



Measures Information

2025-30 Supporting Our Strategy

Our Strategy includes three customer outcomes to define what Sydney Water aims to achieve for our customers:

- Customer experience
- Water quality and reliability
- Environmental protection

In 2026, we updated our customer measures and targets for the 2025-30 Price Period to align with the Independent Pricing and Regulatory Tribunal's (IPART) price determination decisions. Targets do not always stay the same from year to year, with some becoming more challenging as we focus on continuous improvement as shown in the trend. Supplementary indicators are for context and do not have a target. We report performance towards our outcomes via annual reporting to customers and in our Annual Report.

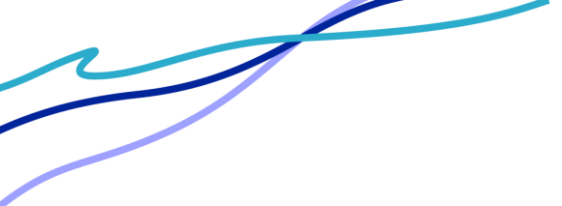
Outcome	Performance measure	How we're measuring it	Baseline 2024-25	Target 2025-26	Target 2026-27	Target 2025-30 Price Period
Customer Experience						
Fair and affordable bills	Affordability	Average residential customer bill as a percentage of average disposable income for the Greater Sydney Region	0.81%	≤0.98%	≤0.95%	Target: ≤1.06% by 2030 Trend: Maintain (benchmark range)
Positive customer experience	Customer satisfaction	Position compared to benchmarked peers in an external survey of overall customer satisfaction (As measured by quarterly Brand Tracker Customer Survey customer rating, including consumers such as tenants, for overall service satisfaction of 8 or more out of 10.	Top quartile	Top quartile	Top quartile	Target: Top quartile Trend: Maintain (benchmark range)
Informed and empowered customers	Water literacy	Score (out of 10) from an external survey testing customers' understanding of water, where it comes from, how it's managed, and where it goes.	4.5	≥5.15	≥5.30	Target: ≥ 5.75 out of 10 by 2030 Trend: Improve
Safe swimming and recreation	Public access and recreation	Annual increase in number of sites where our actions have improved community access and amenity for recreation (including safe swimming and land-based recreation).	3 sites	≥1 site	≥2 sites	Target: ≥ 7 extra sites by 2030 Trend: Improve
Water quality and reliability						
Safe and clean water	Drinking water quality	Percentage of drinking water samples meeting health-based guidelines. (in the Australian Drinking Water Guidelines)	99.9%*	≥99.9%	≥99.9%	Target: ≥99.9% each year Trend: Maintain
Secure water supply	Available water supply	Percentage of drinking water demand that can be met by rainfall-independent water supply.	17%*	≥17%	≥16%	Target: ≥16% by 2030 Trend: Maintain risk level
Saving water together	Drinking water use (residential)	Residential drinking water use per person per day (in LPD, litres per person per day)	179 LPD^	≤181 LPD	≤176 LPD	Target: <176 LPD by 2030 Trend: Maintain risk level
	System leakage	Percentage of drinking water supplied lost as leakage (as measured by the water balance)	8.6%^	≤8%	≤8%	Target ≤7% by 2030 Trend: Improve
Reliable water	Water continuity	Percentage of customers affected by an unplanned water interruption for more than five hours.	1.5%	≤2%	≤2%	Target: ≤2% each year Trend: Maintain
	Water pressure	Percentage of properties that receive a drinking water supply service affected by fewer than 12 water pressure failures each year.	100%	≥99.99%	≥99.9%	Target: ≥99.99% each year Trend: Maintain

Outcome	Performance measure	How we're measuring it	Baseline 2024-25	Target 2025-26	Target 2026-27	Target 2025-30 Price Period
Environmental protection						
Prevent pollution	Quality of treated wastewater	Number of individual non-compliances at water resource recovery facilities, where quality of wastewater discharged does not comply with annual concentration, load and bypass limits.	23*	≤29	≤26	Target: ≤ 9 by 2030 Trend: Progress to restore
	Pollution and environmental harm incidents	Number of pollution incidents or other incidents that cause, or could cause, environmental harm, including wastewater treatment and network incidents, also water and recycled water network, stormwater and other).	997	≤1053 ^a	≤1053 ^a	Target: ≤ 1053 ^a Trend: Maintain (recent average weather performance)
Recover resources	Volume of recycled water available	Volume of our recycled water that is available for supply, including from treated wastewater and harvested stormwater (gigalitre (GL) per year)	33 GL/yr	≥46 GL/yr	≥55 GL/yr	Target: ≥ 62 GL/yr by 2030 Trend: Restore then improve
Cool, green and natural places	Natural area and green infrastructure land	Percentage of Sydney Water land area with natural values and green infrastructure that is actively managed to maintain or improve its natural values and functions.	91%	≥75%	≥77%	Target: ≥ 78% by 2030 Trend: Improve
Net zero carbon emissions	Net carbon emissions	Volume of carbon emissions by scope 1 and scope 2 and net emissions (CO ₂ -e tonnes per year where CO ₂ -e refers to 'carbon dioxide equivalent').	333,041	≤279,000	≤246,000	Target: Achieve net zero carbon emissions by 2030 Trend: Improve
Climate resilient systems	Climate risk maturity health check	Enterprise-scale level of climate risk management maturity rated through the NSW Climate Risk Maturity Health Check Tool	Systematic	Systematic	Embedded	Target: Achieve advanced rating by 2030 Trend: Improve

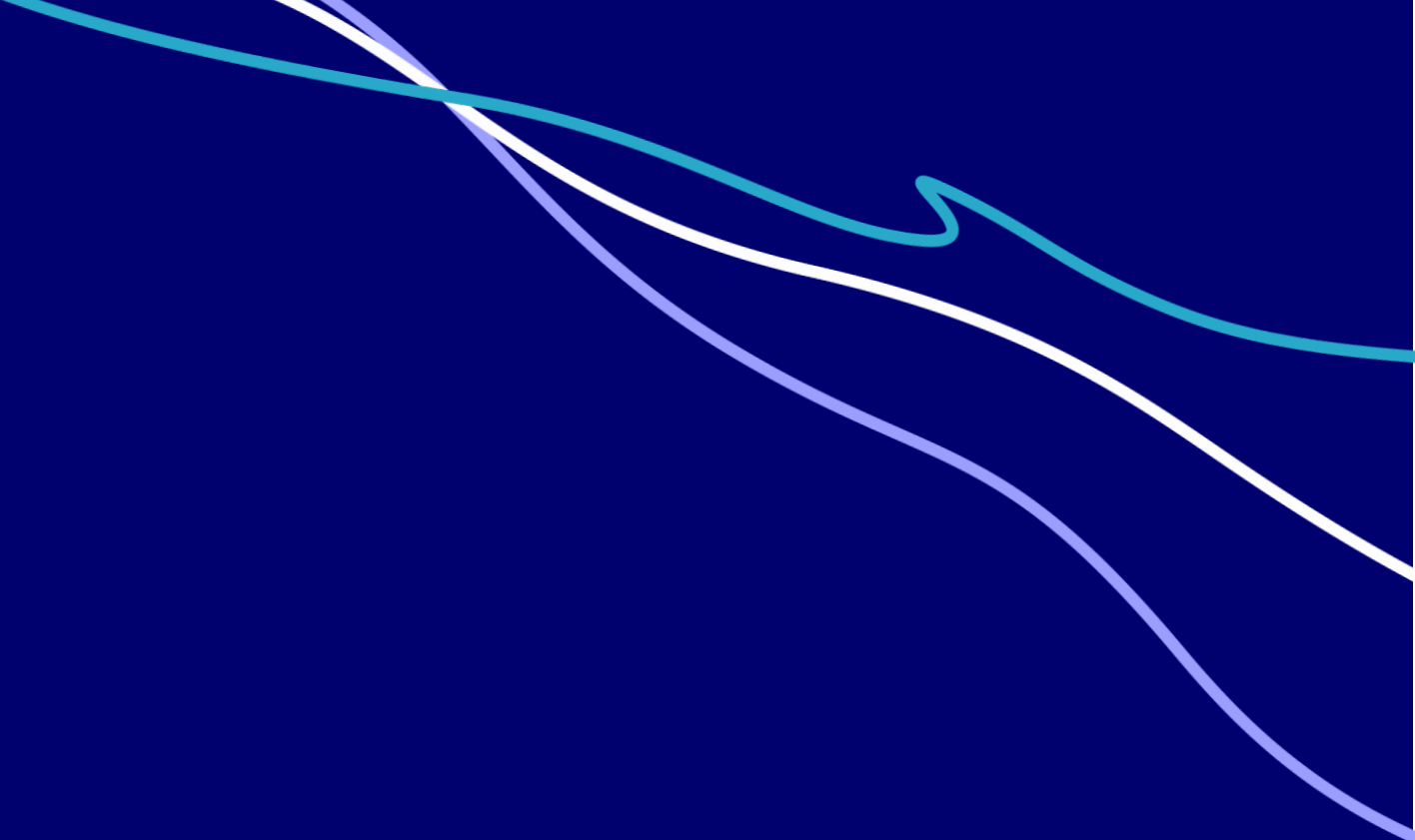
* These results are an estimate of performance as the baseline reporting year used a different measure.

^a Result is calculated as the rolling 12 months to the end of the third quarter 2025–26 due to reporting timeframes.

a Pollution and environmental incidents targets have a variability band of one standard deviation of the long-term average performance which creates an upper bound of 1,497 incidents per year.



Objective	Supplementary Indicator	How we're measuring it
Fair and affordable bills	Customers on Payment Assistance	Numbers of customers on each payment assistance programs
	Customers in arrears	Percentage of customer accounts 90 days in arrears as proportion of total accounts
Positive customer experience	Service restrictions	Number of customers that have had their services restricted because of non-payment per 1,000 customers.
	Complaints received	Number of complaints from customers and consumers to Sydney Water.
	Complaints resolution	Number of complaints that Sydney Water has resolved.
	EWON matters received	Number of complaints reported to the Energy and Water Ombudsman NSW that are deemed to be Sydney Water's responsibility
Reliable water	Water interruptions (unplanned)	Number of properties that experience 3 or more unplanned water interruptions that each last for more than one hour, per year.
Recover resources	Materials recovered	Percentage of solid waste materials recycled or reused as a percentage of solid waste generated by Sydney Water each year, excluding biosolids



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