



Business update

May – July 2024

New Operating Licence & Customer Contract

Our Operating Licence allows us to supply drinking water, wastewater services, recycled water, stormwater and other services.

IPART (Independent Pricing and Regulatory Tribunal) reviews our Operating Licence and Customer Contract about every 4 years. This review process looks at what we've done in the past and sets the standards for the future. In addition to Sydney Water's customer engagement, IPART also seeks feedback from the community and various stakeholders before making its final recommendations to the Minister for Water.

The new Operating Licence and Customer Contract will apply from 1 July 2024 to 30 June 2028. Visit sydneywater.com.au/ol to find out more.



Sydney
WATER

Our current price determination extended

The prices you pay for services are determined by IPART. Similar to the Operating Licence review, IPART reviews the past period and our price proposal. Other submissions from the community and various stakeholders are also considered in its decision.

Our current price determination was released in 2020 and was due to last 4 years, ending on 30 June 2024. This determination will be extended for one year and the review process for a new price determination will begin in September 2024. Our prices will continue to be displayed on our website and on your bill.

To find out more about the review process, visit sydneywater.com.au/ourprices



Quarterly water quality report summary



Our water quality monitoring program confirmed that Greater Sydney's drinking water was high quality and safe from October to December 2023, meeting the high standards set by the Australian Drinking Water Guidelines.

You can find the detailed quarterly water quality report for your area at sydneywater.com.au/wateranalysis.

Contact us

Call us on [13 20 92](tel:132092)

Write to us at Sydney Water
PO Box 399, Parramatta NSW 2124

Report a leak or fault on [13 20 90](tel:132092)

Visit us online at sydneywater.com.au

**We speak
your language**

For a free phone
interpreter service, **call**
[13 14 50](tel:131450)

