



# Waterwrap

February – April 2024



## Have you heard of purified recycled water?

Purified recycled water (PRW) is used water 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.

By 2056, purified recycled water could provide up to 25% of Greater Sydney's drinking water.

Our new Purified Recycled Water Discovery Centre at Quakers Hill will be open this year for community tours. The centre will play a vital role in helping to secure Greater Sydney's water supply for the future by demonstrating the performance and reliability of the technology used to treat recycled water to a quality suitable to supplement our drinking water supply.

Currently, water produced at the centre doesn't contribute to Sydney's drinking water supply. Any future decision to include purified recycled water in our supply would involve community consultation and require stringent government approvals.

Want to know more? Visit [sydneywater.com.au/prw](https://sydneywater.com.au/prw)

## Water Wise Guidelines are in place

While we focus on building our water resilience to ensure greater Sydney's water supply for the future, we need your support to do the right thing now. Whether it's raining or dry, hot or cold, water is a precious resource. Please use it wisely. Water Wise Guidelines apply to all residents and businesses, even while the dams are full. Make sure you know the rules.

Visit [sydneywater.com.au/guidelines](https://sydneywater.com.au/guidelines).



**Stop being a water waster.**  
**Use a nozzle.**



Scan the code for more ways to conserve water

## Need some help with your bills?

Whether your credit card balance is a little high, you need to push a payment to the next payday, or you want to break your bill into smaller ongoing payments, we can help make your water bill more manageable.

If you just need to extend a payment date, you can log in to My Account online and do it yourself. If you need to talk to us, call 13 20 92 Monday to Friday from 8am to 5:30pm (except public holidays) and follow the prompts.

Privacy is important to us. We'll always try to help, but we won't give out account information unless you're authorised on the account. We have additional measures for customers experiencing domestic or family violence. Please reach out so we can help.

Want to know more? Visit [sydneywater.com.au/helpwithyourbill](https://sydneywater.com.au/helpwithyourbill)



## Your right to a rebate

We aim to provide our services without interruption or inconvenience, but it sometimes happens. Did you know that you could get a rebate if you're affected by a water outage or wastewater overflow because of our system? The rebate is usually added to your next bill automatically.

Visit [sydneywater.com.au/service-rebates](https://sydneywater.com.au/service-rebates) to find out what you might be entitled to.



## Are you missing out on My Account?

Once you've registered, managing your Sydney Water account will be a little easier. Here's what you can do online in My Account:

- View, print and pay your bills.
- Sign up for paperless billing and updates.
- Set up and manage direct debit.
- Request a payment extension.
- View your payment and billing history.
- Arrange handy payment reminders.
- View payment plan arrangements.
- Add and remove properties.
- Change your mailing address.

If you own your home or business, or you're an authorised contact, you're eligible for My Account. More than one person per property can sign up.

Find out more and register now. Visit [sydneywater.com.au/myaccount](https://sydneywater.com.au/myaccount).



## Quarterly water quality report summary

Our water quality monitoring program confirmed that Greater Sydney's drinking water was high quality and safe from October to December 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](https://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 92](tel:132092)

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

## We speak your language

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

