



# Waterwrap®

August – October 2024

## Are you a Water Saving Superhero?

Sydney Water and The Wiggles are teaming up to launch a new wiggly song celebrating Water Saving Superheroes!

Get ready to groove to their catchy tune and join the fun as you and your kids help Sydney conserve water. Every little drop counts, from turning off the tap while brushing your teeth to keeping bath water levels low.

The song launches late August. Keep an eye out for it at [sydneywater.com.au/thewiggles](https://sydneywater.com.au/thewiggles).

## 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](https://sydneywater.com.au/wateranalysis).



## A blocked loo is on you

Did you know that Sydney Water spends \$27 million a year dealing with 20,000 network blockages caused by the wrong items being flushed?

Common household products like tissues, dental floss, paper towels and non-flushable\* wet wipes don't break down. They can cause costly and environmentally damaging blockages.

We should only flush the 3 Ps (pee, poo and toilet paper) and products that meet the WSAA Flushable Products Standard.

Scan the code or visit the [website](#) to find out more about what to flush down your toilet.



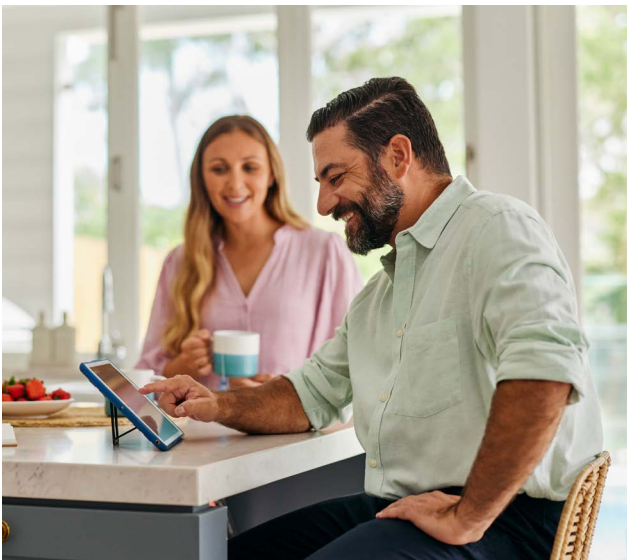
\*Non-flushable wet wipes are products that do not comply with the Flushable Products Standard (AS/NZS 5328:2022)

## 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 the prices haven't changed very much.

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 \$1.19 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](https://sydneywater.com.au/ourprices).



## Customer Contract



Scan the code or visit [sydneywater.com.au/contract](https://sydneywater.com.au/contract) to see the summary of our latest Customer Contract.

## Need to claim tax deductions?

Don't forget – payments for water services on investment properties and businesses are tax deductible. Log in or register for My Account for free financial statements and bills for up to 3 years.

Log in and download now. Visit [sydneywater.com.au/myaccount](https://sydneywater.com.au/myaccount).

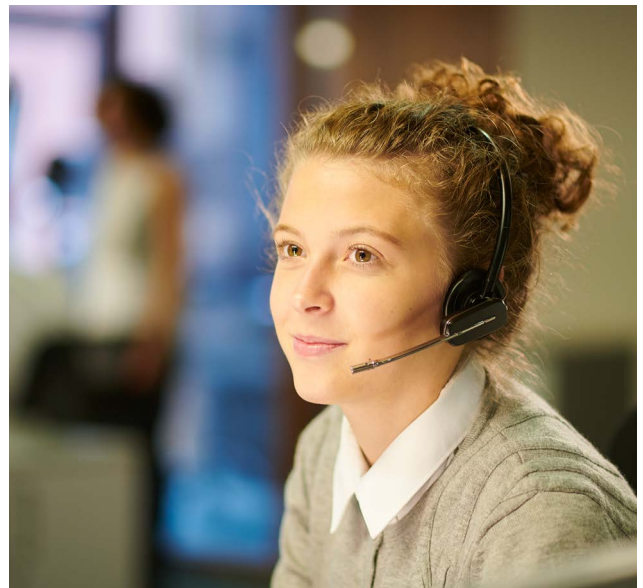
## Your feedback is important to us

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 [13 20 92](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](https://www.ewon.com.au) or call [1800 246 545](tel:1800246545).



## 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:132092)

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

## We speak your language

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

