



Media Release

14 SEPTEMBER 2022

Sydney Water thanks customers and offers financial assistance

Sydney Water thanks customers for their patience following the recent water main break in the Lane Cove area.

Sydney Water's Manager Director Roch Cheroux has again apologised for the inconvenience and confirmed impacted customers will be offered financial assistance.

"We deeply apologise to the community and would like to offer assistance to impacted customers via a \$200 credit on their next water bill.

"This financial assistance acknowledges the inconvenience and disruption this water main break has caused," said Mr Cheroux.

Impacted customers will be eligible for Sydney Water's \$40 unplanned water service rebate, which will be applied to their next quarterly bill.

In addition, customers will be credited \$160 in fixed service charges on their next quarterly account.

Sydney Water is making this offer as a gesture of goodwill to acknowledge the unique nature of this outage, which affected customers for longer than expected due to the complexity and location of the main break.

Customers are also able to access further financial assistance via a claim for injury or for loss or damage. For more information on making a claim please visit sydneywater.com.au/claim.

Sydney Water would like to thank the community for sticking with us and deeply apologises for this recent disruption.

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