

Waterwrap®

May – July 2024

Our WaterFix® Residential program

You can save water and money each year by fixing leaks and installing water-efficient devices. For 25 years, our plumbers have helped customers reduce water bills. In the past 5 years, customers have saved over 800 million litres of water. We provide obligation-free quotes for fixes to save you water and money. Choose from a range of WELS 4-star rated fittings – like a standard showerhead for \$22 including installation – or install an item you supply for a low labour-only cost. Callout fees apply.

Find out more about [WaterFix Residential](#), or call **1800 807 475** to [book an appointment](#).

Quarterly water quality report summary

Our water quality monitoring program confirmed that Greater Sydney's drinking water was high quality and safe from January to March 2024, 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

You're invited to visit our Purified Recycled Water (PRW) Discovery Centre



The PRW Discovery Centre at Quakers Hill is now open to the community. Come on a free tour to learn about where our water comes from, the challenges we currently face in Greater Sydney, and our vision for the future – including the role of purified recycled water.* Learn all about purified recycled water and see the treatment technology in action.

Purified recycled water could provide up to 25% of Greater Sydney's drinking water needs by 2056. It's already used in more than 35 cities around the world.

If you've ever travelled to Singapore, Orange County in California, or Perth in WA, chances are you've drunk it. The PRW Discovery Centre is the first facility of its kind in NSW. It can host small groups, schools and community group tours.

Want to know more? Visit sydneywater.com.au/prw

* Purified recycled water (PRW) is water recycled from industry and homes (including from kitchens, showers and toilets) that has been purified to meet strict Australian Guidelines for Water Recycling to supplement drinking water sources.

Sydney
WATER

New Operating Licence & Customer Contract

Our Operating Licence allows us to supply you with drinking water, wastewater, 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.



We're listening to our customers

Over 6 phases, from July 2022 until March 2024, 13,394 customers have been part of the Our Water, Our Voice program. This has been the most in-depth customer engagement program in our 135-year history. We listened to every word you said – your concerns, your priorities, and your aspirations for the future.

From this robust program, we've shaped our submissions for a new Operating Licence and pricing determination. We are confident that IPART will see that we have been led by you, the customer, in these submissions.

We want to thank all the customers who took the time to attend forums and focus groups, complete surveys and interviews and participate in the Our Water, Our Voice program.

To find out more about each of the phases in this program of work, visit sydneywater.com.au/water-voice



Our current price determination has been 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 for the upcoming period. Other submissions from the community and various stakeholders are also considered in their 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

We know the increasing cost of living isn't easy, so we'll continue to offer assistance for payment difficulties. Give us a call Monday to Friday 8am–5:30pm on **13 20 92** to discuss which option is best for you. See all our assistance options by visiting sydneywater.com.au/helpwithyourbill



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

