



Business update

August – October 2023



What you're paying for

Our prices update each year on 1 July in line with our Price Determination from the Independent Pricing and Regulatory Tribunal. Visit [Our prices](#) to see them all.

The 2023–24 yearly water service charges includes a minimum of \$25.58, depending on your meter size, that is spread over 4 quarters to recover additional costs from the [Sydney Desalination Plant](#) operating from April 2022 to March 2023.

The wastewater service charges includes a minimum of \$1.58 per year depending on your meter size to fund improvement projects. Designs to redirect the last three ocean outfalls in NSW are underway as part of [Refresh Vaucluse and Diamond Bay](#) and we'll aim to have delivery partners in place by the end of 2023.

If you pay a stormwater service charge, you contribute around 97 cents a year to projects [Improving waterway health across Sydney](#). We're wrapping things up at Milson Park Westmead and Parkside Reserve Kogarah Bay and we'll be moving on to sites in Silverwater, Guildford and elsewhere.

You can find more information about these projects and others by visiting sydneywatertalk.com.au.

Managing trade waste is in your hands

Is your property occupied by a commercial business like a café, restaurant, car wash or mechanical workshop or a larger industrial process? If so, you're likely to be a trade waste customer.

Trade waste is any liquid wastewater produced from a business process or activity. To safeguard our environment, prevent blockages and ensure the safety and wellbeing of our community and staff, it's important to get approval before discharging to our network. To help you learn more about your trade waste obligations and how we can help, we've developed a short animation.

Check it out, and lots of other information, by visiting sydneywater.com.au/commercial.



Sydney
WATER



We appreciate your feedback

We want to know if you have any problems with our services and we'll do our best to resolve them. Your feedback helps us improve. You can [call us](#) or provide feedback [online](#).

If you aren't satisfied with our response to your complaint, you can ask for a manager to review the decision or you can contact the [Energy & Water Ombudsman NSW](#) (EWON) or NSW Civil & Administrative Tribunal (NCAT) for further action.

EWON can give independent advice and may arrange for a senior member of our team to contact you, investigate the issue themselves, and/or negotiate on your behalf. Visit their [website](#), [email](#) or [call](#).

Spot our assets near you

Ventilation shafts (or vent shafts) can be found hiding in plain sight on private or public land. With up to 13,000 vents across our network, you may have one nearby your home, office or school and not even know it. Vent shafts enable air to flow into and out of the wastewater network to help maintain a healthy system. To keep them working well, all vent shafts must remain free of vegetation overgrowth and be in good condition. Have you seen a vent shaft in need of a service? Report it today via the [Snap Send Solve](#) app, on our [website](#) or calling our 24/7 faults line on [13 20 90](#).

Quarterly water quality report summary



Our water quality monitoring program confirmed that Greater Sydney's drinking water was high quality and safe from April to June 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

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

We speak your language

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

