



Choose your water future
SURVEY INSIGHTS

Price Submission Customer insights

The survey data below shows a strong customer focus on drinking water taste and reliability, affordable bills and responding to climate change.

What you told us - Satisfaction levels overall with:



What customers expect from their water provider?

Provide safe and clean drinking water that looks and tastes the same every time

Provide reliable water and wastewater services

Friendly and accessible customer service

Ensure bills are affordable for everyone

Plan for, and adapt to climate change

The outcomes customers seek from Westernport Water:

Reliable water and wastewater services

Responsive maintenance

Environmentally sustainable operations plan for future climate challenges

Provide consistently great tasting water

Accessible customer service

Enhanced value for money