



Business update

August – October 2024

What you're paying for

Our prices update on 1 July each year. This is the final year in our determination that was set by IPART in 2020. The determination was extended by one year to 30 June 2025, which is why only some prices have changed.

The water service charge includes \$21.67 for the year to recover additional costs from the [Sydney Desalination Plant](#) operating from April 2023 to March 2024. Also included in this year's charges are amounts for projects that were supported by customers as part of our previous price proposal. Customers receiving a wastewater service continue to have from \$1.58 within their yearly charges to support the Refresh Vacluse and Diamond Bay project. Visit our website to read updates on removing Sydney's last 3 remaining untreated ocean outfalls. Customers with stormwater services from Sydney Water contribute 97 cents a year towards [improving waterway health across Sydney](#). An update on current and future sites is available on our website. For all of our pricing visit sydneywater.com.au/ourprices.



Customer Contract

Scan the code or visit sydneywater.com.au/contract to see the summary of our latest Customer Contract.



Sydney
WATER

Free sustainable hospitality training

We've developed a Sustainable Hospitality Training Program in partnership with Restaurant & Catering Australia. It's a short and practical program that is free for a limited time for all food businesses. Until October 2024, business owners, managers and their staff can complete the program to learn how to manage their business's kitchen waste responsibly and sustainably. The program will help you to minimise water bills and reduce food wastage costs, and you will contribute to a more sustainable and environmentally-conscious future. To access the free training, visit rcatraining.com.au/non-accredited-courses.



Your feedback is important to us

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 on [132 092](tel:132092) 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 free 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 www.ewon.com.au or call [1800 246 545](tel:1800246545).

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 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.

Contact us

Call us on [13 20 92](tel:132092)

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

Report a leak or fault on [13 20 90](tel:132090)

Visit us online at sydneywater.com.au/contact

We speak your language

For a free phone interpreter service, call [13 14 50](tel:131450)

