

# Water wrap

August to October 2019

## Water restrictions in place

Level 1 water restrictions started 1 June across Greater Sydney. This is needed because we're not getting enough rain and our dam storages are dropping rapidly. We need to reduce water use to secure our city's water supply during the drought.

Water restrictions limit how and when water can be used outdoors:

- You can only water lawns and gardens before 10 am or after 4 pm by a hand-held hose if it's fitted with a trigger nozzle.
- Unless it's an emergency or for safety reasons, you can't hose hard surfaces like paths and driveways.
- You can only wash cars, boats and buildings with a bucket, a hose fitted with a trigger nozzle or high pressure cleaning equipment.
- Sprinklers and watering systems are not permitted.
- You must ask us for a permit before filling a pool.

To find out more about level 1 water restrictions visit [lovewater.sydney/restrictions](http://lovewater.sydney/restrictions).

These restrictions don't apply to indoor use, yet three quarters of the water we use at home is used indoors. There are many ways to save water in the home, find one that works for you at [lovewater.sydney/water-saving-tips](http://lovewater.sydney/water-saving-tips).

Our WaterFix® plumbing services help save thousands of litres of water each year by fixing leaks and installing water-efficient devices in customers' homes. See our latest WaterFix® offer at [sydneywater.com.au/waterfix](http://sydneywater.com.au/waterfix).

To save water indoors:

- do only a full load of washing
- use the half-flush button on your toilet
- fix leaking taps and toilets straight away.

For more tips on saving water, visit [lovewater.sydney](http://lovewater.sydney).



## Desalination in full swing

Desalination is one of the ways to help meet water demand in the face of prolonged drought. The Sydney Desalination Plant restarted in January and has now reached full production of 250 million litres a day.

From 1 October 2019, you'll see an increase in your water usage charge of 13 cents. This charge applies to all Sydney Water customers, not just those receiving water from the plant.

Sydney  
**WATER**

## You asked – we listened

### Our customer-informed price proposal

We've submitted our customer-informed *Price Proposal 2020-24* to the Independent Pricing and Regulatory Tribunal (IPART) for our prices from 1 July 2020 to 30 June 2024. IPART reviews and sets our prices for water, wastewater, recycled water, stormwater and auxiliary services.

We've engaged with over 10,000 customers to inform this proposal. Our proposal delivers on what you told us you value – for us to provide our great city with quality essential services while keeping bills affordable. So, we've proposed to IPART a \$45 reduction (without inflation) to your water bill from 1 July 2020.

Find out more at [sydneywater.com.au/ourprices](https://sydneywater.com.au/ourprices) or have your say at [ipart.nsw.gov.au](https://ipart.nsw.gov.au).



### New rebates for service outages

Last year IPART reviewed our *Operating Licence* and *Customer Contract*, these documents set the standards for us to supply you with water, wastewater, recycled water and stormwater services. So we sought your feedback on what you'd like to see changed.

We listened to what you said and asked IPART to change our rebates for service outages, based on your feedback. IPART was supportive and recommended the government approve our proposal.

Our new *Operating Licence* and *Customer Contract* both start on 1 November 2019 for a four-year term. In *Our contract with you* we outline our new *Customer Contract* including the new rebates.

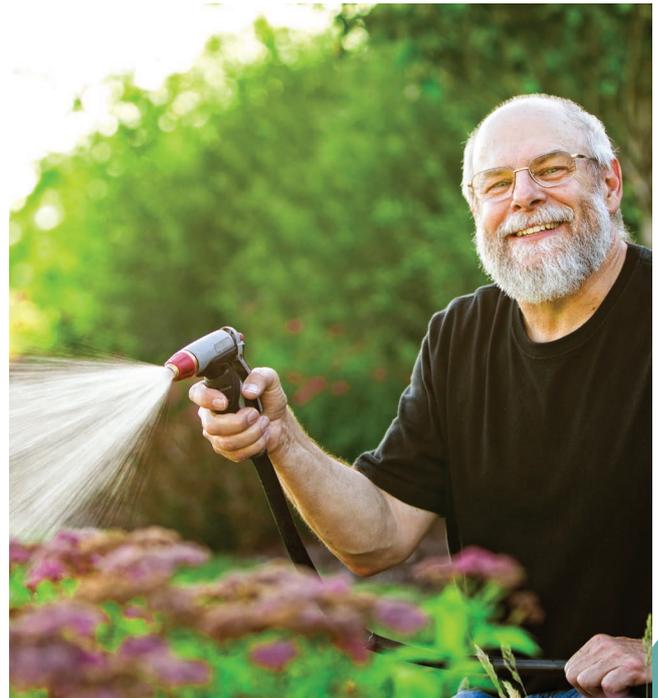
## Your water

During April to June, our monitoring confirmed that the drinking water we delivered to you was high quality and safe.

We're proud to supply you with high quality, safe drinking water managed under our quality systems. Sydney's drinking water is among the world's best.

WaterNSW manages Sydney's catchments to provide the best quality water. We filter this water and continuously monitor it to ensure it meets strict health guidelines and quality standards.

A detailed quarterly water quality report is available free of charge at [sydneywater.com.au/wateranalysis](https://sydneywater.com.au/wateranalysis) and our Parramatta head office during normal business hours.



## Sharing your views

Your feedback helps us improve our service to you. We want to know if you have any problems or concerns with our services, and we'll do our best to resolve them. If you aren't satisfied with our response, you can ask for a manager to review the decision.

At any time, you can contact an independent dispute body such as the Energy & Water Ombudsman NSW (EWON) or the NSW Civil & Administrative Tribunal (NCAT).



### Contact us

Call us on 13 20 92

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

Report a leak or fault on 13 20 90

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



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