

Enhancing the
liveability
of our **cities**





Our commitment

Water is central to the liveability of the communities and customers we serve. That's why we put customers front of mind and contribute to liveable cities.

We face many challenges, with population growth, competition, globalisation and climate change at the forefront. The only certainty about the future is that it will continually change.

To respond to these challenges we are taking steps to ensure that our cities remain great places to live and work, as they grow and evolve.

We must be more than plumbers of the city, we must actively plan for our future, to provide value to our customers and enable liveable, water sensitive cities.

We are asking our customers what they value, to ensure we are providing them with the products and services they want. We are engaging with stakeholders to achieve multiple benefits on projects that improve community outcomes. We are embracing innovation, investing in new technologies and encouraging our staff to continually seek better ways to deliver our services.

We are striving to be a forward thinking organisation that influences and effects positive change for our customers. This is the start of Sydney Water's journey towards enhancing liveability, a journey that will build momentum for working together to achieve better outcomes for our cities.

Kevin Young
Managing Director



We are making
decisions now that enable
**vibrant
neighbourhoods**
and **communities,**
and support the
future success
of our cities

Enabling water sensitive cities

Sydney Water plays a key role in ensuring that Sydney continues to be one of the most liveable cities in the world. Over the next 20 years, our city will welcome another 1.3 million people. This will require over half a million new homes and commercial precincts that support 625,000 jobs.

The face of Sydney is also changing. By 2035 more than 15% of our population will be over 65 and about 18% will be under 15. We need to recognise the differences in lifestyle and expectations of different demographics to be able to respond to the needs of the diverse population we serve.

With so much growth ahead, protecting our liveability is key when planning for Sydney's future. Population growth, urban densification, water security, and climate change all have an important role in how we enjoy Sydney and contribute to its prosperity in the future.

1.3 million
more people over 20 years

500,000
new homes

625,000
new jobs





Liveability
is all of the things that
make a city
enjoyable
to live in



What is liveability?

Governments and industry leaders in Australia and across the world have similar, yet varying, definitions of liveability. To settle on our definition, we considered local and international examples, documents and case studies. We also looked at how we might influence or interact with all of the attributes of liveability through the work we do.

Liveability is all of the things that make a city enjoyable to live in.

A liveable city brings people together, enhancing interaction and promoting productivity in a sustainable way. It addresses the values and preferences of its community for amenity, wellbeing and sense of place, while acknowledging that these may vary for different people in different places.

We acknowledge that the liveability of a city is influenced by:

- access to drinking water and sanitation
- the availability of clean waterways
- good transport networks
- business and career opportunities
- affordable housing and living
- appealing surroundings
- strong social and cultural networks
- a sense of place and belonging.

Enabling vibrant neighbourhoods, communities and cities for the people of Sydney, the Blue Mountains and the Illawarra is a key focus in our approach to enhancing liveability.

Water is at
the heart of
a city's **liveability**

Water is central to liveability

Clean drinking water and reliable sanitation is vital to life. The physical and mental health of a city's residents is also influenced by water, through the recreational spaces it supports, such as creeks and waterways, parks and playing fields.

Productivity is also influenced by the way our cities' water is managed. Well planned water, wastewater and stormwater services support growth. Our current and future business centres are dependent on our ability to deliver water for production processes, cooling and habitation.



We have a
proud history
underpinning the
health and growth
of Sydney
and its cities



We are now
working to
enable water
sensitive cities
of the future

What is our role?

We have supported the health and growth of Sydney and its communities for 125 years with the water and wastewater services we provide. We now recognise the need to expand on these services to meet the needs and expectations of our growing cities.

We influence liveability at three broad levels across our customer base:



We are taking a strategic approach, looking at our contribution:



This approach will enable us to continue our foundation work, anticipate and fulfil customer expectations and prepare for infrastructure challenges in the future.

Our approach



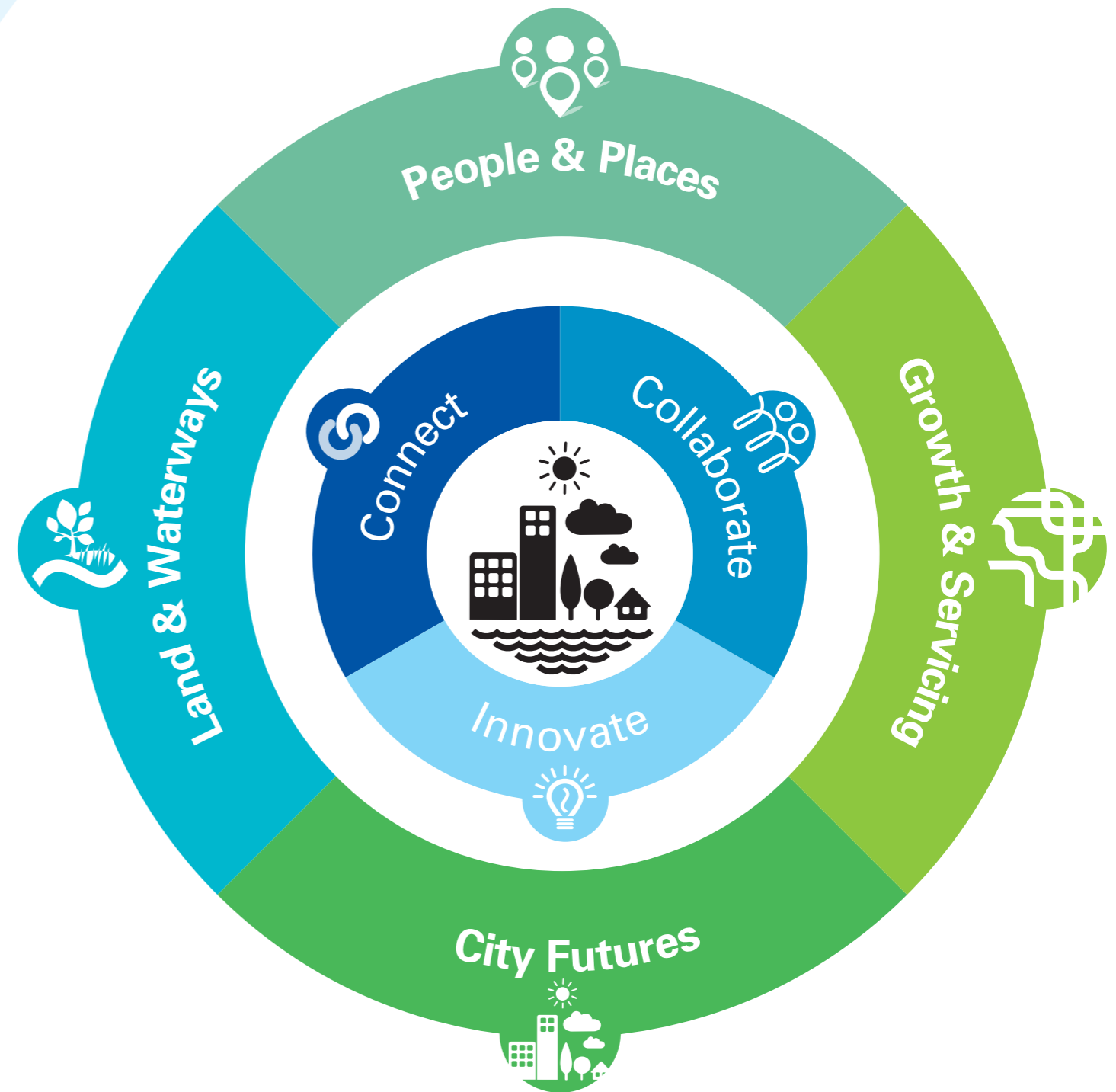
We are
**actively working
with our communities**
to understand their
**values, needs and
aspirations**

Our approach

We need to play a vital role in creating vibrant neighbourhoods and communities, while also delivering the services central to liveability.

We are consulting with key stakeholders to learn what liveability means to them and how we can influence the quality of life for the people of Sydney. We're ensuring that staff and stakeholders are involved throughout this process of discovery.

As a result, we've developed four programs to demonstrate how we are enhancing, and will continue to enhance, the liveability of our cities. Each of the programs is supported by our liveability themes. The themes are the mindset that drives all of the work we do.



Enabling vibrant
**neighbourhoods,
communities & cities**

Our themes – our liveability mindset



Connect

We are listening to our customers to understand their needs. Engaging with our customers allows us to contribute to the liveability of our city, by delivering quality products and services that they value.



Collaborate

We are working with key stakeholders to ensure that we achieve broader outcomes from our work. These partnerships help us overcome jurisdictional boundaries and share resources, to reduce the cost of delivering quality services, and align our direction with relevant organisations.



Innovate

We are integrating innovative technologies to enable new and better ways to deliver our products and services, and help future-proof our cities. This ensures that our approach is efficient, cost-effective and in line with best practice.

Our programs – the work we're doing

Our **People and Places Program** is working to understand what our communities value, better connecting residents with their city and promoting the many roles of water in the urban landscape.



Our **Land and Waterways Program** focusses on improving waterway health, minimising flood risks, enhancing natural and built environments, and aligning our land management with community values.



Our **Growth and Servicing Program** ensures we continue to provide clean, safe drinking water and wastewater services to meet the demands of our cities in the most effective way for all lifestyles.



Our **City Futures Program** plans resilient, long-term water supplies, minimising the risks of climate change and reducing the energy intensity of our services.





The work we do will enable
vibrant
neighbourhoods,
communities
and **cities**

Through the People and Places Program, we:

- create shared places for people to enjoy
- value our neighbourhoods and communities
- promote the importance of water in supporting and enhancing urban living
- celebrate our history.

Our priorities are:

- researching liveability preferences
- developing liveability indicators that align with our customers' preferences
- creating bike paths, urban gardens and other community spaces on our land
- operating tours of the historic tank stream and boiler house
- understanding water's role in urban cooling.



Connect: Better understanding our customers' liveability preferences

This project is an initiative of our **People and Places Program**. Sydney Water is conducting research to better understand the liveability values and preferences of our customers.

We have a number of initiatives that have the potential to contribute to the liveability of our cities. These include supporting urban greening, being more efficient with our energy

use, providing water saving tips and sponsoring community events. We are interviewing about 1,200 people online. The respondents come from areas all across Sydney, ensuring that they represent the breadth and diversity of our customer base. Research like this has never been done before by an Australian water utility, and it will help us develop and prioritise the liveability initiatives that our customers care about most.



We are interviewing customers to find out what a liveable city looks like to them.

Through the Land and Waterways Program, we:

- sustain healthy waterways and beaches
- promote water sensitive and water smart cities
- work with councils to better manage urban flooding
- develop integrated land use strategies with local communities.

Our priorities are:

- naturalising Cooks River and Powell's Creek
- reducing the impact of sewer chokes on our customers
- developing urban waterway models and improvement plans for the Parramatta and Cooks Rivers
- undertaking flood management works at Green Square, Astrolabe Park and the Sydney CBD
- managing stormwater for Rouse Hill and Botany Wetlands
- understanding Sydney Water's role in water sensitive urban design.



Collaborate: Cup and Saucer Wetland

This project is an initiative of the **Land and Waterways Program**. Sydney Water has partnered with Canterbury City Council and the Sydney Metropolitan Catchment Management Authority to construct a wetland as part of the Cooks River Naturalisation Project. We are replacing deteriorated concrete

riverbanks with sandstone and native plants and treating stormwater flowing from Cup and Saucer Creek into the Cooks River. The wetland provides a freshwater habitat for local wildlife, improves the aesthetic of the area and features a seating area and outdoor classroom for local residents to enjoy.



Cup and Saucer wetland one year after completion.

Through the Growth and Servicing Program, we:

- deliver clean, safe drinking and wastewater services
- promote affordable living choices
- align city and water planning
- develop smart servicing options to support rapid urban growth.

Our priorities are:

- continuing to provide high quality water and wastewater services
- collaborating with Urban Growth NSW, Department of Planning and Infrastructure and major developers to align city and water planning, and deliver smart servicing options
- optimising asset performance to improve operational efficiency
- enabling growth through streamlining our developer processes
- developing tools to support innovative servicing options in greenfield areas.



Collaborate: Smart infrastructure for a growing city

This project is an initiative of our **Growth and Servicing Program**. Sydney Water is partnering with developers to find the most economically and environmentally effective servicing option for new developments.

We are evaluating where decentralised systems could deliver better value in the community. For certain locations, decentralised systems can be delivered more

quickly and cost-effectively, reducing the need for large-scale pumping stations and treatment plants.

We are also working with councils to include water in the early stages of precinct planning. This will enhance the liveability of communities through water features, irrigation and drought proofing parks, gardens and sports facilities, and reducing the heat-island effect of urban development.



A customer establishing a garden in a new release area.

Through the City Futures Program, we:

- build resilience to climate change
- drive efficient use and recovery of resources
- find innovative ways to provide future services
- respond to customer expectations and market forces.

Our priorities are:

- increasing energy recovery at our wastewater treatment plants
- predicting future water demand to ensure the future of Sydney's water
- increasing our solar, wind and hydro energy production
- improving quality, consistency and beneficial re-use options of biosolids generated by our wastewater treatment plants
- adapting our assets so they are climate change ready.



Innovation: Resource recovery at Bondi

This project is an initiative of our **City Futures Program**. Sydney Water has invested in new technologies to reduce our energy use and generate renewable energy. We have installed cogeneration plants that produce energy using gases from our wastewater treatment plants and harness this energy to help power the plants.

We are also investigating how we could use other waste streams, such as glycerol, to increase the amount of energy generated at our wastewater treatment plants. This innovation will reduce operating costs and carbon emissions, allowing us to keep customer bills low and reduce our carbon footprint.



Staff performing maintenance at a wastewater treatment plant.

Let's keep talking

We all want a bright and vibrant future for Sydney. Enhancing liveability is much more than setting targets and tracking performance. It's also the relationships we form and the problems we solve along the way together.

This is our starting point. We will keep engaging, listening and learning, so we can build on our foundation work and drive innovation in the community. Together we can actively enhance the liveability of our cities.





For more information visit
sydneywater.com.au