



23 September 2025

Sydney Water confirms new prices from 1 October

Sydney Water bills will rise by 13.8 per cent including inflation from 1 October 2025 following an independent review by IPART, the state's pricing regulator. Bills will then increase by around 5.1 per cent (plus inflation) per year for the next four years.

For a water and wastewater customer using 200 kL a year – approximately what a four-person household would consume – this means an increase of about \$168 including inflation in the first year, and on average about \$77 (plus inflation) each year after that.

Acting Chief Executive Paul Plowman said, "We understand that any change to bills can be challenging, and some households will feel the impact more than others. Everyone deserves the peace of mind of turning on the tap or flushing the toilet without worrying about their next bill. That's why we offer a wide range of support programs for those most in need."

Mr Plowman encouraged anyone experiencing financial stress, illness or hardship to contact our customer service team for confidential advice. Customers can access a range of initiatives from flexible payment plans to support for fixing leaks.

"For 137 years, Sydney Water has provided high-quality services to the people of Sydney. Sydney Water is committed to making sure every dollar delivers value for customers. These prices, independently set by IPART, will ensure we can continue delivering those services while meeting the city's future needs," Mr Plowman said.

The increase will ensure Sydney Water can maintain safe, high-quality drinking water and wastewater services, while upgrading ageing pipes and treatment plants, and supporting the delivery of more homes across Greater Sydney.

For more information, visit the Sydney Water website and use the payment assistance finder or call 13 20 92.

