

# Water utility customer satisfaction survey results – November 2020 to October 2021

15 November 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 for the November 2020 to October 2021 year 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](#).

Sydney Water performed favourably when compared to similar utilities in Victoria in this 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:
- 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).

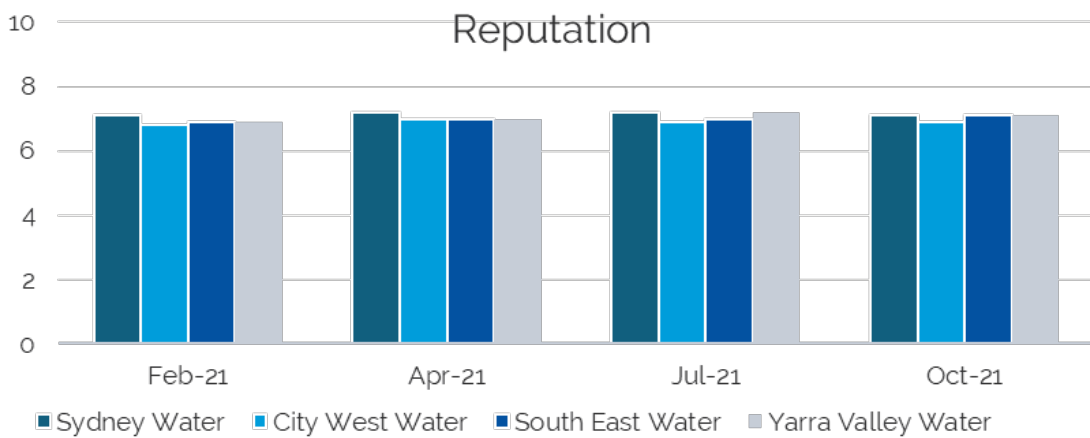
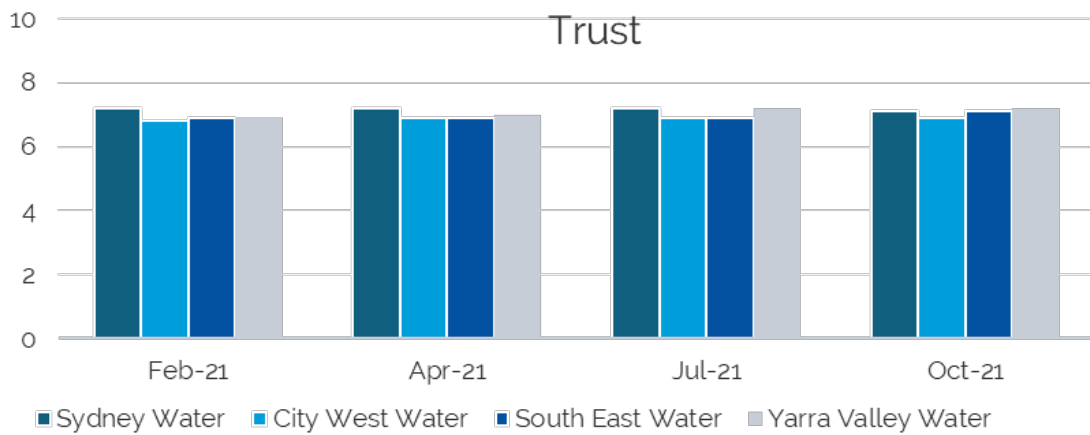
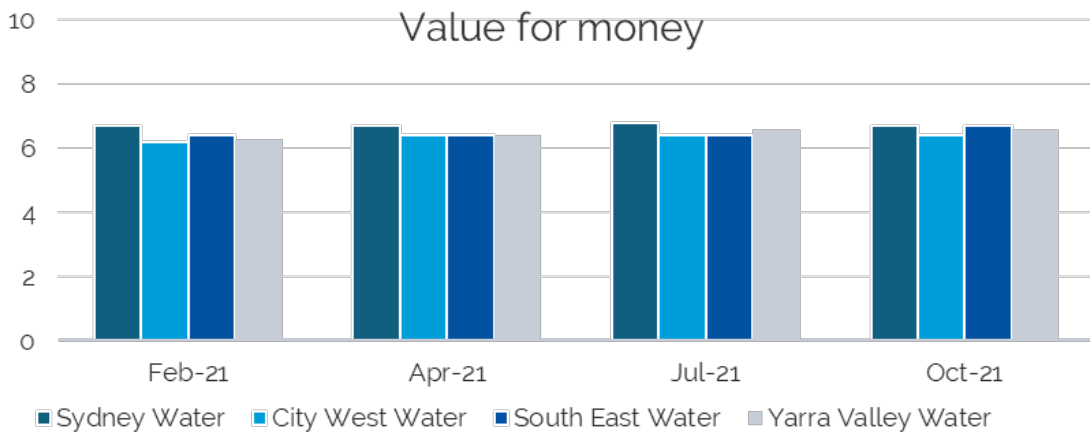
The graphs include the rolling annual averages of the customer satisfaction results collected four times over the previous year. For example, the February 2021 results are averages of the Survey results collected in April, August and November 2020 and February 2021. Similarly, the October 2021 results are averages of the Survey results collected in February, April, July and October 2021.

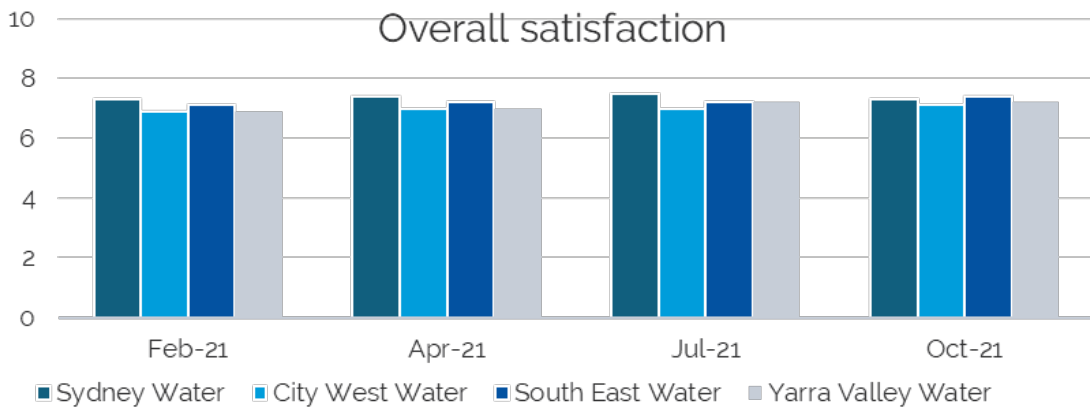
### 2.1 Sydney Water's results

- 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.

<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



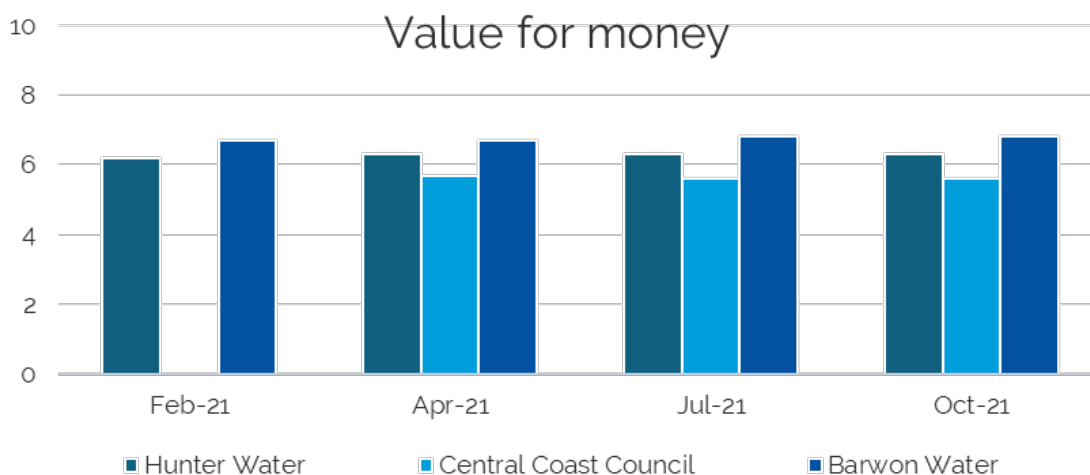


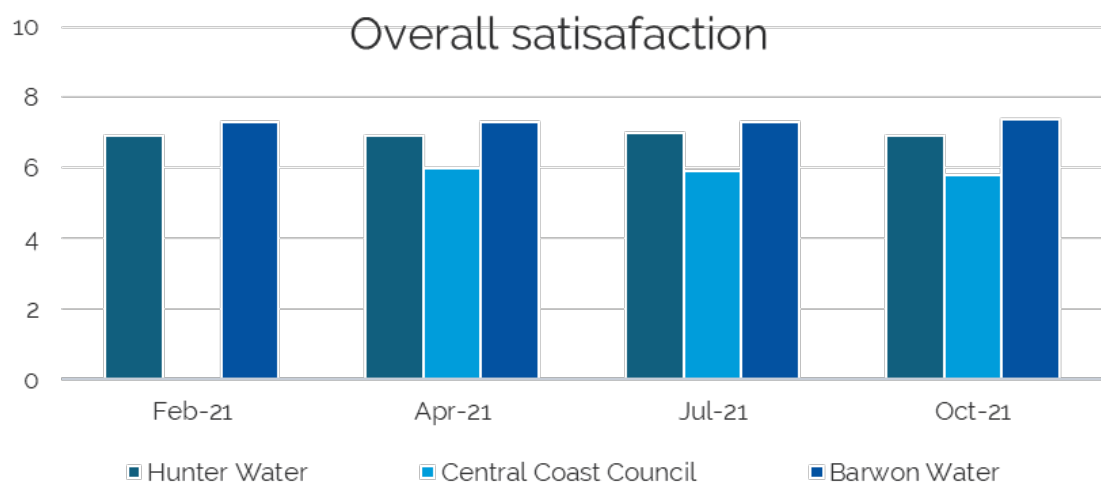
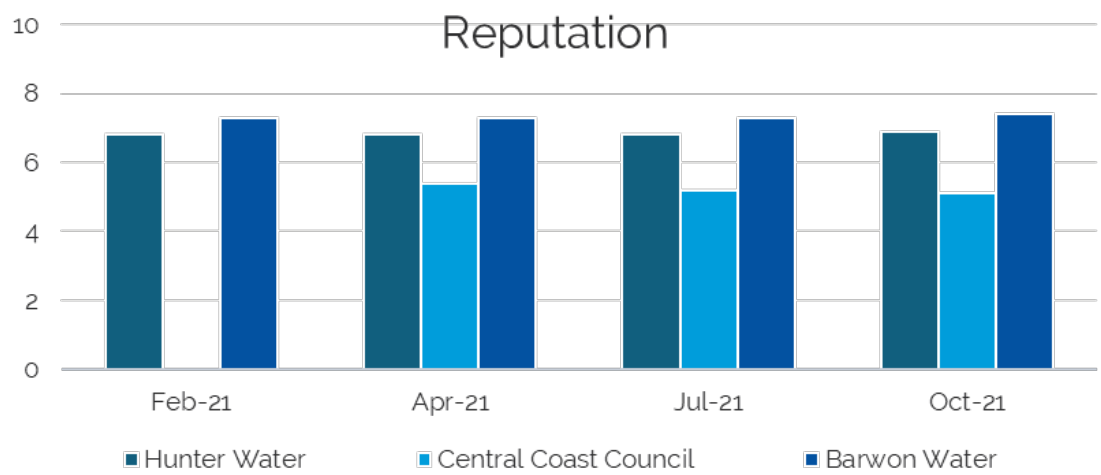
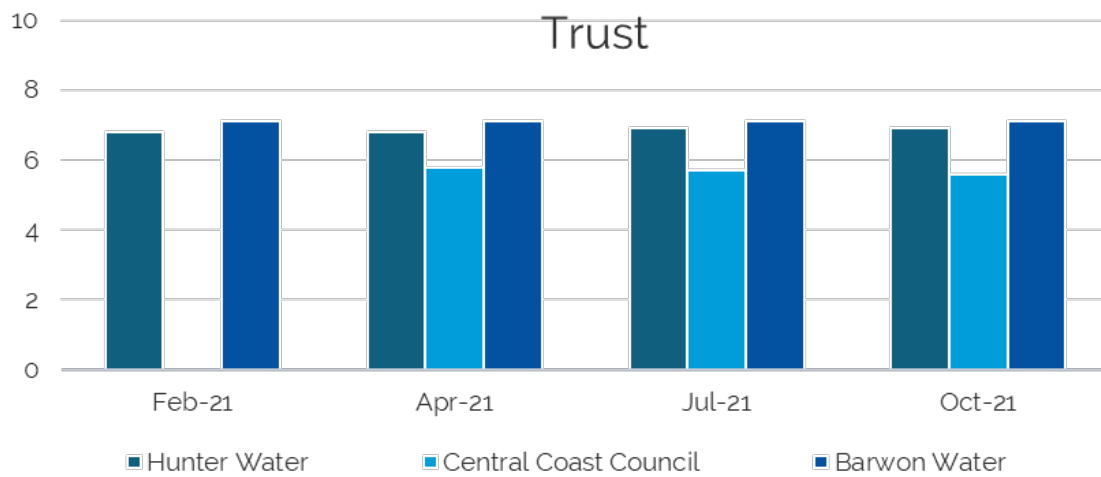
## 2.2 Hunter Water's and Central Coast Council's results

**i** Hunter Water's and Central Coast Council's results have remained stable. Neither Hunter Water nor Central Coast Council performed as well as Barwon Water in Victoria.

As 2020-21 was the first year that we surveyed Central Coast Council, we have only included rolling annual averages at April, July and October 2021 in Figure 2 below. We will have more data for Central Coast Council as we continue the Survey.

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?

 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 March 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).