



# Business update

November 2023 – January 2024

## Hidden leaks and your bottom line

Leaks and inefficient processes could cost your business thousands of dollars each year and waste tens of thousands of litres of water. By providing real-time data, our online water monitoring program can help you detect unusual water usage, which may be caused by a hidden leak.

**Case study:** In 2023, a marina installed 5 data loggers across 3 of its sites. Online monitoring quickly helped pinpoint costly underwater leaks. The combined loss was about 23 litres of water per minute, or 11,000 kilolitres per year. Fixing those leaks provided a potential business saving of \$30,000 per year. They wouldn't have been identified without smart metering.

We're keen for businesses to go greener and take control of water use. That's why we subsidise our online monitoring program for eligible customers. Could this help your business? Visit our [online monitoring](#) page to find out more or [email us](#).

## Do you know your benchmark?

The first step to using water more effectively is to understand how you use it. You do this by setting your business benchmark.

For information on how to calculate your business benchmark and to compare it to water-efficient benchmarks, visit our [benchmarks for water use](#) page.



Sydney  
**WATER**



## Operating Licence review

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

IPART (the Independent Pricing and Regulatory Tribunal) reviews our Operating Licence and Customer Contract about every 5 years. Right now a review is underway to inform the next version of the Operating Licence, which is due to start on 1 July 2024.

Visit our [Operating Licence](#) page to find out more.

## Quarterly water quality report summary



Our water quality monitoring program confirmed that Greater Sydney's drinking water was high quality and safe from July to September 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](https://sydneywater.com.au/wateranalysis)

## Contact us

**Call us** on 13 20 92

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

**Report** a leak or fault on 13 20 90

**Visit us online** at [sydneywater.com.au](https://sydneywater.com.au)

**We speak  
your language**

For a free phone  
interpreter service, **call  
13 14 50**

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