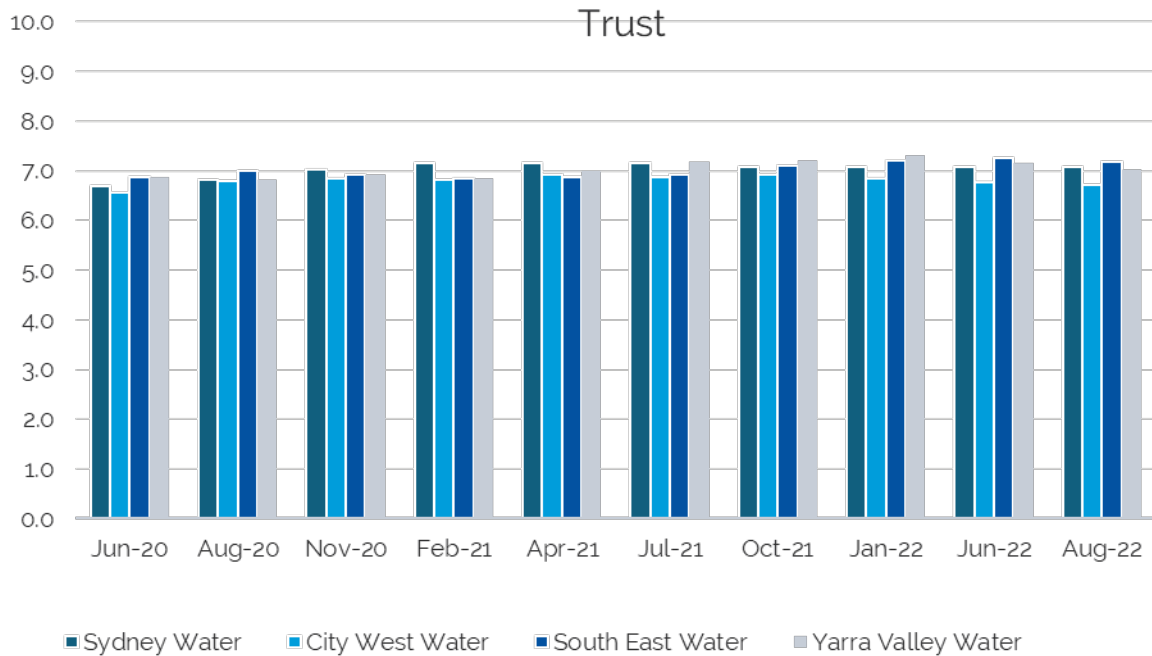
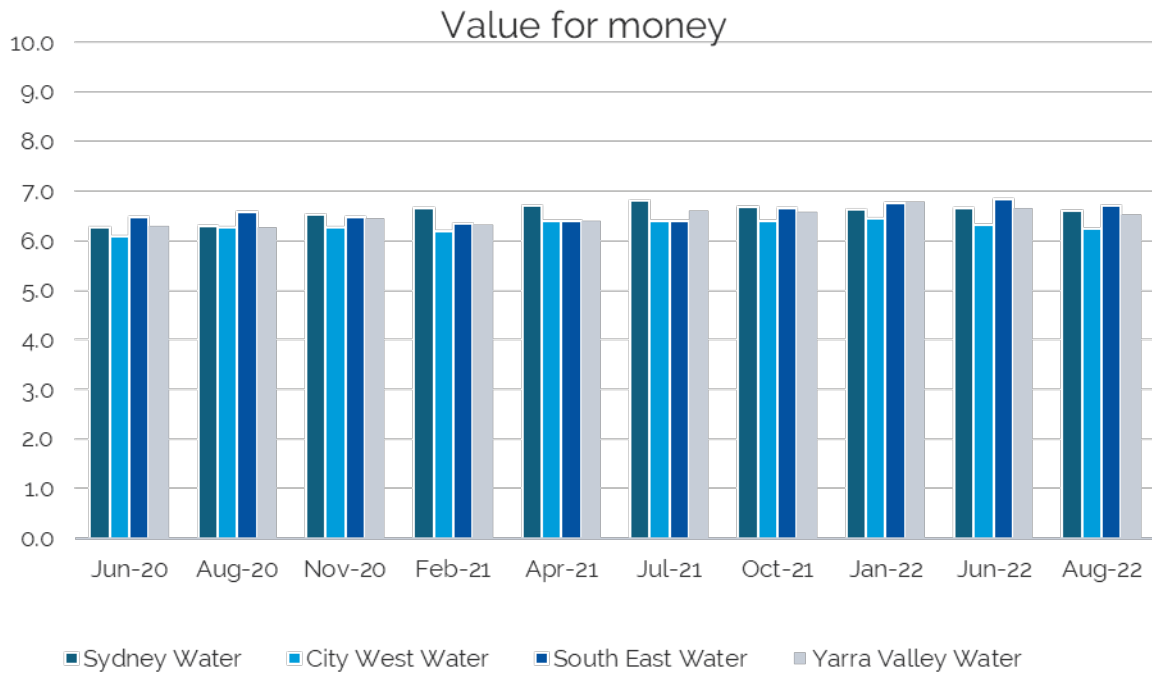
The graphs include the rolling annual averages of the customer satisfaction results collected 4 times over the previous year. For example, the October 2021 results are averages of the Survey results collected in February, April, July and October 2021 and the August 2022 results are averages of the Survey collected in October 2021 and January, June and August 2022.

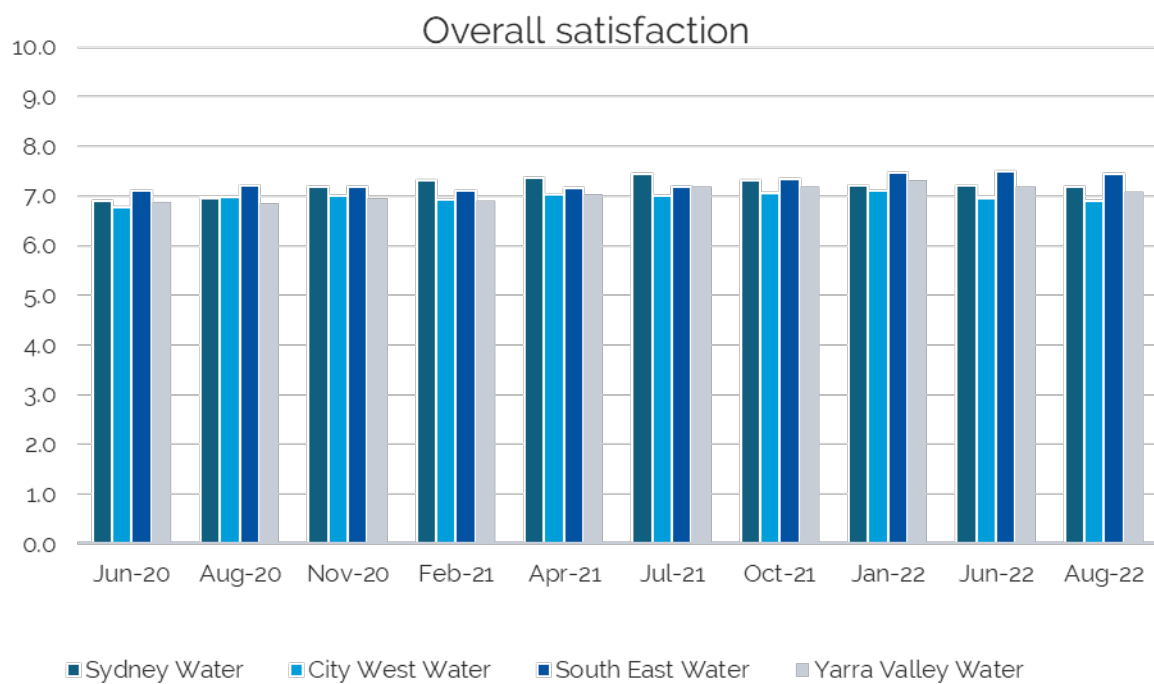
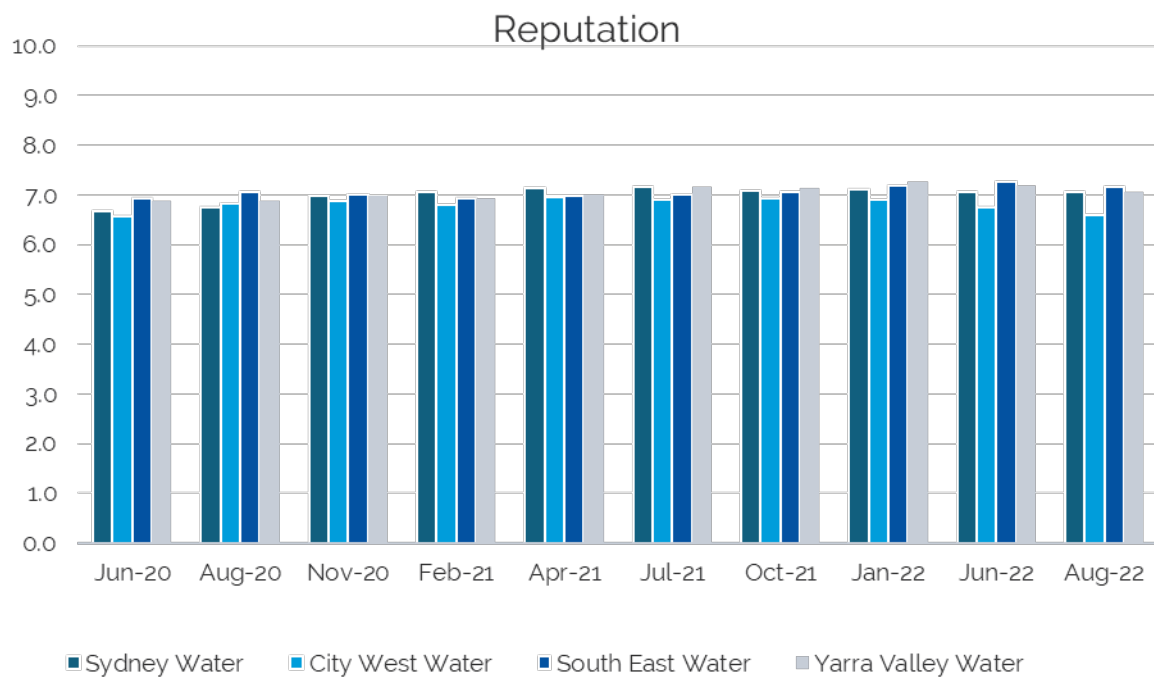
### 2.1 Sydney Water's results

- i** Sydney Water's results have remained stable.
- Figure 1 shows that Sydney Water's results remain fairly stable with a slight increase in performance. Its performance is on par with similar utilities in Victoria.

<sup>a</sup> On 1 July 2021, Greater Western Water was formed by the amalgamation of Western Water and City West Water. The ESC continues to separately survey the customers of the previous Western Water and City West Water. We have compared Sydney Water's results with those of the previous City West Water.

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



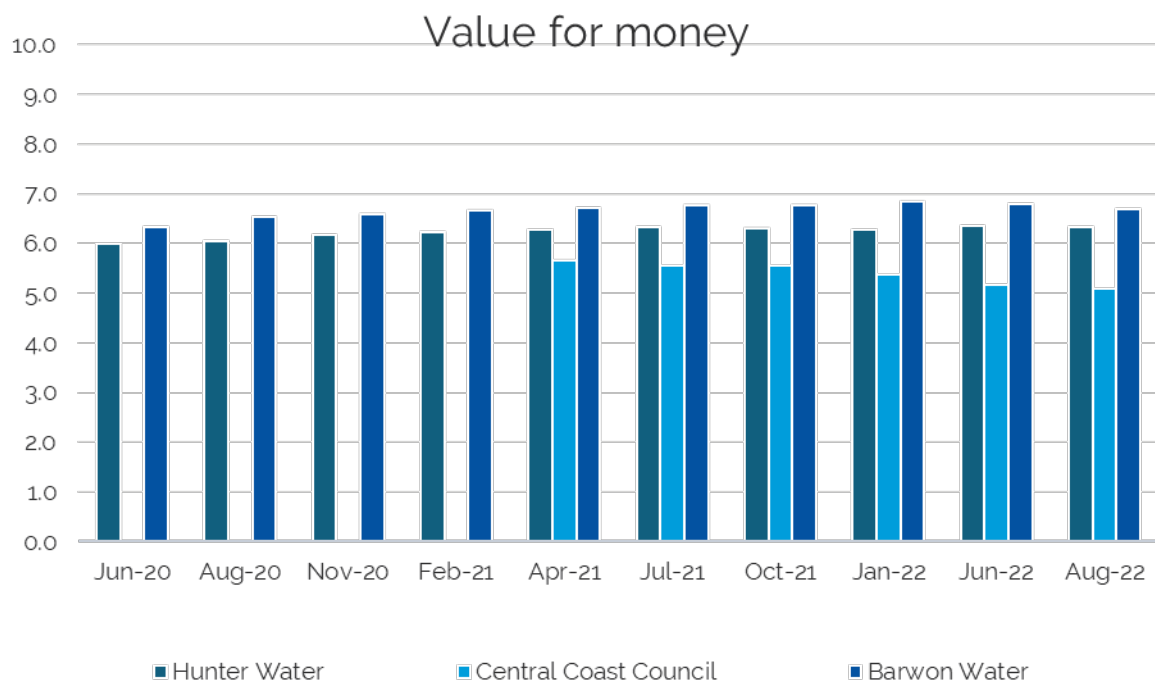


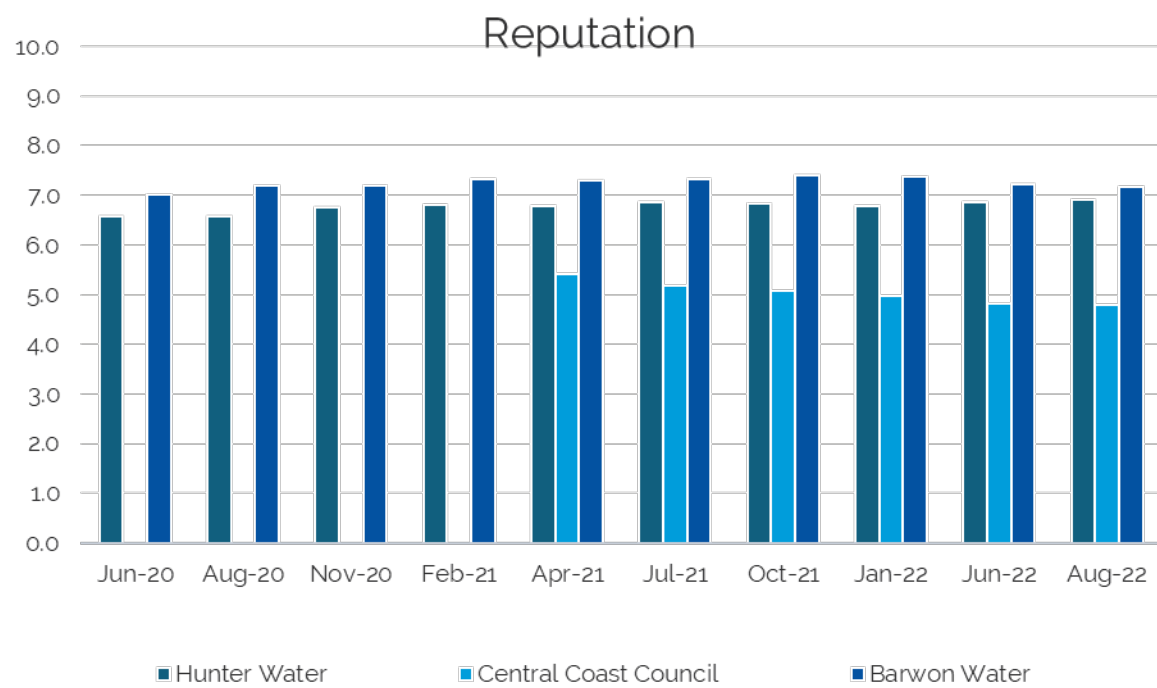
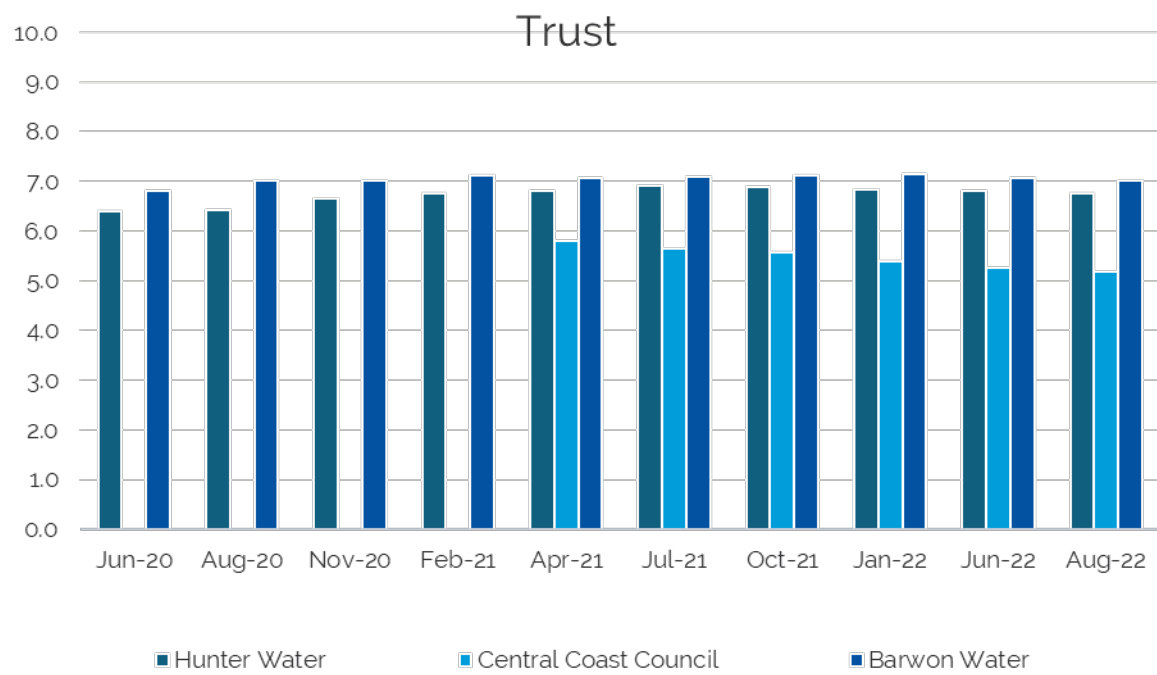
## 2.2 Hunter Water's and Central Coast Council's results

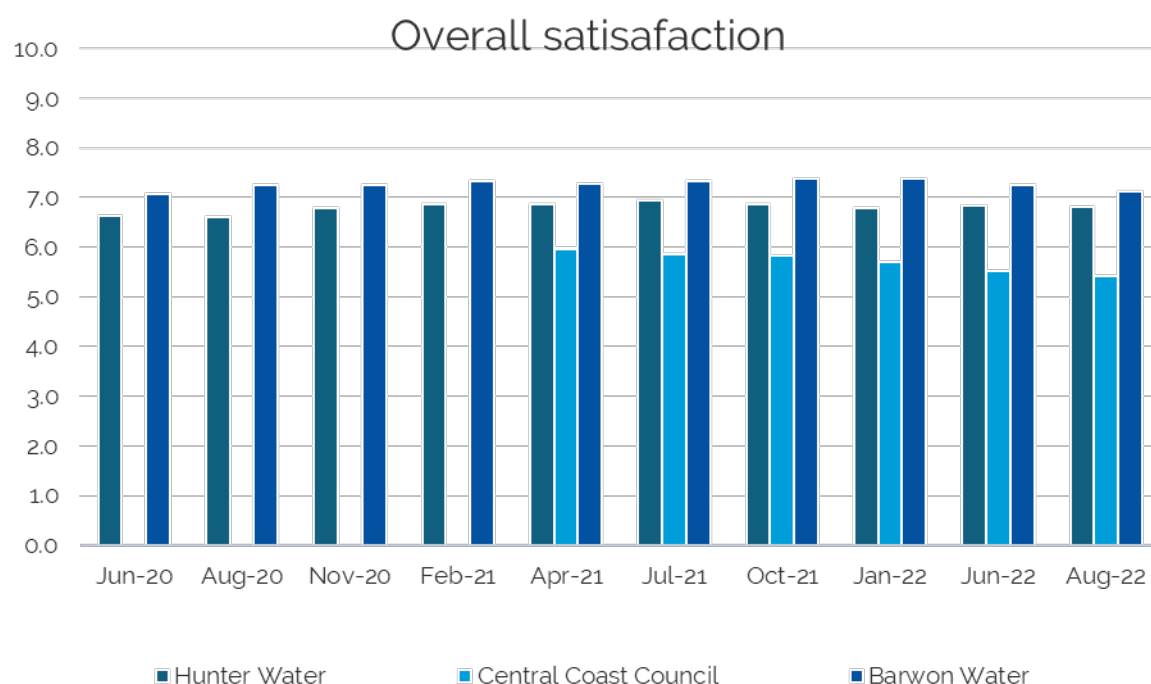
**i** Hunter Water's and Central Coast Council's results have remained stable.

Hunter Water's performance has remained stable with a slight increase but Central Coast Council's performance has slightly decreased. Neither of these utilities have done as well Barwon Water in Victoria.

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 October 2022. Please direct any enquiries to Mamata Titus, Principal Analyst, on (02) 9113 7750 or at [mamata\\_titus@ipart.nsw.gov.au](mailto:mamata_titus@ipart.nsw.gov.au).

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