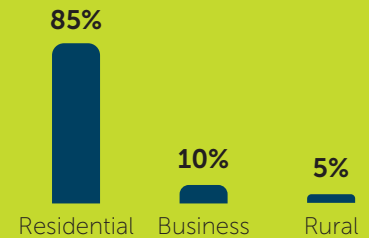
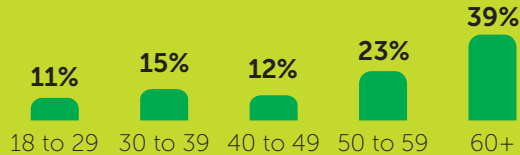


Summary: Overall satisfaction

Who we spoke to



REASONS WHY CUSTOMERS DID NOT RATE US 10/10

9 in 10 (85%) customers were satisfied overall



1 in 2

would favourably speak about us



NET PROMOTER SCORE +16
(Up from +11 in 2024)

7 in 10

(70%) customers trust Wannon Water



Trust significantly increased among younger residents aged 18 to 34, following a decline in trust levels in 2024



WHAT DRIVES OVERALL SATISFACTION?

	Those who had contact with Wannon Water in P12M	Those who did not have contact with Wannon Water in P12M
Value for money	20%	20%
Water supply reliability	13%	8%
Water quality	9%	16%
Information provided by Wannon Water	9%	17%
Customer service	8%	—
Sewerage reliability	5%	7%
Other factors	36%	32%

[R² = 0.64 (64% of overall confidence explained by the model)]

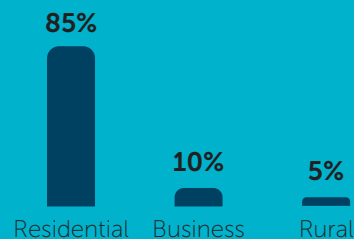
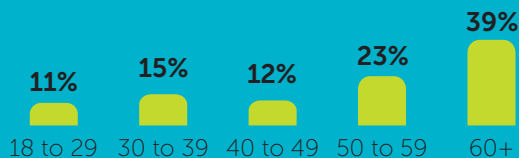
[R² = 0.68 (68% of overall confidence explained by the model)]

% strongly (9-10) agree with the statement:
"I trust Wannon Water"

	18 to 34 years	35 to 59 years	60+ years
2020	60%	41%	50%
2021	58%	36%	47%
2022	55%	30%	45%
2023	47%	39%	41%
2024	43%	35%	46%
2025	60%	39%	48%

Summary: Water quality and supply reliability

Who we spoke to



3 in 4

(78%) customers satisfied with their **water quality**

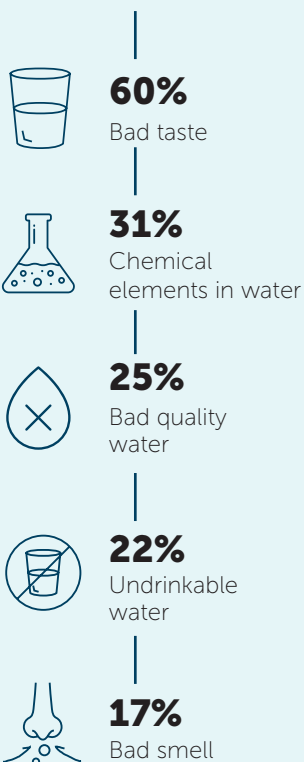
Average score: **7.3**

9 in 10

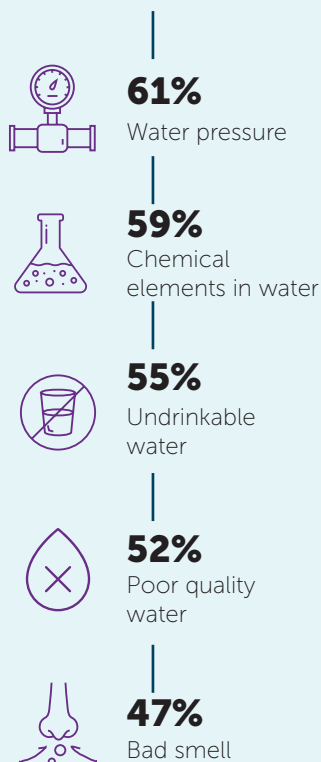
(95%) customers satisfied with their **water supply reliability**

Average score: **8.9**

REASONS CUSTOMERS WERE DISSATISFIED



REASONS CUSTOMERS WERE DISSATISFIED



SATISFACTION WITH ASPECTS OF WATER QUALITY (2025)



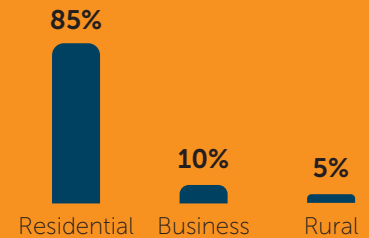
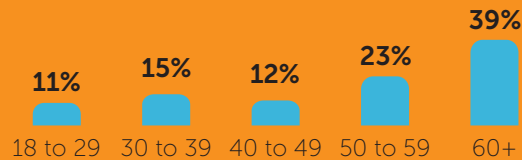
9 in 10

(89%) customers satisfied with the water pressure provided to their property



Summary: Value for money

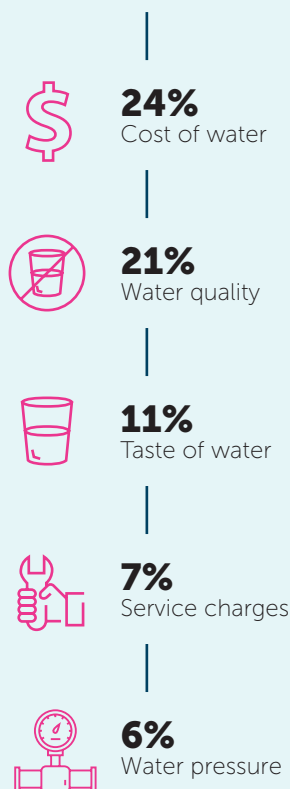
Who we spoke to



3 in 4

(75%) customers were satisfied with **Wannon Water's Value for money**

AREAS FOR IMPROVING VALUE PERCEPTIONS



RECALL OF FINANCIAL HARDSHIPS SUPPORT



51% ↑ vs 47% in 2024

of customers were aware that Wannon Water have supports available to **customers experiencing financial difficulties**

DRIVERS OF SATISFACTION WITH VALUE FOR MONEY

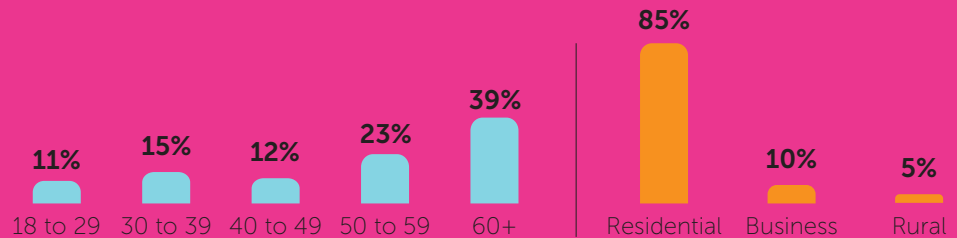
	Those who had contact with Wannon Water in P12M	Those who did not have contact with Wannon Water in P12M
Water quality	18%	16%
Water supply reliability	10%	8%
Information provided by Wannon Water	9%	28%
Sewerage reliability	9%	6%
Customer service	7%	—
Other factors	47%	41%

[R² = 0.53 (53% of overall confidence explained by the model)]

[R² = 0.59 (59% of overall confidence explained by the model)]

Summary: Information Provided

Who we spoke to



8 in 10

(81%) customers satisfied with the information provided by Wannon Water over the last 12 months

REASONS CUSTOMERS WERE DISSATISFIED



52%

Taste is inconsistent with information provided



41%

Lack of information on quality of the water



39%

Not enough information provided



38%

Lack of information on new projects / works



34%

Lack of honesty

SATISFACTION WITH ASPECTS OF INFORMATION

8 in 10

(81%) customers satisfied that the information provided was easy to understand

3 in 4

(76%) customers satisfied with getting the information when they needed it

8 in 10

(79%) customers satisfied that the information provided was relevant



71%

customers agree that Wannon Water has a good reputation in the community

55%

customers agree that Wannon Water is an organisation people would like to work for

SATISFACTION WITH WANNON WATER'S ACTIVITIES IN THE COMMUNITY

	% of customers satisfied
Providing public access to drinking water	64%
Ensuring the long term resilience of water and sewerage services	58%
Being responsive and willing to adapt as customer needs change	51%
Partnering with their communities and helping our region flourish	53%
Protecting and enhancing the environment in line with community expectations	50%
Subsidising water for greening public spaces and sports grounds	48%
Reducing carbon emissions	38%