

# Waterwrap®

August – October 2023

## What you're paying for

Our prices update each year on 1 July in line with our Price Determination from the Independent Pricing and Regulatory Tribunal. Visit [Our prices](#) to see them all.

The 2023–24 yearly water service charges include \$25.58 that is spread over 4 quarters to recover additional costs from the [Sydney Desalination Plant](#) operating from April 2022 to March 2023.

The wastewater service charges include \$1.19 per year to fund improvement projects. Designs to redirect the last three ocean outfalls in NSW are underway as part of [Refresh Vaucluse and Diamond Bay](#) and we'll aim to have delivery partners in place by the end of 2023.

If you have a stormwater service charge on your bill, you contribute about 97 cents a year to projects [Improving waterway health across Sydney](#). We're wrapping things up at Milson Park Westmead and Parkside Reserve Kogarah Bay and we'll be moving on to sites in Silverwater, Guildford and elsewhere.

You can find more information about these projects and others by visiting [sydneywatertalk.com.au](#).

## 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 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](#)



## Learn about desalination

Every day, we provide 1.5 billion litres of water to Greater Sydney. Did you know that 85% of this water supply comes from dams and rivers but that inflows into our dams have nearly halved since the early 1990s?

The [Sydney Desalination Plant](#) can provide up to 15% of Sydney's average drinking water needs. It treats and filters seawater to produce up to 250 million litres of drinking water per day and it does it using 100% renewable energy.

Did you know the plant has been fully operational since 2019 to supplement our water supply? Our long-term plan includes increasing the volume of water we can treat using desalination. It's just one way we're planning for a secure water future.

## Spot our assets near you

Ventilation shafts (or vent shafts) can be found hiding in plain sight on private or public land. With up to 13,000 vents across our network, you may have one near your home, office or school and not even know it.

Vent shafts allow airflow in and out of the wastewater network to help maintain a healthy system. To keep them working well, all vent shafts must remain free of vegetation overgrowth and be in good condition.

Have you seen a vent shaft in need of a service? Report it today via the [Snap Send Solve](#) app our [website](#) or [call](#) our 24/7 Faults line.



## We appreciate your feedback

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](#) 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 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 their [website](#), [email](#) or [call](#).

## There's an app for that

You can report faults and leaks to us through our [website](#) – which works on mobiles, desktops, and tablets. You can even attach a photo.

We also accept reports through the [Snap Send Solve](#) app. The app is free for customers and allows you to take the photo and use location services on your phone or device to provide the details to us.

## We're listening to our community

The Customer and Community Reference group (CCRG) works with us as an independent voice to ensure our strategic plans, investment decisions and regulatory submissions are in the best long-term interests of our customers and the greater Sydney community.

The CCRG meets six times a year with additional meetings and engagement forums from time to time. They support the research and engagement we do directly with our customers, including the [Our Water, Our Voice](#) customer engagement program.

The group is independently chaired and includes representatives from a range of sectors, professional backgrounds and relevant expertise. They're as diverse as our customer base that they represent.

See more about the [CCRG members](#) and minutes of their meetings on our website.



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### 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](http://sydneywater.com.au)

