



Water utility customer satisfaction survey results

21 October 2024

1 What is the customer satisfaction survey?

IPART conducts a customer satisfaction survey (Survey) 4 times a year to understand how satisfied Central Coast Council's customers are with its services. We have been surveying Central Coast Council's customers since August 2020.

We first began the Survey in July 2019 but at the time we only surveyed Hunter Water's and Sydney Water's customers. We included Central Coast Council's customers in the Survey from August 2020. We stopped surveying Hunter Water and Sydney Water customers in June 2023.^a

We expect to publish the result of our next Survey by January 2024.

2 Why survey Central Coast Council and how did it perform?

We conduct the Survey to assess customer perceptions of the level of service that Central Coast Council provides. Understanding customer satisfaction is an indicator of the effectiveness of a utility's services. Central Coast Council does not otherwise have to consult customers about their satisfaction with their services.

We set out results of the Survey in **Figure 1** of this fact sheet. The results show that customer satisfaction has not varied substantially since we began surveying Central Coast Council's customers. We assess customers' overall satisfaction and specifically their satisfaction with the value for money they receive, how much they trust Central Coast Council and how they view Central Coast Council's reputation.

^a We commenced reporting customer satisfaction data in April 2021, once sufficient data was available to determine averages.

For each of these areas, customer satisfaction was highest when we first began surveying Central Coast Council's customers in 2020-21, and then it slightly decreased. Over 2023-24, customer satisfaction began to increase to just below April-2021 levels. However, customer satisfaction decreased again slightly by the end of the financial year.

We have compared Central Coast Council's results with 3 Victorian utilities which are similar in function and customer base: Barwon Water, Goulburn Valley Water and Central Highlands Water. Central Coast Council has not performed as well as any of these utilities.

The Essential Services Commission (ESC) surveys the Victorian water utilities' customers with the same 4 focus questions. The most recent results can be found on its [website](#).

3 What did the Survey show?

We survey Central Coast Council's customers 4 times a year to understand their satisfaction with the services they are provided. In each round of the Survey, we aim to survey around 100 customers, totalling around 400 customers each year. We ask customers the following 4 questions during the Survey and each graph in **Figure 1** corresponds to these questions:^b

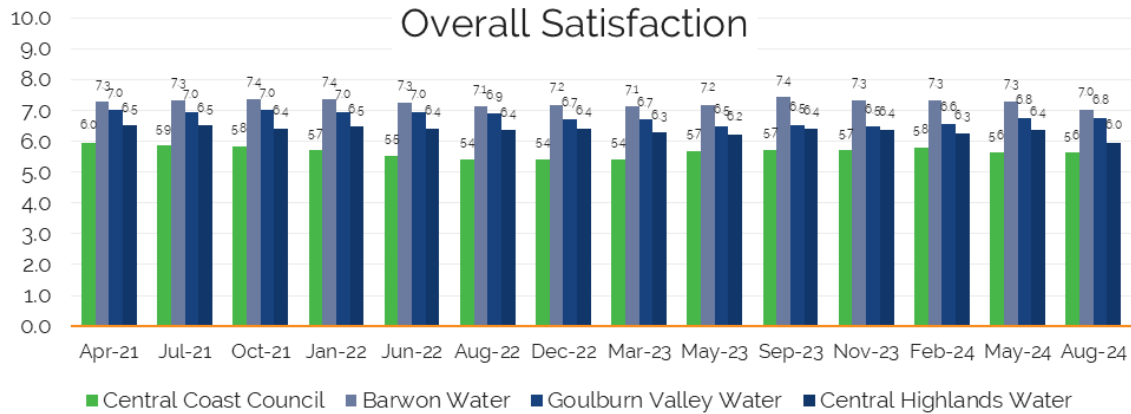
1. How would you rate your satisfaction with your water/wastewater provider as a service provider overall?
2. How would you rate your water/wastewater provider on delivering value for money?
3. How would you rate your trust for your water/wastewater provider?
4. How would you rate your water/wastewater provider's reputation in the community?

We summarise the Survey results in **Figure 1**. The graphs show the annual rolling average score for each question over the past 4 rounds of the Survey. For example, the August 2024 results are the averages of Survey results collected in November 2023, February 2024, May 2024 and August 2024.

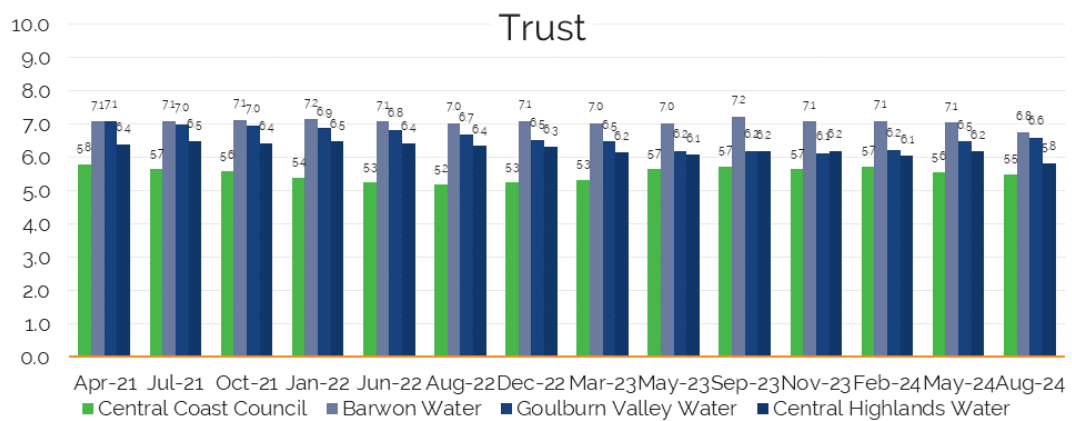
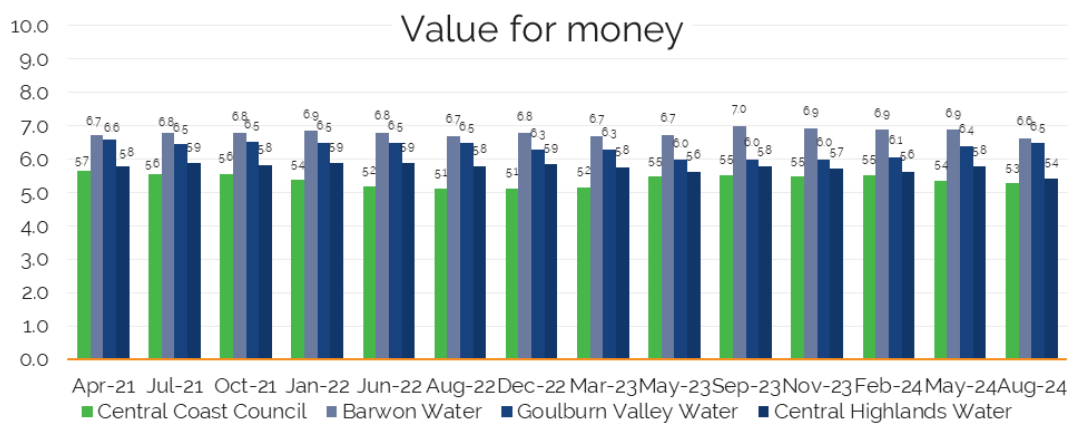
We did not survey Hunter Water or Sydney Water's customers this financial year. However, for information, we note their historical averages at the bottom of the graph for "overall satisfaction" in **Figure 1**.

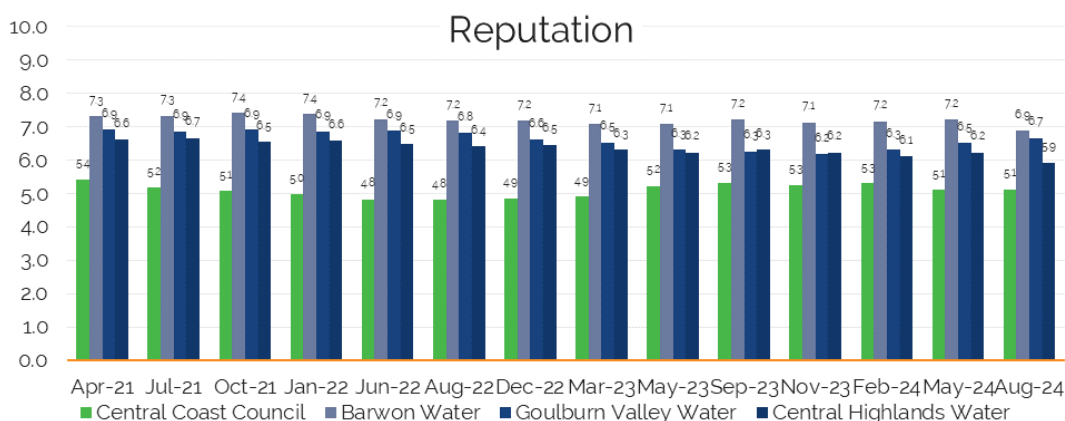
^b The questions are not necessarily presented in this order.

Figure 1 Customer satisfaction results (annual rolling averages) for Central Coast Council and comparators in Victoria



Note: Over the 3-year period (June 2020-May 2023) that we surveyed Hunter Water's customers its 'overall satisfaction' score averaged 6.9. During that same period, Sydney Water had an 'overall satisfaction' average of 7.1.





4 Why do we no longer survey Hunter Water and Sydney Water's customers?

We stopped surveying Hunter Water and Sydney Water's customers as they were performing well and there was negligible variation in Survey results from 2019 to 2023. We consider that the costs of continuing the Survey, which are ultimately borne by the people of NSW, did not outweigh the benefits. Discontinuing the Survey does not mean that customers no longer have a voice. Both Sydney Water and Hunter Water must engage with customers to understand their needs and preferences in preparation for pricing reviews under [IPART's new 3Cs framework](#). The Tribunal may consider a return to surveying Sydney Water and Hunter Water customers to benchmark their satisfaction results in the future.

As Central Coast Council does not have the same requirement to engage with its customers until it is preparing for its next pricing review in 2026, we have continued to survey its customers. We consider it important to continue to test customers' perspectives on Central Coast Council given its past performance is below that of Sydney Water and Hunter Water.

5 Who can I contact if I have questions?

Please direct any enquiries to Nahrain Oshana, Analyst, on (02) 9019 1962 or at nahrain.oshana@ipart.nsw.gov.au.