

We have been consistently rated by customers **top 3 for value for money, trust, reputation and performance** across all Victorian water businesses

Over the past 5 years, we have been listening to our customers ...



Some of the things we've been hearing ...

Protect and enhance our
precious natural
environment

Move away from rivers

Give me support when I
need it most

Support programs are valued
and effective

Help us drive a clean
and green regional
economy

Partner with Traditional
Owners and respect their
Country

Partner with me so I can be
more sustainable

Deliver me innovative
services that I can rely on

Community expectations are
changing the regulatory
environment

Transition to climate
independent water sources

Customer outcomes are
the right ones

Expand recycled water use