

31 March 2021

WHAT

IPART is undertaking a water utility customer satisfaction survey for Sydney Water, Hunter Water and Central Coast Council.

We have been surveying Sydney Water and Hunter Water customers since the 2019-20 financial year. We included Central Coast Council in the survey in this 2020-21 financial year.

WHY

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

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

WHO

We have surveyed customers of Sydney Water, Hunter Water and Central Coast Council.

HOW

We are using the same organisation as last year to survey Sydney Water, Hunter Water and Central Coast Council's customers.

We ask customers for their views on their water service provider four times a year.

We have already conducted the survey three times this financial year (in August and November 2020 and in February 2021). We will conduct it again one more time this financial year.

The same organisation surveys water utility customers in Victoria, on behalf of the Essential Services Commission (ESC). The ESC shares the results from these surveys on its website (www.esc.vic.gov.au).

On the next page, we have included the average of Sydney Water and Hunter Water's customer satisfaction results over the past year, and Central Coast Council's averaged results from three rounds of the survey. Sydney Water is compared with similar utilities in Victoria. Hunter Water and Central Coast Council are compared against each other and against Barwon Water in Victoria.

WHAT NEXT

We will next survey and publish the results for Sydney Water, Hunter Water and Central Coast Council customers by July 2021.

Please direct any enquiries to:

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What are the customer satisfaction results?

We have set out the customer satisfaction results for Sydney Water, Hunter Water and Central Coast Council in Tables 1 and 2. Sydney Water and Hunter Water's results are the average of the results over the past year. Central Coast Council's results are the average over the last three surveys.

Sydney Water is comparable to City West Water, South East Water and Yarra Valley Water in Victoria. Between them, the three Victorian utilities supply water to the Melbourne region. Hunter Water and Central Coast Council are comparable to each other and to Barwon Water in Victoria.

Sydney Water continues to perform favourably compared to the Victorian utilities, as demonstrated in Table 1. Table 2 shows that Hunter Water's average results are not as high as Barwon Water's.

Central Coast Council has not performed as well as Hunter Water or Barwon Water. Further, its results have generally declined since the August 2020 survey. More data collected in future surveys will provide greater clarity about customer perception of Central Coast Council.

Table 1 Sydney Water's customer satisfaction results (scored out of 10)

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?	6.7	6.2	6.4	6.3
How would you rate your trust for your water / waste water provider?	7.2	6.8	6.9	6.9
How would you rate your water / waste water provider's reputation in the community?	7.1	6.8	6.9	6.9
How would you rate your satisfaction with your water / waste water provider as a service provider overall?	7.3	6.9	7.1	6.9

Note: All results are the average of results obtained from surveys undertaken in June 2020, August 2020, November 2020 and February 2021.

Table 2 Hunter Water and Central Coast Council's customer satisfaction results (scored out of 10)

Customer satisfaction indicator	Hunter Water	Central Coast Council	Barwon Water
	(Average over last year)	(Average over three surveys in 2020-21)	(Average over last year)
How would you rate your water / waste water provider on delivering value for money?	6.2	5.8	6.7
How would you rate your trust for your water / waste water provider?	6.8	6.0	7.1
How would you rate your water / waste water provider's reputation in the community?	6.8	5.6	7.2
How would you rate your satisfaction with your water / waste water provider as a service provider overall?	6.9	6.1	7.3

Note: Hunter Water and Barwon Water's results are the average of results obtained from surveys undertaken in June 2020, August 2020, November 2020 and February 2021. Central Coast Council's results are the average of results from surveys undertaken in August 2020, November 2020 and February 2021.