

The future of water depends on all of us

We want to share some important news about our water supply in Sydney.

Weather experts are predicting an El Niño pattern, which means we'll see less rain and more extreme temperatures. Our dam levels are starting to fall.

After experiencing the driest winter since 1986 and some of the warmest days on record going into summer, now is a good time for all of us to be mindful of our water use.

During hotter days water usage can spike by up to 15%.

To address this, Sydney Water is planning to spend \$30 billion over the next ten years to upgrade our water systems.

With Sydney's climate changing and the population growing, we all need to be responsible and more efficient when it comes to the value of water.

The future of water depends on all of us.

Here are some practical tips to help you use water wisely and, at the same time, save on your water bill:

- Take shorter showers (1 minute less saves 10 litres of water).
- Use the half flush on your toilet when you can.
- Plug the sink when you wash dishes.
- Run the dishwasher and washing machine only with a full load.
- Fix any leaks around your home, both indoors and outdoors.
- Wash your car with a bucket on the lawn instead of a hose. It's good for the grass too!
- Use a broom or rake to clean driveways and pathways instead of a hose.

There is no Sydney without Sydney Water.

Let's get ready for tomorrow.

Regards

Jess Fox
Olympic Gold Medallist



[Learn more](#)



Waterwrap[®]

November 2023 – January 2024



Try our WaterFix® Residential program

For over 20 years, our plumbers have helped residential customers like you save over 300 million litres of water and reduce water bills.

They'll also provide an obligation-free quote for other fixes to save you water. Choose from our range of WELS 4-star rated fittings, or have items you supply installed for an additional fee.

It's easy to spot a dripping tap, but leaks aren't always easy to see. Visit our [leak detection](#) page for ways to find leaks around your property. There's even a video about how to change a tap washer.

Find out more about our [WaterFix Residential program](#) or call [1800 807 475](tel:1800807475) to book an appointment.



Save even more right now

- **\$33 fee per callout** (normally \$60) – \$11 first callout fee for eligible pensioners
- **no Saturday surcharge** (normally \$110)
- **special offer to fix visible leaks from taps and toilets** (save \$33–\$66 per leak)
- **special offer on showerhead replacements** (save up to \$144)
- **up to 50% off toilet suite replacements**

Spring clean safely

Did you know paint and oil shouldn't go in the bin or down the drain? They can cause damage to wastewater and stormwater infrastructure, and the environment.

The good news is that paint and oil can be recycled at Community Recycling Centres and Household Chemical CleanOut events. Both services are free. With over 100 recycling centres across NSW and CleanOut events held most weekends across Greater Sydney, it's easy to get rid of paint and oil safely. You can also take household chemicals along to CleanOut events to dispose of them safely.

To learn more and find a service near you, visit [CleanOut](#).

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.



Our Customer Charter

We value what our customers have to say. When they share their views, we listen.

Our Customer Charter was developed based on what customers told us they needed, wanted and expected from us. Putting customers' priorities at the forefront, our Customer Charter outlines what we've heard, what we promise to do and how our customers can help.

Head to our website to find out more and read our [Customer Charter](#).



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



Contact us

Call us on 13 20 92
Write to us at Sydney Water
PO Box 399, Parramatta NSW 2124

We speak your language

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

Report a leak or fault on 13 20 90
Visit us online at sydneywater.com.au

