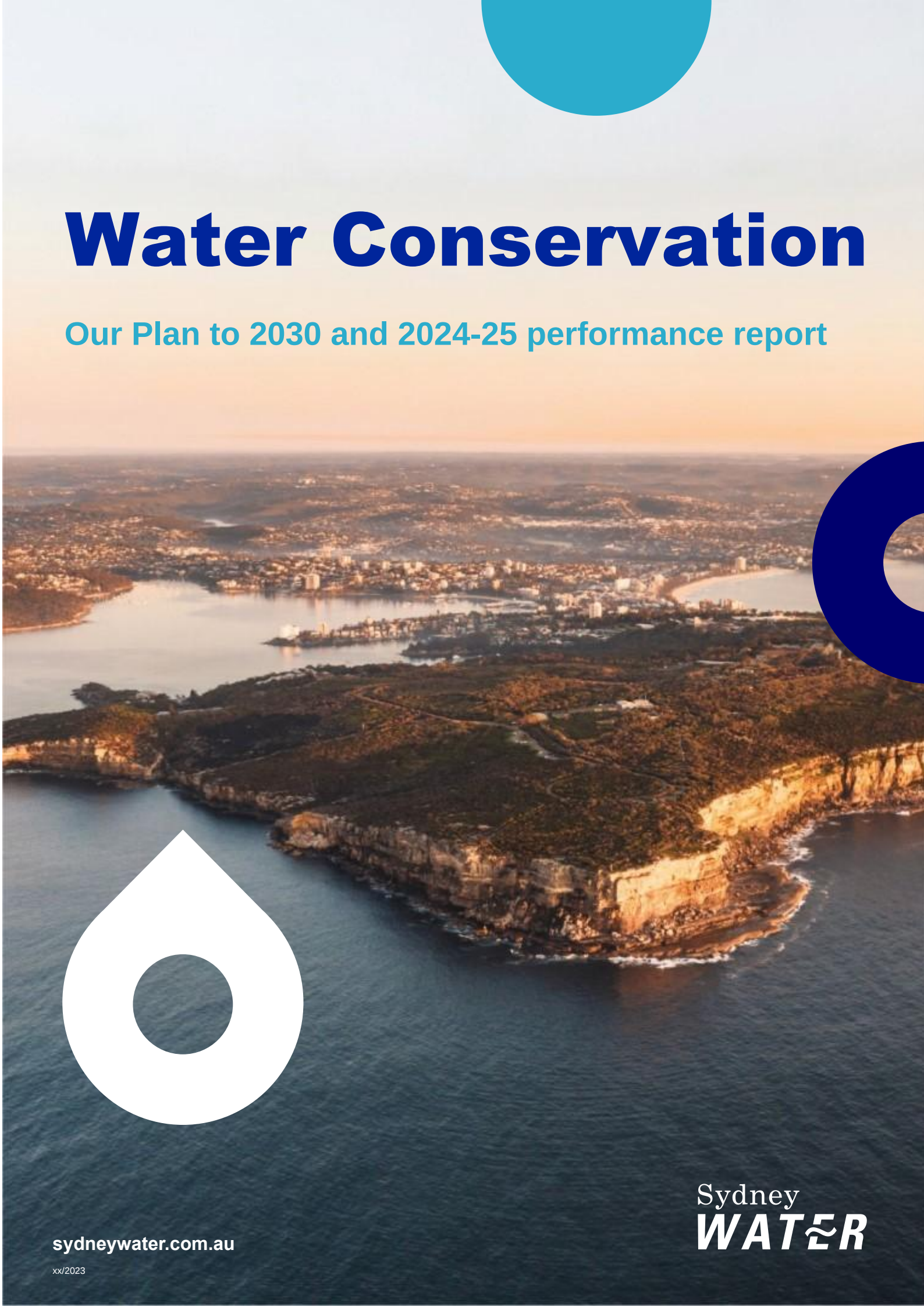




Water Conservation

Our Plan to 2030 and 2024-25 performance report



Acknowledgement of Country

Sydney Water respectfully acknowledges the Traditional Custodians of the land and waters on which we work, live and learn. We pay respect to Elders past and present.





Our Plan to 2030

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Executive Summary

Our city is changing, and our water services need to respond to meet the demands of a growing city with a changing climate. Water conservation plays a critical role in making the most of our drinking water supply and helping customers manage the affordability of bills while contributing to a more drought resilient community.

We have developed a diverse and adaptive Water Conservation Plan, in collaboration with NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW). Our Plan contributes to the delivery of objectives in the Greater Sydney Water Strategy (GSWS) and Sydney Water's Strategy.

We are planning for the future to ensure that our water is used more efficiently, and our community is supported to save water.

Our customers have told us that water is a precious and valuable resource, and that saving water is important. Our plan sets out activities that will provide customers with information and services to help them save water, advocate for policy and market change, improve our own water efficiency, reduce water losses in our network, and support the use of recycled water to replace drinking water use where it is feasible to do so. Overall, our plan aims to maintain water savings already achieved and reduce demand by a potential further 48 GL than forecast in 2030. 43 GL is aimed to be achieved from water efficiency with an additional 5 GL from leak management activities. It also identifies a potential of around 7 GL in new incremental drinking water savings from existing and new recycled water schemes in 2030. Overall, this volume is equivalent to meeting the average drinking water needs of more than 300,000 homes by 2030.

In 2025-26, we plan to invest almost \$16 million to deliver water conservation focused activities to enable up to 6 GL of potential new water savings from water efficiency and leak management activities, including:

- 1.6 GL from customer and community programs, such as our WaterFix® services
- 0.7 GL from leak notifications to customers
- 3.7 GL from customers response to increased water usage prices from October 2025
- 0.2 GL from improvement in our network leakage performance

Beyond this, we will continue to support water conservation through other core business activities, such as community education and campaigns, asset management and the operation of recycled water schemes to maintain savings already in place. We have also identified up to 4 GL of new water savings from the use of recycled water in place of drinking water for non-drinking water purposes in 2025-26.

Water savings achieved in 2024-25 meets the average drinking water needs of over 65,000 homes

In 2024-25, we invested over \$14 million, to deliver almost 3 GL of new water savings and explored future opportunities to continue delivering savings over the longer term. This was achieved with the help of our customers who saved over 2.1 GL by participating in our water efficiency programs and responding to smart meter enabled leak notifications. We also reduced network leakage by approximately 0.8 GL. In addition, the ongoing operation of recycled water schemes reduced the need for around 11 GL of drinking water providing recycled water for industrial, commercial, recreational, and agricultural irrigation.

We will continue to invest in innovation and enhance our water conservation program to ensure it remains effective, impactful, and delivers lasting value for our customers and community.

1. Overview

Water conservation contributes to a sustainable, liveable and productive Greater Sydney

We have developed a diverse and adaptive 5-year Water Conservation Plan in collaboration with the NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW), that delivers on the NSW Government's Greater Sydney Water Strategy (GSWS) principle of "using what we have better". It sets the strategic direction for water conservation in Sydney, the Blue Mountains, and the Illawarra, and reflects our commitment to using water more efficiently in our operations and supporting the community to save water.

We have identified a range of activities to embed water efficiency, encourage behaviour change, reduce leakage and provide recycled water as a replacement for drinking water where it is feasible to do so. Figure 1 provides an overview of our Water Conservation Plan.

Figure 1: Overview of our Water Conservation Plan

Water Conservation Plan								
Deliver customer and community programs	Encourage water wise behaviour		Support policy and market change			Lead by example		
Develop and deliver services that increase the efficiency of existing homes and businesses, and build drought response capability	Build water literacy and community understanding of water use, drought risk and waterwise behaviours		Work with government, industry, and other stakeholders to accelerate the adoption of water conservation best practice			Demonstrate our commitment to water conservation by minimising water waste in our operations and enabling the use of recycled water		
Deliver customer water efficiency services	Provide education	Build awareness	Support policy improvement	Support market adoption	Build capability	Improve operational efficiency	Improve network leakage performance	Provide recycled water options
Monitor review and adapt plan								
Continuously adapt our plan to reflect new information and lessons learnt to ensure we meet our objectives								

Our Plan is shaped by our customer expectations and the future challenges facing our city

During the Our Water, Our Voice customer engagement program, customers told us that water is a precious and valuable resource and that saving water is important. They accept that, even outside of times of drought, they have an individual responsibility to save water and reduce their personal water use.

They feel that Sydney Water has an important role in helping them to save water and providing community-based water savings programs to improve resilience and reduce the need for severe water restrictions. Customers also expect Sydney Water to reduce water loss caused by leaks and breaks in the network, as water leaking in a public space is frustrating and appears wasteful. They told us that more stormwater and wastewater should be intercepted, recycled, and reused to help the city's water supply resilience.

Other challenges facing our city and communities which have shaped our Plan are summarised in Figure 2. The alignment of our plan to other strategies, policies and plans is summarised in Appendix A.

Figure 2: Drivers shaping our plan



Demand for water will increase with a growing population and emerging demands

We have over 5 million customers, and an extra 2 million are expected by 2050



Our water supply is at its sustainable limit

Pressure on our existing supplies will increase as our city grows under a changing climate



Our water supply is dependent on rainfall

About 85% of our water supply is dependent on rainfall, making us vulnerable during extended periods of low rainfall



Increasing water bills

Customer bills are increasing, and we need to make decisions to manage the future affordability of water services



We need to adapt to a changing climate

As our climate changes we need to plan for more frequent and severe droughts, bushfires, floods and storms



Be drought ready

Build community resilience to drought and prepare to respond with water restrictions

2. Progress towards our objectives

We have established performance targets to help us monitor how we are tracking against the objectives of our Plan (Table 1). Our continued focus on water conservation has resulted in us meeting our 2024-25 targets for water efficiency and recycled water. However, we recognise further action is needed to improve leakage performance. Our water conservation investment of \$14.4 million¹ to deliver activities and oversee the implementation of the Plan, is supported by other complementary business activities that contribute to water conservation outcomes such as campaigns, education programs, smart metering, asset management and recycled water schemes, funded elsewhere by the business.

A summary of performance against each outcome is provided below. Further information on individual activities delivered in 2024-25 is available in Table 4 and in Appendix B.

Table 1: Progress against key performance targets for Water Conservation²

	Measure	Target FY25	Actual FY25	Status	Target FY26	FY2030 target	Comment
Water efficiency	Volume of drinking water saved in billions of litres per year (GL/yr)	>24	35	✓	>35	38	Achieved FY target Improving performance against FY24
	Residential drinking water use per person per day under average weather in litres per person per day (LPD)	<186	179	✓	≤181	≤179	Achieved FY target Improving performance against FY24
Network leakage	Leakage as a percentage of total drinking water supplied ³	≤ 8%	8.6% 130 ML/d	⊖	≤ 8%	≤ 7%	Below FY target Improving performance against FY24
Water recycling	Total volume of recycled water available in billions of litres per year (GL/yr)	33	33	✓	≥46	≥62	Achieved FY target Declining performance against FY24
	Total volume of drinking water saved in billions of litres per year (GL/yr)	10	11	✓	>14	>17	Achieved FY target Declining performance against FY24

We met our 2024-25 targets for water efficiency

By the end of 2024-25, water demand is 35 GL below the forecast due to conservation efforts. This progress is measured against the GSWS water efficiency target of 38 GL by 2030. Compared to the updated year-end estimates for 2023-24⁴, we have reduced water demand by an additional 3 GL. We met our residential water use with demand estimated to be 179 litres per person per day (LPD) at the end of 2024-25. This result is slightly lower than the 180 LPD reported last year and 7 LPD lower than the target we set ourselves. The difference between our performance and target was primarily driven by updates to population data.

In 2024-25, we invested over \$6.5 million delivering water efficiency activities and made contributions to the NSW Climate Change Fund at a cost of almost \$3.6 million to deliver water efficiency activities in Greater

¹ Including almost \$0.4 million for dedicated resources to oversee the implementation of the Water Conservation Plan

² FY2030 targets to be reviewed and updated following the final price determination by Independent Pricing and Regulatory Tribunal.

³ Targets and performance rounded to the nearest percent

⁴ A review of the GSWS water savings tracking model, found an inconsistency between the population estimates used to calculate savings. Updated estimate of performance against the GSWS target was 32 GL for 2023-24, higher than the 24 gigalitre estimate reported in the 2023-24 Water Conservation Report and Forward Plan.



Sydney. Our investment was complemented by continuing business activities such as campaigns, education programs, community engagement and the smart metering program. We will need to continue to invest to avoid any decline in water efficiency performance over the coming years.

Our leakage performance has improved but remains a challenge

During the year, we invested around \$3.3 million and provided dedicated resources to identify and implement activities to improve network leak performance. This is in addition to core asset management activities. At the end of 2024-25, our rolling 12-month network leakage result was estimated at 130 megalitres per day (ML/d), equivalent to around 8.6 per cent of the volume of drinking water supplied. Despite not meeting the plan's target for the year, our leakage result has improved by 2 ML/d and remains 'A rated' using the International Water Association's Infrastructure Leakage Index (ILI) for developed countries at 1.41. We take this result seriously and continue to explore options and implement measures to improve our performance, where it is cost-effective and feasible to do so.

We met our 2024-25 targets for drinking water replacement through recycled water servicing

We provided 33 GL of recycled water to customers. Operation of these recycled water schemes contributed to water conservation by replacing around 11 GL of drinking water used for industry, irrigation, agriculture and in our operations. This is equivalent to meeting the average drinking water needs of more than 50,000 homes each year.

3. Demand trends

Total demand for drinking water remains more than 10 per cent lower than it was prior to the Millenium Drought over 20 years ago, despite serving almost 1 million more people. On a per person basis, drinking water demand remains around 35 per cent less than it was in the early 2000s. This reduction has been driven by improvements in the efficiency of appliances and fixtures, adoption of more waterwise behaviours, changes to urban form, and regulation.

In 2024-25, total observed drinking water demand (including unfiltered water) was 555 GL to service over 5 million people, around 1 per cent higher than what was reported in the previous year as 550 GL (Figure 3). During the year, weather corrected demand was reported as 556 GL, a small increase on the previous year of 555 GL. The similarities in demand over the two years, and closeness to total observed demand implies average weather conditions in 2024-25. This is equivalent to an average of 276 litres per person per day (LPD) for both observed and weather corrected demand (Figure 4). Slightly lower than in 2023-24.

Similarly demands in both residential and non-residential sectors have remained relatively stable at 179 LPD and 61 LPD respectively in 2024-25. Leakage performance also improved at 130 ML/ day. Refer to Table 2 and

Figure 3 to Figure 5 for key demand statistics and sectoral trends.

Table 2: Key statistics for FY 2024-25

Breakdown	2024-25
Drinking water demand from drinking water sources ⁵	555 GL
Metered residential demand	65% 362 GL
Metered Non-residential demand	22% 122 GL
Leakage volume Economic level of leakage = 108 ML/d ± 16 ML/d	8.6% 47 GL (130 ML/d)
Non-metered water (excluding leaks) ⁶	4% 24 GL
Observed average water use	276 litres per person per day
Weather corrected average water use	276 litres per person per day
Observed average residential water use	179 per person per day
Volume of drinking water saved by using recycled water	11 GL

⁵ Does include unfiltered water top-up for industrial use

⁶ Includes billed unmetered consumption, unbilled unmetered consumption, unauthorised consumption and customer meter under registration.

Figure 3: Historical demand for drinking water. Total observed and weather corrected drinking water use presented as billions of litres per year (Gigalitres or GL/year) and population growth

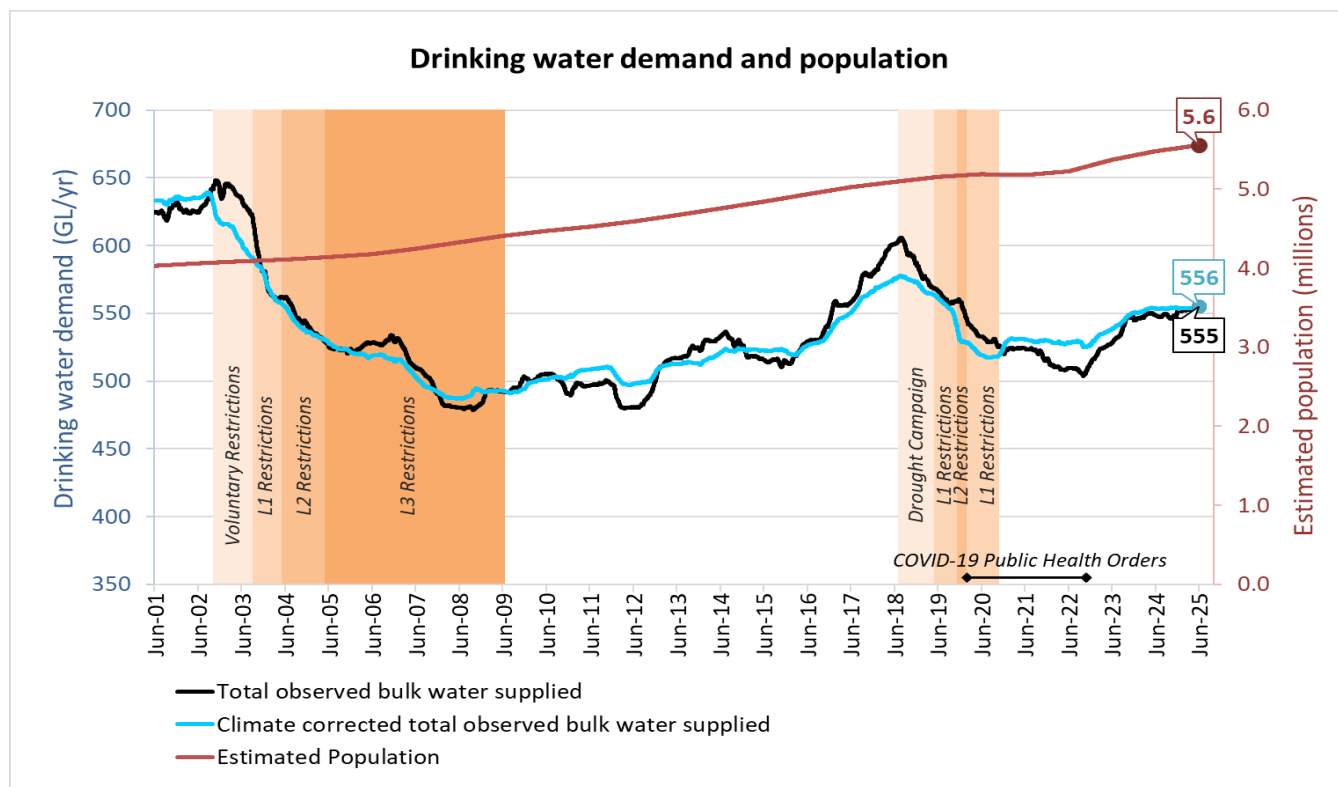


Figure 4: Total observed and weather corrected drinking water use presented in litres per person per day (LPD), and population growth

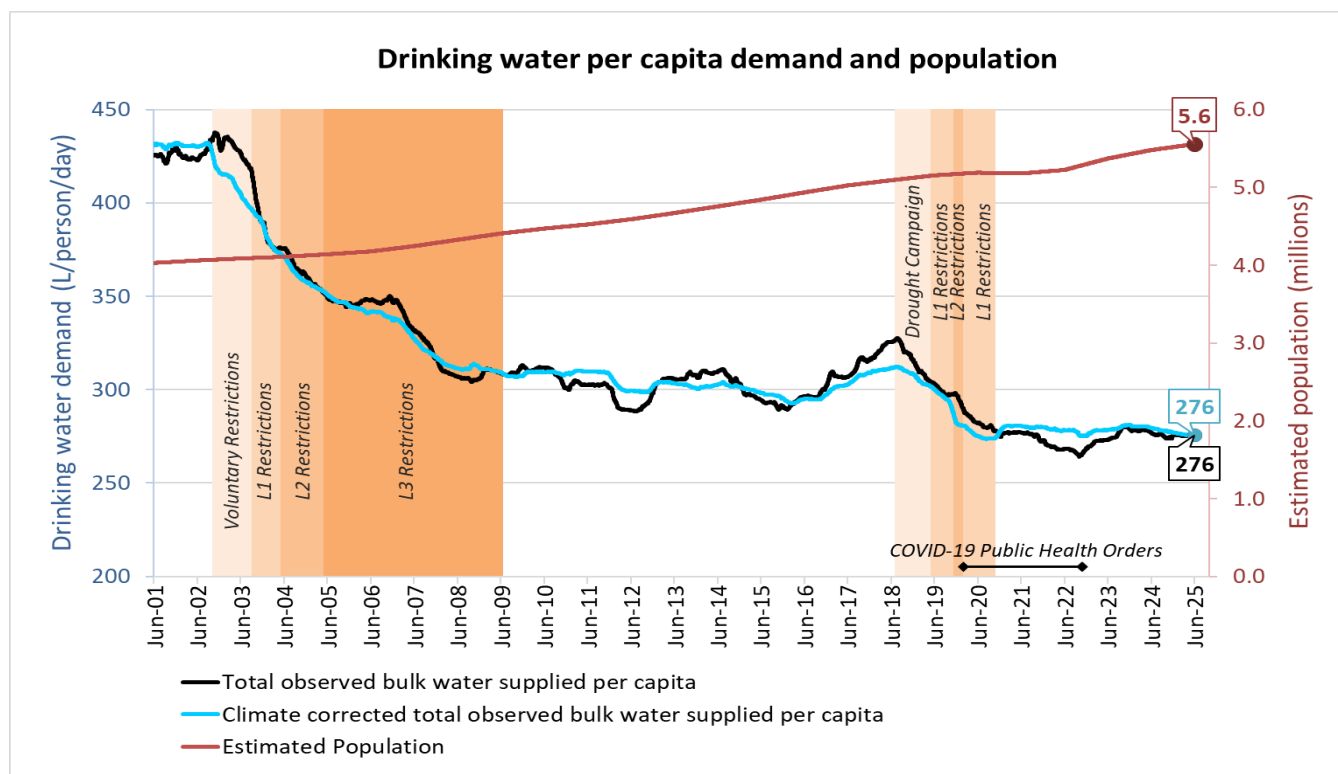
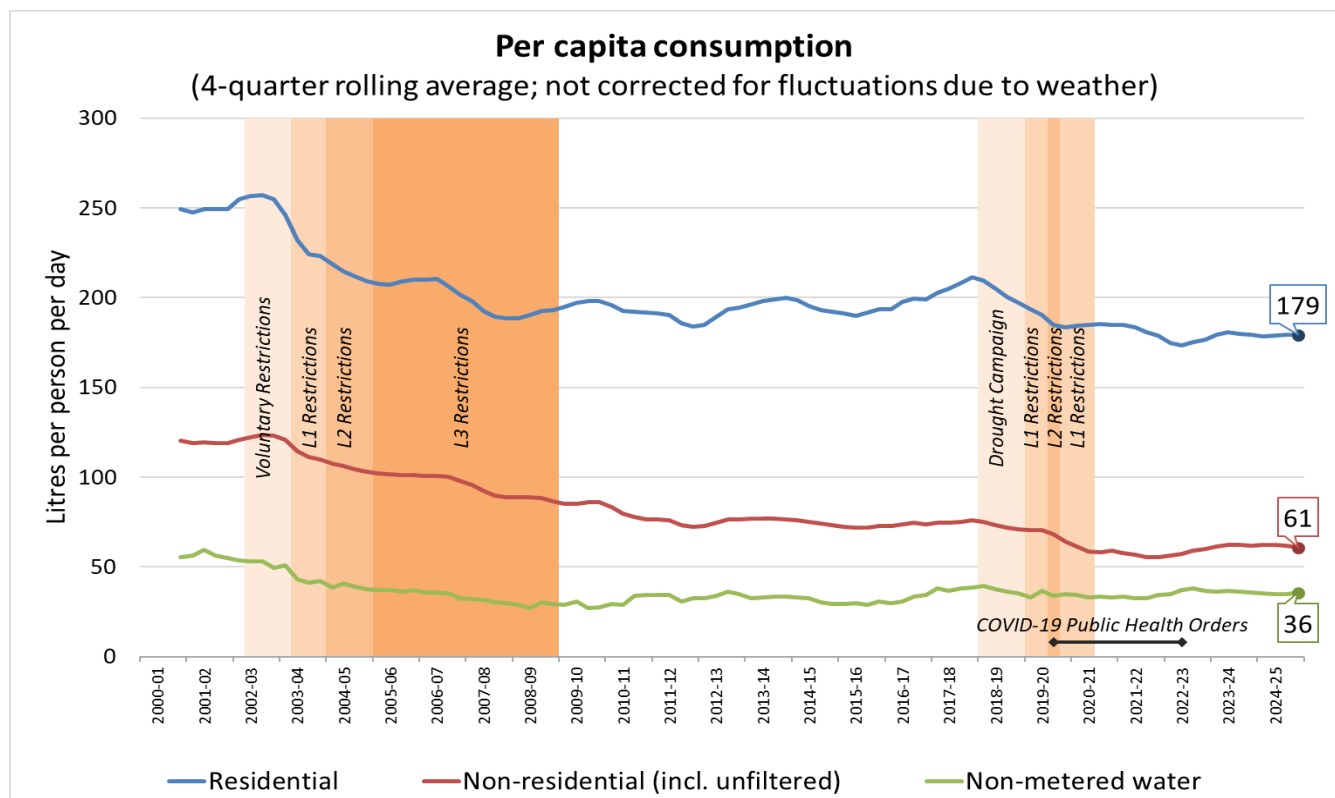


Figure 5: Total observed drinking water use presented as an average of residential use, non-residential use and non-metered water (including leakage) in litres per person per day (LPD)





4. Our five-year plan

Our Water Conservation Plan aims to maintain water savings already achieved and identifies an additional 48 GL of potential water savings in 2030 delivered through water efficiency and leak management activities. It also identifies an additional 18 GL of potential drinking water savings from existing and new recycled water schemes in 2030. Overall, this is equivalent to meeting the average drinking water needs of more than 300,000 homes by 2030. Activities included in our Plan include:

- supporting residential and non-residential customers to proactively manage their water bills by improving the efficiency of their homes and businesses, as well as reduce waste by repairing leaks
- increasing the adoption of water efficient practices and technologies in the community by working with government, industry and other stakeholders
- continuing to work with DCCEEW to advocate for changes to water efficiency related policies and regulation, and support the implementation of the NSW Water Efficiency Program in Greater Sydney
- providing education and information to encourage water wise behaviours and choices
- managing our operational water use effectively and reducing water loss from our network
- operating recycled water schemes and exploring new opportunities to reduce the use of drinking water for non-drinking water purposes.

A summary of planned activities, their expected savings and investment are included in the following tables. The tables also list complementary core business activities that support water conservation but are delivered in response to other business drivers and assessed using alternative decision-making frameworks, such as smart metering, education programs, campaigns, pricing, asset management, and recycled water schemes.

The Plan has been developed with consideration of past performance, lessons learnt, business priorities, funding and resource availability. In selecting individual activities for the Plan, we have assessed them against our economic method where feasible, and have considered other criteria, including alignment to broader policy outcomes, drought response enablement and scalability to ensure they deliver value and support our objectives. We continue to explore new opportunities to fill gaps in our current customer service offerings, and trial new technologies and approaches to unlock further water savings and inform future revisions of our Water Conservation Plan. A list of current development activities is outlined in Appendix B.

Monitoring, reviewing and adapting our Plan

In alignment with the NSW Water Efficiency Framework, we continuously monitor, review and adapt our Plan to ensure it remains effective and continues to deliver value for our customers. The plan is reviewed and optimised annually through a collaborative process involving Sydney Water and DCCEEW, informed by insights gathered from our community and delivery teams. A summary of individual activities delivered in 2024-25 and their performance is provided in Table 5 and Appendix B.

To ensure transparency and accountability, the Plan is reported annually to the Independent Pricing and Regulatory Tribunal (IPART), DCCEEW, GSWS governance and the public.

The Plan is designed to be flexible and responsive to changing conditions. Priorities may shift over time due to factors such as funding availability, local context or evolving community needs. We recognise there are uncertainties such as changes in customer uptake, water savings estimates, implementation timelines, delivery methods and dam levels. As well as the potential for overlap and 'double-counting' in our forecast savings estimates, particularly from broad-scale activities such as pricing, community education and resolution of leaks from digital metering notifications. We will monitor activities and our overall progress to our water conservation targets to manage these risks and continue to deliver value for our customers.

Table 3: Summary of planned water conservation activities and potential annualised water savings to 2030^{7,8}

Activities	Economic	New potential water savings (ML/year)					Total savings in 2030 (ML)
		2025-26	2026-27	2027-28	2028-29	2029-30	
Deliver customer and community programs		1,573	2,563	3,067	3,495	3,888	12,592
PlumbAssist®	Yes	56	59	62	65	67	308
WaterFix® Residential	Yes	137	180	182	184	185	867
WaterFix® Strata	Yes	100	272	285	299	314	1,270
WaterFix® Concealed Leaks	Yes	388	775	930	1,085	1,240	4,418
Washing machine exchange program (DCCEEW)	Yes	146	64	84	84	-	378
WaterFix® Commercial	Yes	225	675	900	990	1,080	3,870
WaterFix® Schools	Yes	200	120	80	80	80	560
WaterFix® Insights	Yes	323	419	545	709	921	921
Encourage water wise behaviour		716	1,272	1,431	1,505	1,504	6,428
Smart meter notifications	N/A	716	1,272	1,431	1,505	1,504	6,428
Education programs	N/A	-	-	-	-	-	-
Campaigns	N/A	-	-	-	-	-	-
Community grants	N/A	-	-	-	-	-	-
Support policy and market change		3,720	9,245	3,519	3,526	4,004	24,013
Review of regulatory instruments (DCCEEW)	N/A	-	100	300	600	1000	2,000
Pricing and incentives	N/A	3,720	9,145	3,219	2,926	3,004	22,013
Contribution to Climate Change Fund	N/A	Savings are captured against DCCEEW activities					
Arboretum recycled water trial	N/A	-	-	-	-	-	-
Hydraloop™ retrofit trial	N/A	-	-	-	-	-	-
Hydraloop™ developer trial	N/A						
Smart Standpipe trial	N/A	-	-	-	-	-	-
Data Drop trial (DCCEEW)	N/A	-	-	-	-	-	-
Local government drought preparedness trial (DCCEEW)	N/A	-	-	-	-	-	-
Quantum sensing leak detection trial	N/A	-	-	-	-	-	-
Virtual district metering pilot	N/A	-	-	-	-	-	-
Vibration sensor pilot	N/A	-	-	-	-	-	-
Monitor, review and adapt							
Program development	N/A	-	-	-	-	-	-
Dedicated resourcing	N/A	-	-	-	-	-	-
Totals		6,009	13,796	10,006	11,945	14,320	43,033

Lead by example							
Leakage performance improvements		219	840	949	1,095	1,424	4,526
Active leak detection program	N/A	-	402	365	183	146	1,095
Pressure management program	N/A	110	110	-	-	-	219
Improved leak response times	N/A	110	329	584	913	1,278	3,212
Network monitoring and analysis	N/A	-	-	-	-	-	-
New recycled water drinking water offset	N/A	3,842	503	1,447	329	513	6,634
Totals		4,061	1,343	2,396	1,424	1,937	11,160

⁷ The economic level of water conservation assessment applies to Sydney Water activities delivered primarily for water conservation under the water conservation program. It does not apply to complementary core business activities that support water conservation but are guided by alternative decision-making frameworks, such as smart metering, education programs, campaigns, pricing, asset management, and recycled water schemes. Research and innovation are also excluded, as they aim to gather evidence to inform assessment and future opportunities for the program.

⁸ Planned activities, savings and expenditure will be reviewed and updated annually with consideration of performance and business priorities.

Table 4: Summary of planned water conservation expenditure to 2030^{9, 10}

Activities	Planned expenditure (\$'000)					Total expenditure (\$'000)
	2025-26	2026-27	2027-28	2028-29	2029-30	
Deliver customer and community programs	3,691	5,375	5,713	6,053	6,424	27,256
PlumbAssist®	500	584	618	641	675	3,017
WaterFix® Residential	2,756	3,742	3,893	4,050	4,213	18,654
WaterFix® Strata	228	638	690	747	808	3,111
WaterFix® Concealed Leaks	175	361	446	535	630	2,147
Washing machine exchange program (DCCEEW)	-	-	-	-	-	CCF
WaterFix® Commercial	11	23	30	33	36	132
WaterFix® Schools	-	-	-	-	-	-
WaterFix® Insights	22	28	36	47	61	194
Encourage water wise behaviour	-	-	-	-	-	N/A
Smart meter notifications	-	-	-	-	-	N/A
Education programs	-	-	-	-	-	N/A
Campaigns	-	-	-	-	-	N/A
Community grants	-	-	-	-	-	N/A
Support policy and market change	6,076	5,815	5,147	4,325	-	21,363
Review of regulatory instruments (DCCEEW)	-	-	-	-	-	CCF
Pricing and incentives	-	-	-	-	-	N/A
Contribution to Climate Change Fund	5,625	5,425	5,075	4,325	0	20,450¹¹
Arboretum recycled water trial	79	-	-	-	-	79
Hydraloop™ retrofit trial	35	35	35	-	-	105
Hydraloop™ developer trial						
Smart Standpipe trial	37	37	37	-	-	111
Data Drop trial (DCCEEW)	-	-	-	-	-	CCF
Local government drought preparedness trial (DCCEEW)	-	-	-	-	-	CCF
Quantum sensing leak detection trial	280	218	-	-	-	498
Virtual district metering pilot	20					20
Vibration sensor pilot		100				100
Monitor, review and adapt	3,158	4,553	4,215	3,947	3,576	19,448
Program development	221	1616	1278	1010	640	4,765
Dedicated resourcing	2,937	2,937	2,937	2,937	2,937	14,683
Totals	12,925	15,743	15,075	14,325	10,000	68,068
Lead by example						
Leakage performance improvements	2,838	3,061	3,031	3,050	3,070	15,049
Active leak detection program	2,838	3,061	3,031	3,050	3,070	15,049
Pressure management program	-	-	-	-	-	N/A
Improved leak response times	-	-	-	-	-	N/A
Network monitoring and analysis	-	-	-	-	-	N/A
Recycled water drinking water offset	-	-	-	-	-	N/A
Totals	2,838	3,061	3,031	3,050	3,070	15,049

⁹ Water conservation expenditure does not include costs for activities complementary to water conservation outcomes, such as smart metering program, campaigns, education programs, asset management, and the operation of recycled water schemes that are core business activities driven by reasons beyond water conservation.

¹⁰ Planned activities, savings and expenditure will be reviewed and updated annually with consideration of performance and business priorities.

¹¹ Contribution to Climate Change Fund (CCF) supports delivery of DCCEEW activities and is funded from outside of the Water Conservation Fund.

Table 5: Summary of water conservation activities delivered in 2024-25 and annualised water savings¹²

Activities	Economic	Target savings (ML)	Water savings (ML/year)	Unique participants	Water Conservation expenditure (\$'000)	Included in forward plan
Deliver customer and community programs		1,568	1,576	7,734	4,416	
PlumbAssist®	Yes	40	50	312	545	Yes
WaterFix® Residential	Yes	179	142	6,885	3426	Yes
WaterFix® Strata	Yes	254	209	311	40	Yes
WaterFix® Concealed Leaks	Yes	270	473	126	130	Yes
Washing machine exchange program (DCCEEW)	N/A	19	-	-	CCF	Yes
WaterFix® Commercial	Yes	250	382	25	7	Yes
WaterFix® Schools	Yes	246	111	23	22	Yes
WaterFix Insights	Yes	300	209	52	246	Yes
Pilot Water Efficiency Grants	N/A	10	-	-	-	Under review
Encourage water wise behaviour		159	573	472	0	
Smart meter notifications	N/A	159	573	472	-	Yes
Education programs	N/A	-	-	-	-	Yes
Campaigns	N/A	-	-	-	-	Yes
Community grants	N/A	-	-	-	-	Yes
Support policy and market change		45	0	0	3,966	
Review of regulatory instruments (DCCEEW)	N/A	45	-	-	CCF	Yes
Contribution to Climate Change Fund	N/A	-	-	-	3,550	Yes
Smart TMVs hospital trial	N/A	-	-	-	64	Complete
Arboretum trial	N/A	-	-	-	24	Yes
Hydraloop™ retrofit trial	N/A	-	-	-	1	Yes
Hydraloop™ developer trial	N/A	-	-	-	-	Yes
Smart Standpipe trial	N/A	-	-	-	-	Yes
Data Drop trial (DCCEEW)	N/A	-	-	-	CCF	Yes
Local government drought preparedness trial (DCCEEW)	N/A	-	-	-	CCF	Yes
Quantum sensing leak detection trial	N/A	-	-	-	321	Yes
Recycled water tankering	N/A	-	-	-	2	Yes
WRRF Smart metering	N/A	-	-	-	4	Complete
Monitor, review and adapt					2,782	
Dedicated resourcing	N/A	-	-	-	2,782	Yes
Totals		1,772	2,149	8,206	11,164	
Lead by example						
Leakage performance improvements (excluding dedicated resources)			803	-	3,272	
Active leak detection program	Yes	-	438	-	2,897	Yes
Pressure management program	Yes	-	-	-	375	Yes
Improved response times	N/A	-	365	-	-	Yes
Network monitoring & analysis	N/A	-	-	-	-	Yes
Total Drinking water offset from recycled water	N/A	-	10,963	-	-	Yes
Totals		0	11,766	0	3,272	

¹² Water conservation expenditure does not include costs for activities complementary to water conservation outcomes, such as smart metering program, campaigns, education programs, asset management, and the operation of recycled water schemes that are core business activities driven by reasons beyond water conservation.



4.1 Deliver customer and community programs

We will deliver customer and community programs to help our customers save water in their homes and businesses and manage the affordability of their water bills

Over 80 per cent of our drinking water is used in households and businesses. This is why supporting our customers and community to save water remains a central part of our plan. In 2030, our customer and community programs could save up to 12.6 GL of drinking water, enough to meet the drinking water needs of around 60,000 homes.

To achieve this, we will continue to build our understanding of how customers use water and expand our range of affordable services that help our customers use water more sustainably without compromising on performance or comfort. Our services help customers avoid water loss through early leak detection and repairs, and reduce water waste through more efficient fixtures, appliances and technology. As water pricing increases over the coming years, we will monitor and continue to strengthen our hardship assistance programs to support customers needing plumbing assistance and help with their bills.

During the year, we reviewed our services and identified several opportunities to enhance and expand our program. These opportunities have shaped our development focus areas over the next five years as we continue to mature our program and prepare ourselves and our community for drought. Our focus areas include re-establishing an outdoor program including rainwater systems, expanding financial instruments and delivery models to support new customer segments and cover additional end-uses especially in the non-residential sector, as well as adopting new technology and devices with greater efficiency under our current retrofit services. Further detail on these activities is available in Table 2 of Appendix B.

Looking back

During the year, our services helped over 7,700 customers collectively save around 1.6 GL of water, enough to meet the average drinking water needs of around 7,000 homes.

Our residential services WaterFix® Residential, WaterFix® Strata, and PlumbAssist® continued to help customers reduce their water bills by fixing leaks and replacing inefficient showers, taps and toilets with more efficient devices. Pricing for WaterFix® Strata was revised during the year to align with the subsidised offer provided under WaterFix® Residential, to ensure that all households have an equal opportunity to access our services. Our non-residential services WaterFix® Commercial and WaterFix® Schools continued to provide case management support to help customers locate and repair challenging leaks and identify opportunities to save water through the adoption of more efficient devices, equipment, technology and processes. Our specialised service WaterFix® Concealed leaks helped customers locate and repair hidden leaks often found underground, and generated the greatest volume water savings. WaterFix® Insights began transitioning from third-party dataloggers to Sydney Water smart meters, offering a more cost-effective solution for customers to proactively manage leaks. We have paused our water efficiency grants pilot as we evaluate additional options to expand our delivery models to enhance the reach and effectiveness of our program.

During the year, DCCEEW established a residential washing machine exchange program that will target low-income households. The program start was delayed allowing for additional time to negotiate with a delivery partner, however planned deliveries will recover in 2025-26 with 7,300 washing machines estimated to achieve 146 million litres of annual water savings.

Further detail on these services and performance during the year are available in Table 1 of Appendix B.



PlumbAssist® supporting customers in hardship

During the year, our PlumbAssist® service provided essential plumbing support to over 300 customers experiencing hardship to collectively save 50 megalitres of water a year. PlumbAssist® is a unique subsidised service that helps customers improve the affordability of their bills by helping them save water. Our team of specialised plumbers will complete a water efficiency assessment, find and fix major leaks, and replace inefficient showers, taps and toilets with more efficient devices. Our team also plays an important role in ensuring that our most vulnerable customers have access to essential services such as water, hot water and drainage. Where further support is needed, customers are referred to our broader hardship assistance programs for case management support and help with paying their bills.

We will continue to promote our hardship assistance program and will strengthen our support in response to customer need.



Waterfix® commercial delivers 100,000 kL in annual water saving

Waterfix® Commercial is our water efficiency service for inefficient non-residential properties. This service provides customers with case management support to find challenging leaks as well as to identify opportunities to improve efficiency through the adoption of more efficient devices, equipment, technology and processes. The service includes a water efficiency benchmark and a site water efficiency assessment to inform an obligation free recommendation and quote. If accepted, the service also includes project management to coordinate the delivery of repairs and upgrades.

The service exceeded water savings targets in 2024-25 following the repair of a number of large underground pipe leaks, such as a hospital that was proactively engaged by our team after a newly installed Smart Meter identified a potential leak flowing at 12 thousand litres an hour. Our team worked with the hospital to locate the underground leak and support the repair. Had this leak continued for a year, the hospital would have wasted over 100,000 kL of water, equivalent to meeting the average drinking water needs of more than 470 homes, costing around \$268,000 in usage charges.

Our Waterfix® Commercial service will continue to proactively support our customers to save water and gain control of their water bills.





4.2 Encourage waterwise behaviour

We will build water literacy in the community and provide information to help the community make water wise choices.

We know that water availability is a topic our customers rarely think about outside of drought. This is why we are committed to building water literacy and strengthening the value of water in our community. By helping our customers understand the importance of water, its scarcity, and the role they can play in conserving it, we aim to inspire our community to adopt waterwise behaviours to save water every day, not only in drought.

To achieve this, we will continue to deliver a range of formal early learning and school education programs that inform and inspire our next generation of advocates, as well as build awareness in our community through campaigns, partnerships, and engagement programs. We will also continue to educate our customers about Waterwise Guidelines that are permanent rules to ensure water is used sustainably outdoors and provide timely notifications of potential leaks made possible by the rollout of smart meters. These notifications help customers fix leaks quickly, with potential water savings of around 6 GL by 2030.

Customer insights continue to play an important role in shaping our programs. By understanding who our customers are, how and where they use water, and their habits and mindsets we are better able to connect in meaningful ways to support them. Recent insights from our Water Literacy Index and Community Sentiment Monitor (



6) both highlighted that community members aged between 18-49 and culturally and linguistically diverse groups continue to be the primary target market for behaviour change campaigns. These groups are consistently less likely to acknowledge they can change behaviours to save water and were more likely to identify themselves as ‘water wasters’. Encouragingly, waterwise mindsets remain stable with 59 per cent of households being active in saving water. Sixty per cent of households also say they are willing to change their behaviours, especially when supported by education, clear guidance on easy-to-follow behaviours and financial incentives which we explore through our customer and community programs.

Looking back

During the year, our early learning and school education programs collectively reached over 2,200 students. We launched our inaugural event, ‘Water is our life’ youth forum during National Water Week inspiring the next generation of water advocates. Our early learning program ‘Water Saving Superheroes’ explored simple ways to save water at home aligned to our partnership with The Wiggles. Our ‘Aqua Allies’ program engaged nearly 700 primary school students. Our pilot of the Water Conservancy’s ‘Walter Smart and Friends’ incursion reached over 1,500 students with their theatre-based production designed to excite and educate primary school students about the urban water cycle, the benefits of water efficiency and easy to follow water-wise behaviours through an engaging performance and interactive workshop. Our smart metering program enabled us to notify 485 customers of potential leaks, 97 per cent of whom repaired leaks resulting in 573 ML of water savings from avoided water loss.

Our mass behaviour change campaign ‘Water is our life’ focused on building value for water in our community as the foundation for engaging and educating our community on water conservation. Our partnership with The Wiggles for our campaign ‘Water Saving Superheros’ encouraged our youngest community members and their families to save water in a fun and easy way.

DCCEEW continued work on Data Drop, an online tool to provide large non-residential customers with more access to data on water use, trends and leak alerts. The work entered the discovery phase; this phase included stakeholder interviews and developing a proof-of-concept prototype.

Further detail on these services and their performance during the year is available in Table 3 of Appendix B.

Figure 6: Community Sentiment Monitor insights - June 2025



‘Water is our life’ Youth Forum

To launch National Water Week 2024, Sydney Water hosted the inaugural Water is our Life Youth Forum, engaging over 80 secondary students from across Greater Sydney in meaningful discussions about sustainable water management and the future of water. The forum was designed to deepen water literacy and empower students to become informed advocates within their schools and communities.

Through small-group workshops and presentations led by Sydney Water’s Community Education team, students explored key questions around sustainability, climate resilience, First Nations water knowledge, Purified Recycled Water (PRW), and career opportunities in the water industry.

The interactive design of the event allowed for deeper engagement and dialogue, fostering critical thinking and personal connection to water issues. This initiative complements Sydney Water’s broader youth education portfolio, which includes PRW Discovery Centre tours.

As Manager Water Literacy and Education, Tracey Willingham, highlighted, youth engagement plays a vital role in building water literacy across Sydney’s diverse communities: “Our young people are excellent water ambassadors who can help drive generational change and support a sustainable water future.”



Partnership with The Wiggles for our 'Water saving superheros'

Findings from our 2023-24 Community Sentiment Monitor for water efficiency identified a decline in people practicing water saving behaviours. To address this, we partnered with The Wiggles to create a fun and engaging campaign, 'Water Saving Superheros', designed to encourage our youngest community members and their families to save water at home. The campaign is framed around a superhero mission to save Sydney's water and provides practical and easy to follow tips and taps into the unique talent of children in influencing behaviour change for entire families at home.

During the year, the campaign was delivered across digital platforms and in-person events. It achieved more than 7 million Meta impressions, 3.5 million on TikTok, and nearly 2 million on YouTube, with strong engagement and completion rates across all platforms. As well as reaching around 75,000 customers via an email campaign.

When our campaign was in market, we saw a positive change in water saving habits as measured by the Community Sentiment Monitor which reported an increase in reports of turning the tap off while brushing teeth, shorter showers and using the half flush on the toilet. We will use the positive results and the influence of The Wiggles to promote water literacy as well as water conservation over the next 12 months.



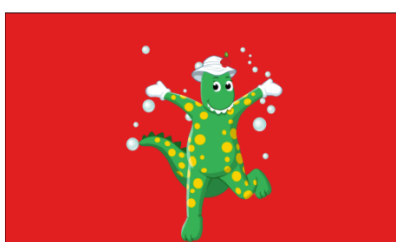
Wiggly Water Saving Tips

Here are some simple tips to help you become a Water Saving Superhero:



Keep the water level low when having a bath

This stops you using more water than you need



Have shorter showers less than 4 minutes

Every minute you spend in the shower uses 10 litres of water



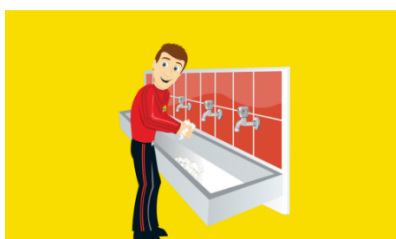
Use a watering can to water the garden instead of a hose

A hose uses on average 25 litres per minute



Turn off the tap while brushing your teeth

Leaving the tap on can use more than 5 litres of water



Turn off the tap all the way so there are no drips

A dripping tap can waste as much as 200 litres a day



Use a bucket and a sponge to wash your car

This gives you more control and helps you save water



4.3 Support policy and market change

We will work with government, industry and others to advocate for improvements in policy and accelerate the adoption of water conservation best practice in the community

As we face increasing challenges from growth, climate change and cost of living, it is critical to ensure that our homes and buildings serve us as best as possible now and into the future. Sydney Water will continue to explore innovative technologies and approaches to raise awareness of water-saving opportunities and actively support improvements to policy instruments that shape market choices and reduce the water use intensity of buildings throughout their lifecycle.

NSW planning policies are developed to encourage incremental change over time. By advocating for water efficiency and conservation in policy review processes we enable cost-effective and sustainable design decisions. This can deliver immediate cost of living savings and embed water savings over the long term.

Each policy update can gradually tighten standards and encourage ongoing progress. The staged updates also ensure that the policy evolves alongside advancements in technology and industry standards while ensuring markets can adopt and integrate changes without unnecessary disruption.

Policy is based on evidence. Research and studies are foundational to informing policy development and understanding costs and benefits. DCCEEW will lead collaborative research projects to identify new opportunities and quantify water saving activities to support the evidence base for policy development and inform project delivery. In the short-term, this is likely to include supporting ongoing work on outdoor irrigation of greenspaces and exploring policy options to optimise rainwater systems to maximise performance and reduce silent failures, as well as investigating the relationship with landscape design and stormwater run-off.

Our Plan has identified 2 GL of potential water savings in 2030 resulting from the implementation of changes to policy and regulatory instruments. In addition, we estimate from previous price elasticity studies, customer demand for drinking water may reduce by up to 22 GL as result of customers response to increased water prices from 2025-26.

Looking back

During the year, we continued to support DCCEEW to implement the NSW Water Efficiency Program across Greater Sydney by contributing to the Climate Change Fund. We continued to collaborate with DCCEEW and other water utilities across Australia to advocate for stronger awareness of challenges facing water services in Greater Sydney and the potential contribution that improved policy and market change could make in delivering and enhancing water efficiency standards in federal and state policy and regulation to drive long-term sustainable savings beyond 2040.

We also continued to work with the government, industry and others to build capability and accelerate the adoption of water conservation best practice through research and trials. This included the development of a Water Stewardship Program as an innovative and scalable solution to support water conservation outcomes, a smart thermostatic mixing valve trial for greater efficiency in hospitals, and the continuation of the Hydraloop™ trial to support regulatory acceptance of decentralised greywater treatment.

Further detail on these activities and their performance during the year is available in Table 4 in Appendix B.

In 2024-25, DCCEEW collaborated with the Department of Planning, Housing and Infrastructure to progress work to explore how the Building Sustainability Index (BASIX) policy could more effectively drive water savings. Completed projects that will contribute to the evidence base to support policy change include:

- BASIX Rainwater Tank and Landscape Model Review, to identify options to improve water efficiency and more accurately account for residential water use.
- BASIX Climate Data, to understand the likely climate over the life of a dwelling to inform updates to the underlying rainfall and evaporation datasets used in BASIX.
- BASIX Water and Green Cover, to enhance the accuracy of water efficiency calculations by accounting for the water saving values of landscape elements such as trees, shrubs and deep soil.
- A cost benefit analysis methodology and ready reckoner tool to test the cost-effectiveness of new water policy options.

DCCEEW also:

- Worked with the NSW Government Architect and the National Australian Built Environment Rating System (NABERS) to review the non-residential water standards in the *Sustainable Buildings State Environmental Planning Policy 2022* to identify improvements that would lead to long-term community water savings in new buildings
- Scoped and procured a local government drought preparedness project to better prepare Sydney councils for possible water restrictions
- Began developing a NSW Water Sensitive Urban Design Guide to provide a consistent policy position across the state. Water sensitive urban design helps retain water in our landscape, meaning less drinking water is required for urban cooling and greening.

The Water Stewardship Program

As climate resilience becomes increasingly vital, our smart irrigation trial is demonstrating how technology can help councils optimise irrigation practices to maintain green urban spaces while using water more efficiently. The trial integrates irrigation software with soil moisture sensors and smart water meters to provide water consumption and nutrient analysis. These insights enable the system to fine-tune irrigation practices to changing conditions. Throughout the year, the trial continued to validate the effectiveness of smart irrigation systems. However, a key barrier to broader adoption was identified as the upfront capital cost of hardware and software.

To address this, we partnered with a leading smart irrigation software provider to facilitate the development of a Water Stewardship Program; a pioneering initiative that connects councils with private companies seeking to offset their water use by helping others save. Under this program, private companies fund smart irrigation hardware and software and cover the water bills for irrigated parks for 10 years. In return, they claim the resulting water savings as offsets against their own usage.

This innovative model exemplifies the power of cross-sector collaboration. By bringing together private and public sectors, we are able to fund and sustainably scale water-efficient solutions. Looking ahead, we will continue to expand the Water Stewardship Program, facilitating new connections and driving adoption of smart water technologies across more communities.



The Non-residential Water Efficiency Benchmarking project

The Non-residential Water Efficiency Benchmarking project is a national project being led by the Water Services Association of Australia (WSAA) in collaboration with over 15 utilities, councils and government bodies from across the country. The research, which commenced in 2024, is being conducted by the Institute for Sustainable Futures at the University of Technology Sydney and non-residential audit specialist BMT.

14 sectors and sub-sectors are currently being investigated including for example: aged care, hospitals, schools, childcare, aquatic centres, hotels/motels, parks and wastewater treatment plants. The research is using novel analytical approaches and is ambitious considering other local and international water efficiency benchmarking examples consider far fewer sectors/sub-sectors.

The research is now well advanced, and it is anticipated to be completed by early 2026. The outcomes from the project will assist utilities and their business customers across the country to better understand and compare individual businesses water use against their peers, help them uncover water efficiency opportunities and aid the non-residential sector move towards best practice water efficiency.



4.4 Lead by example

Demonstrating our commitment to water conservation

At Sydney Water, we take the opportunity to lead by example and embed a water conservation mindset in the way we operate and the services we provide.

Our forward plan aims to improve our leakage performance towards our target of $\leq 7\%$ by 2030 and find opportunities to reduce the use of drinking water in our operations. We have identified up to 18 GL of water savings from the use of recycled water in place of drinking water for non-drinking water purposes in 2030. This includes potential new savings of up to 7 GL by maximising supply from existing recycled water schemes and investigating new opportunities.

Minimising water waste in our operations

Our Leakage Management Plan focuses on driving improved performance informed by the four pillars of leakage management established by the International Water Association's (IWA) Water Loss Specialist Group of active leak detection, pressure management, improved response times and asset management. For 2025-26 this means:

- Continuation of proactive leak detection on our reticulation network and trunk mains using network surveys, sensors in high density areas and other specialist technologies.
- Realisation of water savings from the optimisation of pressures in selected pressure zones and continued exploration of opportunities to expand the program.
- Continued uplift in maintenance resourcing to repair leaks and the exploration of further options to improve response times to repair leaks.
- Continued monitoring and analysis of the network to improve understanding of our leakage performance and opportunities to improve.
- Commencement of a virtual district metering trial to test the feasibility of this approach as a cost-effective alternative to traditional district metering.
- Exploring the feasibility of targeted rollout of customer smart meters combined with vibration sensors to identify leaks.

Work will also continue to improve the accuracy and granularity of the water balance, to better understand leakage performance and to focus efforts.

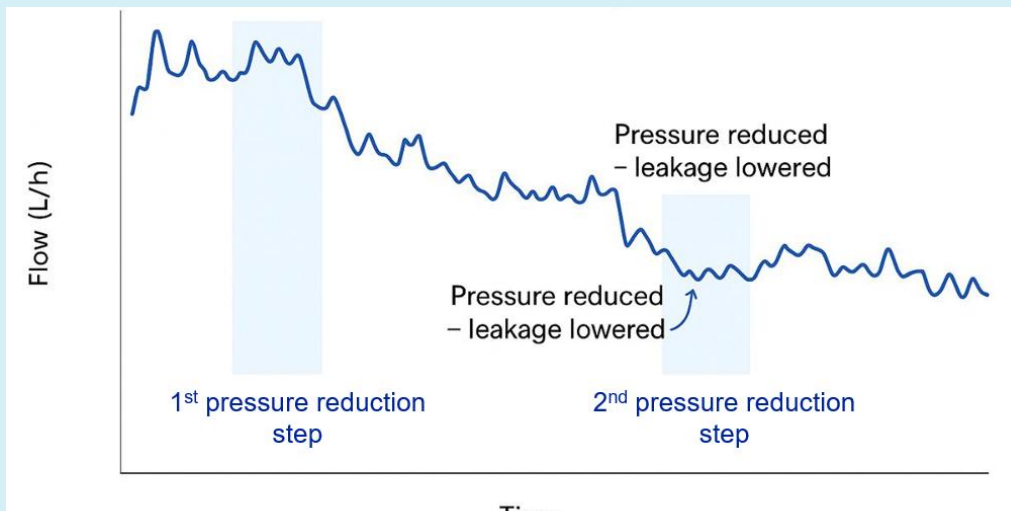
Provide recycled water as an option to replace drinking water where it feasible to do so

In addition to improving leakage performance, we will continue to recycle water for reuse on our sites and investigate opportunities to reduce our operational water use where feasible.

Our existing recycled water schemes will continue to provide recycled water to existing customers. We will also continue to work with key regulators, developers, customers and other stakeholders to investigate further opportunities to supply recycled water to new and existing customers, where feasible. The Western Sydney Integrated Stormwater Management scheme, which is in development, will be one of the largest stormwater harvesting schemes in the world where we will collect, treat and use stormwater to provide recycled water to the Aerotropolis precincts.

Smarter pressure management delivers lasting water savings

Optimising water pressure across the network is a powerful tool in reducing leakage, extending asset life and improving overall system efficiency while maintaining service standards. It involves the systematic assessment of day and nighttime pressures across the network, and a review of pressure management schemes against design setpoints to determine where it is feasible to adjust pressures. During the year analysis was conducted and pressure reduction activities commenced across seven schemes, continuing into future years as an ongoing program. Efforts in 2024-25 is expected to deliver around 215 ML of water savings per year over coming years. This is equivalent to the water use of over 1,000 households. Looking ahead, we will continue to explore new opportunities for pressure optimisation across our network.



Looking back

By the end of 2024-25, leakage from our drinking water network has reduced to 130 ML/d, down 2 ML/d from the previous year. We invested around \$3.3 million in leak management activities in addition to dedicated resources to monitor and improve leakage performance. This is in addition to core asset management, such as maintenance and renewals. Highlights for 2024-25 included:

- Surveying over 15,600km (67%) of our water network to locate 3,477 hidden leaks.
- Monitoring over 600km of network using sensors in high density and/or hard to access areas, locating 57 leaks.
- Continued our pressure management program across seven schemes and finalised planning for implementation of a new scheme from 2025-26.
- Developed a new Maintenance Prioritisation Tool to improve our maintenance workflow management activities
- Continued to improve the automation and granularity of our leakage calculation to help us to track performance and understand what parts of our network have greater prevalence of leaks than others.

Further detail on activities for 2024-25 is available in Table 5 of Appendix B.

Our planned district metering program was put on hold, following increased implementation cost estimates. Alternative cost-effective options are being explored to improve the monitoring of our network with a pilot of virtual district metering to commence in 2025-26.

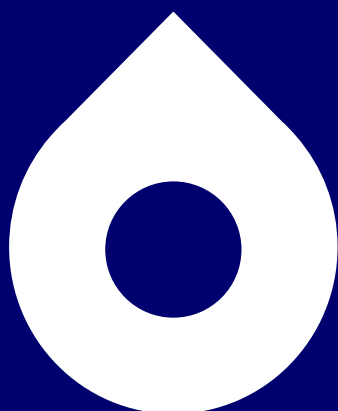
Our water conservation field team, continued to address water theft and failed customer meters installing over 1,000 new meters that are now registering around 0.2 ML/day, reducing unmetered water use and improving accuracy of our leakage performance calculations.

Recycled water schemes provided 33 GL of recycled water in 2024-25. Operation of these schemes is estimated to have reduced drinking water use by 11 GL in 2024-25, equivalent to the average drinking water needs of over 50,000 homes a year. During the year around 1.6 GL of drinking water was provided to 'top up' the recycled water supply at times when customer demands exceeded the available recycled water supply. This usually occurs during periods of peak demand or plant maintenance. Key statistics for recycled water in 2024-25 are summarised in the table below.

Table 6: Recycled water statistics for 2024-25

Recycled water by use type	Recycled Water Use (ML/Year)	Drinking Water Savings (ML/Year)	Drinking Water Top-up (ML/Year)
Reclaimed effluent for plant onsite usage	18,857	1,849	
Commercial / industrial	6,127	6,088	211
River releases	4,628	0	
Domestic	2,428	2,428	1,374
Recreational irrigation	622	467	
Agricultural irrigation	610	132	
Total (ML)	33,272	10,963	1,585
Total (GL)	33	11	1.6

Appendix



Appendix A: Alignment of the Plan

Table A - 1: Alignment to guiding strategies and plans

Title	Purpose	Alignment to water conservation plan	Status
NSW Water Strategy	A 20-year, state-wide plan by the NSW Government to improve the security, reliability, and quality of the state's water resources, setting the long-term direction for water management and service delivery.	The NSW Water Strategy implementation plan identifies an action to deliver water efficiency programs. Our Water Conservation Plan includes a five year plan for efficiency.	✓
Greater Sydney Water Strategy (GSWS)	The Greater Sydney Water Strategy, charts a direction for delivering sustainable and resilient water services to Greater Sydney for the next 20 to 40 years.	The GSWS implementation plan identifies an action for Sydney Water and DCCEEW to develop and maintain a detailed five year Water Efficiency Plan that is able to save 38 GL/year of drinking water by 2030 and 49 GL/year by 2040. Our joint Water Conservation Plan delivers to the GSWS water efficiency targets.	✓
Greater Sydney Drought Response Plan	The Greater Sydney Drought Response Plan (GSDRP) sets out how Sydney Water, Water NSW and the NSW Government will work together to respond to droughts in the future.	The plan commits to demand-side planning and capability building in normal operations to enhance our response and drought preparedness. The Water Conservation Plan details baseline activities that are undertaken under 'normal operations', which will be scaled in response to drought.	✓
NSW Water Efficiency Framework	The NSW Water Efficiency Framework is a best practice guide to designing, delivering and reviewing water efficiency programs.	The water conservation program is designed, delivered and reviewed in alignment with the NSW Water Efficiency Framework.	✓
Sydney Water Operating Licence	Authorises Sydney Water to operate and sets performance standards.	Requires Sydney Water to implement water conservation initiatives that are economic, technically feasible and/or aligned to broader policy objectives	✓
Sydney Water's Strategy	Our Strategy sets our 10-year plan to deliver our vision of creating a better life with world-class water services.	Our strategy has been shaped by what our customers told us was important to them through the 'Our Water Our Voice' customer engagement program. 'Saving water together' was identified as a customer priority for water conservation and improved network leakage management.	✓
Long term infrastructure plan	An adaptive plan that captures Sydney Water's key infrastructure and operational decisions to 2050	Identifies water conservation as a demand management option, and commits to continued investment in water conservation and efficiency programs to deliver to 49 GL/y water saving target by 2040	✓
Enterprise Plan	Our Enterprise Plan captures our priorities for the next 12 months. It outlines the key actions we need to take, ensuring that what we do is aligned with our strategic objectives.	Water conservation has been recognised as an enterprise priority activity under the Enterprise Plan	✓
Strategic Investment Plans	Our Strategic Investment Plans set out how we will plan to invest to deliver on what is important to our customers.	Improving customer efficiency and leakage performance and increased availability of recycled water have been identified as a strategic outcome.	✓

Appendix B: Overview of activities

Table B - 1: Deliver customer and community programs – Activity summary 2024-25

Activity	Overview	Performance	Forward plan
PlumbAssist®	PlumbAssist® is our fully subsidised water efficiency service for residential customers experiencing hardship. This service helps our customers improve the affordability of their bills by finding and fixing leaks, installing more efficient devices for showers, taps and toilets, and provides additional assistance when required to ensure our customers have access to essential services such as water, hot water and drainage. Customers are referred by our Customer Care team who also provide support in paying their bills.	Water saving targets for the year were exceeded. Next year we will look to adopt devices with greater water efficiency in our services. We will monitor the demand for this service in 2025-26 with the introduction of new water prices.	Yes
WaterFix® Residential	WaterFix® Residential is our partially subsidised water efficiency service for single dwelling households. For a \$44 fee, our plumbers will complete a water efficiency household assessment and provide customers with obligation free recommendations and a quote. This fee includes the repair of minor leaks, a WELS 4-star rated showerhead replacement, and a discount on single flush toilet replacements. Current pricing and additional services and their costs are available on our website.	During the year service delivery slowed as we transitioned to new contractors. Next year we will look to adopt devices with greater water efficiency in our services.	Yes
WaterFix® Strata	WaterFix® Strata is our partially subsidised water efficiency service for inefficient multi-dwelling residential and community housing properties. This unique service takes a whole property approach to fix leaks and improve the efficiency of all dwellings and common areas connected to the property's water meter. This service includes a water efficiency benchmark and a site water efficiency assessment to inform an obligation free recommendation and quote. If accepted, the service also includes project management to coordinate the delivery of work.	During the year, partially subsidised pricing was introduced to align with WaterFix® Residential to ensure that all residential customers have an equitable opportunity to access our services to save water and manage their bills. Next year we will look to adopt devices with greater water efficiency in our services.	Yes
WaterFix® Concealed Leaks	WaterFix® Concealed Leaks is our specialised concealed leak location and repair service. Concealed leaks aren't easily detected and often require specialist skills and equipment to locate them underground, within walls, and roof cavities. This service includes investigation to locate the leak, and an obligation-free quote to repair.	Water saving targets for the year were exceeded. Given performance, we will look to increase the scale of this service in 2025-26.	Yes
WaterFix® Commercial	WaterFix® Commercial is our water efficiency service for inefficient non-residential properties. This service provides customers with case management support in finding leaks and identifying opportunities to improve efficiency through the adoption of more efficient devices, equipment, technology and processes. The service includes a water efficiency benchmark and a site water efficiency assessment to inform an obligation free recommendation and quote. If accepted, the service also includes project management to coordinate the delivery of work.	Water saving targets for the year were exceeded. This result was driven by a number of large underground pipe leaks that were repaired with the assistance of this service. We will look to increase the scale of this service in 2025-26.	Yes
WaterFix® Schools	WaterFix® Schools is our tailored water efficiency service for schools. This service is currently targeting inefficient schools as identified through water efficiency benchmark assessments and provides them with smart meters for proactive leak management, and a site water efficiency assessment to identify leaks and opportunities to improve the efficiency of devices, equipment and practices. Customers are provided an obligation free recommendation and quote. If accepted, the service also includes project management to coordinate the delivery of work.	This year, the service fell short of the target as the majority of schools engaged by the service had smart meters installed in the previous financial year. We learnt that the water savings are primarily achieved within the first year that the smart meter is installed. We also conducted a rainwater system repair proof of concept trial, to inform future service offerings.	Yes

Activity	Overview	Performance	Forward plan
WaterFix® Insights (Online monitoring & non-residential analytics)	WaterFix® Insights is a multi-tiered service designed to help customers proactively manage leaks and improve their water management practices through the provision of timely information. The service: • complements the smart metering program roll out, targeting the installation of additional smart meters at properties with high use and suspected leaks • notifies customers of potential leaks for timely leak repairs • provides non-residential customers with the option of a weekly water use trends report • when available, will provide the option for customers to access an online portal WaterFix® insights replaces the previous Online Monitoring Service and incorporates the functionality of CENRA, offering a more integrated and effective solution.	Delivery of this program was slowed to enable a transition from our Online Monitoring service to a more cost-effective WaterFix® Insights service using Sydney Water smart meters and explored more cost-effective customer portals options.	Yes
Pilot Water Efficiency Grants	The Water Efficiency Grant pilot aims to provide non-residential customers with co-funded project agreements as an alternate delivery model to support them to implement water efficiency solutions using their own providers.	This initiative was paused and will be re-considered in our forward plan after a holistic feasibility study of financial instruments and delivery models (Refer to Table 2 of Appendix B)	Under review
Washing Machine Exchange program (DCCEEW)	DCCEEW's Washing Machine Exchange program subsidises low-income households to upgrade their inefficient top-loading washing machine to a water and energy efficient front-loading model.	Program was adapted to delay commencement. Program is fully established and on track to reach combined first and second year targets on time.	Yes

Table B - 22: New activities considered for program development

Activity	Objective	Economic ¹³	Inclusion forward plan
Outdoor program			
Pilot rainwater system repair and optimisation service	Rainwater systems are commonly found at residential properties, though a 2019 pilot found that over 60 per cent of systems have been improperly installed or not maintained resulting in system failure. Repair and improve the effectiveness of existing rainwater systems to maximise opportunities to offset drinking water for non-drinking purposes. This will include trialling new and alternate technology and hardware. Collate insights to support DCCEEW in their review of rainwater systems under BASIX.	Yes	Yes, planning will commence in 2025-26 to deliver a pilot service offering for consideration as an option in the future.
Pilot sporting field condition assessments	The 2025 NSW Best Practice Guidelines identified that over 60 per cent of sporting fields in Sydney are in poor condition which can result in water use exceeding best practice benchmarks. Support councils to build awareness of their sporting field condition and inefficient irrigation practices through specialist assessments. Councils may then use the reports to support submissions to NSW Government grants schemes to support the implementation of recommendations to improve the condition of their sports fields and upgrade irrigation systems. This outcome supports more efficient water use as well as provides an additional benefit for drought preparedness and maintaining green spaces.	No	Yes, planning will commence in 2025-26 to deliver a pilot service offering for consideration as an option in the future.
Pilot holistic residential outdoor program	Around 25 per cent of a household's water use, is used outdoors. A holistic residential outdoor program was considered to support customers in establishing waterwise gardens, landscapes, irrigation systems and adopting sustainable irrigation practices to minimise unnecessary drinking water use.	No	No, planning on hold due to resource and funding limits. Waterwise Guidelines remain in place to promote effective outdoor use.
Financial instrument and delivery models			
Water efficiency grant / co-funded project agreements	Reduce the financial barrier for customers to improve the efficiency of their households and businesses by providing funding assistance, alternate delivery models, and alternate payment options Increase the coverage of our customer efficiency program regarding: - Customer segments, in particular non-residential customers that might have their own service providers but may need some support to enable implementation - End use, in particular unique non-residential devices, equipment and technology that is not feasible to include in scope of a retrofit service e.g. ice machines, wok stoves, solenoid systems - Delivery models, alternate options to direct retrofit services delivered by Sydney Water - Payment methods, alternate options to invoices and raising charges on Sydney Water account and payments via bill These options will also enhance our drought preparedness as they may be more readily scaled in response to drought.	N/A delivery model	Yes, in preparation for future plans, a holistic feasibility study of financial instruments and delivery models is planned to commence in 2025-26.
Water efficiency rebates			
Expand use case for performance agreements			

¹³ The economic assessment for development activities has been conducted at a strategic level using high level assumptions and available data to inform potential suitability for further exploration and development. As more information becomes available and service offerings are designed the economic assessment will be updated to inform future plans.

Activity	Objective	Economic	Inclusion forward plan
Non-residential program uplift			
Targeted offerings for fixture efficiency upgrades	Basin tap aerators WELS 6-star (<4.5 LPM) from WELS 3-star (9LPM)	Yes	Yes. These products are currently in scope of our non-residential program however there has been little uptake to date. A holistic feasibility assessment will be completed to inform planning and trials to explore the most effective, least-cost delivery model to drive adoption of these products.
	Showerheads to WELS 5-star (5.5 LPM) from WELS 3-star (9LPM)	Yes	
	Single flush toilets to WELS 4-star dual flush	Yes	
	Kitchenette tap aerators WELS 4-star (6 to 7.5 LPM) from WELS 3-star (9LPM)	Yes	
	Junior basin tap - WELS 6-star spring lever action taps in childcare/ preschool from WELS 3-star (9PLM)	No, until 0% dam levels	
Targeted offerings for equipment efficiency upgrades	Traditional wok upgrade to induction wok	Yes	No, on hold due to resource and funding limits. A holistic feasibility assessment will be completed to inform planning and trials that will determine the most effective least-cost delivery model to drive the adoption of these products. A number of these products have been nominated for inclusion under The Water Efficiency Labelling Standards (WELS) scheme product expansion program.
	Traditional wok upgrade to waterless wok	Yes	
	Boiler streamer upgrade to waterless steamer models	Yes	
	Pre-rinse spray assemblies to WELS 6-star (4 LPM) from WELS 3-star (8LPM).	Yes	
	Washing machines from top loader to WELS 5-star front loader	Yes	
	Ice machines water cooled to air-cooled	Yes	
	Improve the efficiency of cleaning practices with high-pressure low-flow pressure washers rather than general hoses	Yes	
	Hair dressing basin rose (5.5LPM) from WELS 3-star (9 LPM)	No, until 0% dam levels	
	Commercial dishwashers (2.2 LPW) from domestic 3-star (17 LPW)	No, until 0% dam levels	
Customer segment approach to service development and delivery	Design and deliver fit-for-purpose efficiency services tailored for specific customer segments, incorporating a drought preparedness lens. Collate insights to build knowledge around water use and opportunities in the non-residential sector.	N/A, delivery model	Yes, in preparation for future plans, investigations will commence in 2025-26.
Cooling systems			
Pilot cooling system efficiency audits for commercial properties and residential buildings with centralised cooling (excludes data centres)	Support customers to build awareness of the efficiency and effectiveness of their centralised cooling systems, and recommendations to better align performance with best practice water efficiency guidelines through specialist audits.	No	Yes, in preparation for future plans, activities will commence in 2025-26 to investigate the feasibility of a pilot service offering.

Table B - 33: Encourage Waterwise Behaviours – Activity summary 2024-25¹⁴

Activity	Overview	Performance	Forward plan
Student education programs			
'Water Saving Superheroes' early learning program	The 'Water Saving Superheroes' early learning program engages preschoolers to inspire our youngest community members to save and care for water. This program aligns with the Early Years Learning Framework for Australia, to build understanding of the value of water and explore simple ways to save water at home through a number of fun and practical activities that are closely aligned to our partnership with The Wiggles.	The updated program launched its first incursion by engaging 28 students and will continue as part of our forward plan.	Yes
'Aqua Allies' primary school incursion program	The free 'Aqua Allies' primary school incursion program is designed for grade three to six students to educate the next generation of water ambassadors on water conservation, the urban water cycle, and sustainable water use through hands-on activities. This program aligns with the NSW Syllabus	Over the past year, six incursions were delivered, reaching more than 692 students. Moving forward, this program will be delivered at the PRW Discovery Centre under the H2Woah! program with similar content and an emphasis on managing water over time and preparing for the future through sustainable action.	Yes
'Walter Smart and Friends' primary school incursion pilot	The 'Walter Smart and Friends' primary school theatre-based water education program delivered by The Water Conservancy. This production is designed to excite and educate primary school students about the urban water cycle, the benefits of water efficiency and easy to follow water-wise behaviours through an engaging performance and interactive workshop.	This year, the program was piloted with ten performances across nine primary schools, reaching around 1,575 students. Feedback was overwhelmingly positive: 100 per cent rated the performance as excellent or very good, confirmed the program enhanced student understanding of the water cycle, and had a direct link to curriculum outcomes. This pilot is being reviewed for inclusion in our forward plan.	Under review
'Water is our life' Youth Forum	The 'Water is our life' Youth Forum is an annual event hosted at Sydney Water Head Office for secondary school students during National Water Week. The forum inspires the next generation of water advocates by connecting students with industry leaders and educating them on subjects such as sustainable water management, water literacy, and future water challenges through a number of interactive workshops and expert-led masterclasses.	The inaugural event, hosted by Sydney Water ambassador, Shane Jacobson was held at Sydney Water's head office and engaged over 80 students. Next year, the program will expand to primary school students and expects to reach 350 participants over four days. External partners will play a key role by delivering workshops and sharing their unique water stories, and providing diverse perspectives to deepen students' understanding and engagement.	Yes
'Aqua Innovate' and the Purified Recycled Water Discovery Centre	The 'Aqua Innovate' secondary school program offers students the opportunity to explore real-world water innovation through immersive, syllabus-linked experiences. Through this program students visited the Purified Recycled Water Discovery Centre and built an understanding of the impact of population growth and climate change on Sydney's water supply, exploring the role of dams and rivers, recognising the importance of conservation, and learning about Sydney Water's plans to expand rainfall-independent sources, such as desalination and purified recycled water, to build a more resilient and reliable water future.	During the year, 318 students participated in this program.	Yes

¹⁴ Primarily delivered for reasons beyond water conservation. Unless otherwise noted, activity managed and funded outside of water conservation plan.

Activity	Overview	Performance	Forward plan
Community engagement and education initiatives			
Community education	Our free community information sessions bring water education directly to local groups such as TAFE classes, probus clubs and community meetings. Information sessions include engaging presentations on the urban water cycle, Sydney Water's strategies for a sustainable and resilient water future, and practical water-saving tips to encourage waterwise behaviours.	Throughout the year, seven community events were held connecting with approximately 271 community members	Yes
Wonders of Water Discovery Tour	The Wonders of Water Discovery Van is a mobile education vehicle that has been built to help engage the community about where their drinking water comes from, how it is treated, the importance of a resilient and reliable water supply and how to save water. The Wonders of Water Discovery Team, alongside our immersive water education van and Jila, our platypus mascot, engage the community throughout our operational area with interactive activities to help build their water literacy.	Over the year, the team attended 82 public events resulting in 26,383 meaningful interactions with community members. We are now scoping the development of a Wonders of Water Discovery Van 2.0. to extend the reach and impact of our mobile education vehicle.	Yes
Sydney Zoo partnership	Sydney Zoo, located in Western Sydney, draws over one million visitors each year. This partnership offers us a unique chance to engage with the community and share important messages about water literacy and water conservation through an engaging scavenger hunt, artwork installations and water filling station.	Over the year, a week-long activation focused on engaging the community through meaningful conversations and a water-themed scavenger hunt was undertaken to encourage zoo visitors to explore with water front-of-mind.	Yes
Royal Easter Show	Each year Sydney Water attends the Royal Easter Show to engage and educate our community. This year, our Easter Show campaign centred around water literacy, water conservation and our water future. Our activation included a water themed mini-golf course that featured educational messaging as well as a water quiz to engage with attendees in a fun and meaningful way, whilst reinforcing key messaging.	Over 13,000 visitors engaged with our water themed mini-golf activation, over 28,650 promotional items that reinforce water literacy messaging were given away, as well as over 12,000 shower timers to encourage shorter showers. Our interactive quiz had high engagement with a 94 per cent completion rate.	Yes
Engage our community around Waterwise Guidelines and elevated restrictions	Our Water Conservation Field Team have an important role to play in educating customers around Water Wise Guidelines, our permanent water restriction measures. By encouraging our customers to follow these guidelines and use water sustainably outdoors, we are able to maintain the water savings achieved during the last drought which is important for us to reach our water savings targets. Our team also have a critical role in maintaining Sydney Water's capability to effectively mobilise during drought to engage the community around elevated water restrictions.	During the year, over 270 customers were engaged around waterwise guidelines.	Yes
Community grants	Our annual Community Grants Program is a Corporate Social Responsibility initiative that supports community awareness and water efficiency outcomes. The program seeks community projects around "Driving a Sustainable Water Future" with the focus areas including water education and water conservation.	During the year, three recipients received grants contributing to projects that aimed to improve water literacy, waterwise practices, and water efficiency outcomes for the community.	Yes

Activity	Overview	Performance	Forward plan
Campaigns			
The Wiggles partnership 'Water Saving Superheros'	We partnered with The Wiggles for the campaign 'Water Saving Superheros', framed around a superhero mission, this campaign encourages our youngest community members and their families to save water in a fun, practical and easy way through music and dance.	During the year, the campaign was delivered across digital platforms and in-person events. It achieved strong engagement rates with more than 10.5 million social media impressions, nearly two million on YouTube, and reaching around 75,000 customers via email. During the campaign, the Community Sentiment Monitor observed a positive change in water saving habits, including an increase in reports of turning the tap off while brushing teeth, shorter showers and using the half flush on the toilet.	Yes
Mass media campaigns	Our 'Water is Our Life' campaign features Jessica Fox as she dives into the story of what happens to Sydney's water before it reaches customer taps. This campaign was designed to build appreciation and the value of water in the community which is the foundation for engaging and educating our community around water conservation.	The campaign had strong reach, with 49 per cent of survey participants recalling the campaign, and 40 per cent taking away a water saving message. Engagement via broadcast channels and social media performed consistently with past campaigns, with 73 per cent of respondents rating the TV commercial and video content as important. Campaigns will be continuing into our forward plan.	Yes
Public space waterwise messaging	We are increasing the visibility of water literacy and water conservation messaging in our community with the customised wrapping of drinking water stations.	Over 231 water stations were wrapped during the year. This activity will continue in our forward plan with an additional 100 water stations planning to be wrapped in high traffic community locations.	Yes
Waterwise messaging on operational vehicles	We are increasing the visibility of water literacy and water conservation messaging in our community with the customised wrapping of operational vehicles that are on the road 24/7, travelling 3.6 million kms across Sydney annually.	There are 221 vehicles now carrying the high engagement messaging. This activity continues to actively roll out with an additional 151 vehicles planning to be wrapped.	Yes
Tracing Sydney Water	Tracing Sydney Water is an educational video created in collaboration with the Australian Academy of Science, Water NSW and Sydney Desalination Plant that traces the journey of water through our operations from our catchments to our customer's tap. This education piece aims to build appreciation for water and understanding of scarcity to drive engagement for conservation.	This piece has been viewed by over 157,490 customers, and deployed across social, education, stakeholder and internal communication channels.	No
Timely Information			
Continuous flow notifications	Enabled by our Smart Metering Program we proactively notify customers when a continuous flow is detected which can often indicate there is a leak. Timely information empowers customers to repair leaks quickly that could have otherwise gone unnoticed.	During the year, over 485 leak notifications were sent to customers and 472 were repaired resulting in 573 ML of water savings. Our smart meter program will be continuing in our forward plan.	Yes
NSW Data Drop pilot (DCCEEW)	NSW Data Drop is an online water monitoring portal being developed in partnership with water utilities and government agencies for the non-residential sector. The portal will make water use data more accessible and provide large non-residential customers greater visibility of their water use, trends and leak alerts. Supported by Climate Change Funding.	DCCEEW entered the discovery phase for DataDrop. This phase included stakeholder interviews and developing a proof-of-concept prototype to scope the design solution.	Yes

Table B - 44: Support Policy and Market Change – Activity summary 2024-25

Activity	Overview	Performance	Forward plan
Advocate for water efficiency and conservation in policy review processes to enable cost-effective and sustainable design decisions			
Building Sustainability Index (BASIX) residential water standards	DCCEEW and the Department of Planning, Housing and Infrastructure are collaborating to explore how BASIX policy could more effectively drive water savings.	Completed projects that will contribute to the evidence base to support policy change include: • BASIX Rainwater Tank and Landscape Model Review, to identify options to improve water efficiency and more accurately account for residential water use • BASIX Climate Data, to understand the likely climate over the life of a dwelling to inform updates to the underlying rainfall and evaporation datasets used in BASIX • BASIX Water and Green Cover, to enhance the accuracy of water efficiency calculations by accounting for the water saving values of landscape elements such as trees, shrubs and deep soil • A cost benefit analysis methodology and ready reckoner tool to test the cost-effectiveness of new water policy options.	Yes
Non-residential buildings standards	DCCEEW is working with the NSW Government Architect and National Australian Built Environment Rating System (NABERS) to review the non-residential water standards in the Sustainable Buildings State Environmental Planning Policy 2022 to identify improvements that would lead to long-term community water savings in new buildings	Completed projects that will contribute to the evidence base to support policy change include: • policy review, case studies and staging options to understand market readiness and available mechanisms. • Costs and benefits options analysis.	Yes
Advocate for enhanced water performance standards in the NSW Water Efficiency Labelling and Standards (WELS) Act 2005.	The WELS Act sets minimum water efficiency standards for products registered under WELS scheme, to limit the sale of inefficient water using products in Australia. The WELS standard is reviewed every five years, where there is an opportunity to advocate for enhanced minimum water efficiency standards to drive long-term efficiency outcomes to 2040 and beyond.	During the year, the Terms of Reference was scoped for the five yearly WELS review. The WELSOG, of which DCCEEW is a member, will review in 2025-26 prior to delivery in 2026.	Yes
Review The National Australian Built Environment Rating System (NABERS)	DCCEEW are conducting a review of the partnership model with The National Australian Built Environment Rating System (NABERS) to determine how to increase the visibility of water and water conservation outcomes.	NSW DCCEEW investigated options to determine how best to drive uptake of NABERS ratings. Activities commenced to explore the policy gap in assessing water efficiency at the building design stage as part of the Development Application process.	Yes

Activity	Overview	Performance	Forward plan
Conduct and support pilots and research that accelerate the adoption of best practice			
Water Services Association Australia Non-residential Water Efficiency Benchmarking project	The Non-residential Water Efficiency Benchmarking project is a national project led by the Water Services Association Australia. The research being conducted by the Institute for Sustainable Futures at the University of Technology Sydney and non-residential audit specialist BMT, will support the development of fourteen sector and subsector water efficiency benchmarks. Water efficiency benchmarks are a tool that will help the non-residential sector move towards best practice water efficiency, by assisting utilities and non-residential customers to better understand and compare their water use against their peers, as well as identify opportunities for greater water efficiency.	During the year, Sydney Water provided data and insights to support the development of 14 sector benchmarks. The research is now well advanced, and it is anticipated to be completed by early 2026.	Yes
Arboretum recycled water research project	The Arboretum recycled water research project has developed a geo-specific 'living lab' to demonstrate the effectiveness of recycled water use for the irrigation of trees, smart irrigation practices and effective soil amendments in enhancing urban canopies. Investing in this research enables Sydney Water to provide the best available knowledge on recycled water options to councils, developers and other stakeholders to help achieve a greener, cooler and more liveable Western Sydney. This project is a collaboration between, the Australian Botanic Gardens Mount Annan, Macquarie University, the NSW Department of Planning, Housing and Infrastructure and Sydney Water	To date, 600 trees and 15 tree species have been planted at the research site and an irrigation system has been installed and online remote access set up. During the year, the delivery of the project continued. The project will continue to collect field data on plant performance into 2025-26.	Yes
Council Smart Irrigation Trial and the Water Stewardship Program	The Council Smart Irrigation Trial aims to demonstrate the benefits of smart irrigation systems in optimising irrigation to maintain green spaces for urban cooling whilst using water efficiently. The solution integrates irrigation software with soil moisture sensors and smart water meters to provide water consumption and nutrient analysis, to inform irrigation practices for more effective water use.	During the year, the trial demonstrated the effectiveness of smart irrigation systems. However, capital costs were found to be a barrier for councils to adopt smart irrigation systems. To address this, we facilitated the development of a Water Stewardship Program in collaboration with a smart irrigation software provider to connect councils with private companies seeking to offset their water use by helping others save. Private companies that participate in the program fund the new hardware and software for councils and also cover the costs of the water bills for every participating park for 10 years, claiming the water savings as an offset for their own use. We plan to facilitate new connections under the Water Stewardship Program.	Yes, primarily delivered for reasons beyond water conservation. Managed outside of water conservation plan.
Pilot Smart thermostatic mixing valves in hospitals	The pilot will assess the effectiveness of smart thermostatic mixing valve in saving water in hospitals by enabling targeted compliance flushing for warm water taps. This new technology is expected to remove the need to routinely flush all warm water taps multiple times a week to manage the risk of Legionella bacteria. Instead, the smart thermostatic mixing valves are able to detect which taps haven't been used for targeted flushing. This pilot will demonstrate the benefits of this technology and support the broader adoption across health facilities. This project is a collaboration between Enware, NSW Health's South-Western Sydney Health District, Campbelltown Hospital, Future Fixers and Sydney Water.	The pilot concluded this year with a consultant report confirming the water saving potential of the new technology and a positive cost-benefit for even smaller health care facilities, such as Camden Hospital. Our forward plan will see the Southwest Sydney Health Service and other project partners present the findings to the annual NSW Health facilities management conference.	No

Activity	Overview	Performance	Forward plan
Pilot Hydraloop™ retrofit trial	Hydraloop™ is a new generation greywater recycling system that saves water in residential households by collecting and treating water from showers, baths and the laundry, for reuse for toilet flushing, washing machines use and garden irrigation. At a household scale it has been modelled to reduce consumption by 35-45 per cent. The proof-of-concept trial has retrofitted a number of systems in households and will monitor performance and gather insights to support regulatory acceptance of this new technology, as well as improve planning policy around in-home decentralised recycled water systems.	During the year, performance of existing devices continued to be monitored, and routine maintenance was undertaken. This pilot will continue in our forward plan.	Yes
Pilot Hydraloop™ developer trial	The Hydraloop™ developer trial aims to address the information gap of new developments to enhance our evidence base to support regulatory acceptance, national standard certification and planning policy adoption of decentralised greywater systems.	During the year, approval was granted to commence planning to extend the Hydraloop™ trial into new residential developments.	Yes
Smart standpipe trial	The SmartPipe™ is a unique digital standpipe management solution that captures real-time data for flow, volume, and GPS location. This trial aims to build and test the capability of the smart standpipe in accurately capturing the volume of water used by crews, to improve water balance calculations and estimations of leakage.	During the year, planning progressed for the expanded trial, however the commencement of the trial was delayed to 2025-26.	Yes
Quantum sensing leak detection trial	The quantum sensing leak detection is a trial in collaboration with Nomads Atomic that will assess the effectiveness of quantum sensors in assessing changes in gravity caused by a subsurface leak to identify hidden seepage and non-surfacing leaks.	During the year, operationalised commercial gravity sensing was successful in detecting hidden seepage and non-surfacing leaks. A total of 1,589m of pipe was surveyed, exceeding targets. Sites were validated with an 87 per cent success rate with leaks accurately located within 50 cm surpassing the required confidence threshold of 80 per cent confidence within one to five metres. This project is proposed to continue with the next stage focusing on optimising field operations and analytic efficiency.	Yes
Virtual District Metering Areas pilot	The Virtual District Metering Areas (DMA) pilot is a scalable digital alternative to costly traditional DMA methods. Virtual DMAs use strategically placed sensors that measure flow, pressure and acoustic data, and advanced AI software to monitor and detect areas with potential leaks without physically isolating them. This solution provides a comparable outcome at a reduced cost, and risk associated with manual valve closures and service disruptions. A successful pilot will lead to wider rollout, enabling faster detection of leakage changes across the network and supporting real-time monitoring.	During the year, planning was undertaken to develop a virtual DMAs pilot for two pressure zones.	Yes
Vibration sensor pilot	The vibration sensor pilot will test the effectiveness of vibration sensors integrated with smart meters in detecting leaks on customer connections and nearby water mains. The trial includes evaluation of data platforms and algorithms to validate sensitivity and reliability. The result of the pilot will inform the feasibility of scaling up vibration-based leak detection across the network.	During the year, initial scoping activities were undertaken. Pilot planning will commence in FY26.	Yes
Recycled water tankering	This pilot explored a fixed tankering point at one of our Water Resource Recovery Facilities to be used by customers for construction and dust suppression, replacing drinking water.	This pilot was assessed and discontinued due to challenges with logistics and viability. Project closure activities concluded this year.	No

Table B - 55: Lead by Example – Activity summary 2024-25

Activity	Overview	Performance	Forward plan
Active Leak Detection			
Active leak detection on reticulation mains	This program targets hidden leaks across the network, focusing on smaller-diameter water mains. Specialist surveyors and internal crews systematically scan approximately 18,000 km of water mains each year using acoustic leak detection technology and correlators. The approach helps identify sub-surface leaks early before they surface or cause damage. This proactive detection allows timely repairs, reducing water loss, minimising reactive maintenance costs and supporting the achievement of annual leakage targets.	During the year, 15,600kms of our network were surveyed, which identified 3,417 leaks that have now been referred to asset maintenance for repairs. This program will continue in our forward plan and will continue to contribute to maintain baseline savings of around 7-8 ML/d in combination with other active leak detection activities.	Yes
Sydney Central Business District acoustic sensors	This program involves the deployment of permanent and semi-permanent acoustic sensors in the Sydney Central Business District (CBD) to continuously monitor and detect leaks at approximately 6% of top-priority pipes. Heavy traffic, underground congestion and environmental noise in the CBD presents challenges for traditional detection methods. Machine learning algorithms analyse acoustic data from these sensors in real time to identify abnormal sound patterns associated with leaks. This approach enables early leak identification in a complex and high-risk area reducing water loss and enhancing network resilience.	During the year, 422 km of our network were monitored and 35 leaks were detected, helping to maintain baseline savings of around 7-8 ML/d in combination with other active leak detection activities. Expansion of coverage is planned for the next financial year particularly in critical areas	Yes
Lift and shift acoustic sensors in pressure zones	This initiative extends the use of acoustic sensors to high-density urban areas and selected pressure zones outside the CBD. Sensors are temporarily deployed for several months at a time to monitor leakage activity before being 'lifted and shifted' to new locations-based leakage performance. Advanced analytics interpret the data to pinpoint likely leak locations. This rotational deployment approach provides broad network coverage at a lower cost than permanent installations and supports efficient targeting of field inspections.	During the year, 187 km of our network were monitored and 22 leaks were detected. Trials are currently underway with new sensor technologies. This program will continue in our forward plan and continue to contribute to maintain baseline savings of around 7-8 ML/d in combination with other active leak detection activities.	Yes
Zone Monitoring via Data Analytics	This initiative leverages real-time network data, including night flows and system pressures to identify unusual patterns indicative of potential leaks. Data is processed using advanced analytics to detect deviations from expected performance in each pressure zone. These anomalies are used to direct targeted field investigations, improving the efficiency of leak detection. Integrating SCADA and telemetry data enhances situational awareness and ensures resources are allocated to areas with the highest leakage potential.	During the year the statistical analysis technique led to identification seven leaks. This program will be continuing in our forward plan and continue to contribute to maintain baseline savings of around 7-8 ML/d in combination with other active leak detection activities.	Yes

Activity	Overview	Performance	Forward plan
Active leak detection on trunk mains	This initiative focuses on proactive leak detection on the high-risk sections of buried trunk mains greater than 375 mm in diameter using a suite of specialised technologies to identify leaks early, prevent potential main breaks, and reduce water losses. Specialised inspection technologies such as SmartBall, hydrophone arrays, tethered acoustic sensors and quantum-sensing devices will be evaluated and deployed based on pipe type and operating conditions. Historical analysis indicates trunk main leakage can contribute up to 8–10 ML/day. Early detection reduces both water loss and the likelihood of catastrophic failures, which are costly and publicly disruptive. Visual inspections of large above ground trunk mains, are conducted on a regular basis for the identification of faults including leaks to enable repairs	Investigations commenced in during 2024–25 for buried trunk mains. Investigations will commence in 2025-26 to assess suitable technologies for deployment on critical trunk mains to detect and repair leaks proactively. Above ground inspections were conducted in 2024-25 and will continue as planned in 2025-26. In 2024-25, 1,530 leaks were found and repaired following the inspection of around 70km of above ground trunk mains.	Yes
Leak detection dogs	The leak detection dogs are working Springer Spaniels trained to detect drinking water leaks supporting our planned and reactive leak detection activities. As a light, agile alternative to more traditional leak detection approaches, specialised trained dogs can detect leaks quickly in difficult conditions, like bushland or challenging terrain.	During 2024-25, the program covered 341 kilometres of water mains and detected more than 156 water leaks. However, due to operational and logistical challenges, an assessment on the long-term viability of the program has resulted in a recommendation to conclude this activity.	No
Pressure Management			
Pressure management program	This program involves systematic assessment of daytime and nighttime pressures across the network to identify optimisation opportunities. Pressure management schemes are reviewed against design setpoints and adjusted to stabilise or lower pressures in priority zones where feasible, to reduce leakage and extend asset life while maintaining service standards.	Continued our pressure management program across seven schemes and finalised planning for implementation of a new scheme from 2025-26. Additional pressure management opportunities will be explored in the upcoming year to further optimise network efficiency and water savings.	Yes
Improved Response Times			
Leakage work prioritisation model	This initiative aims to improve our leakage performance by improving leak repair response times through the use of an enhanced Maintenance Prioritisation Tool. This tool seeks to improve visibility, prioritisation and planning of workorders through multifactor scoring based on assets specifications, zone pressure and the overall rate of leakage.	During the year, a new Maintenance Prioritisation Tool was developed. The tool is being implemented in 2025-26 to optimise work delivery and is part of a broader suite of initiatives which aim to improve our leakage response times and contributes to improving our overall leakage performance.	Yes
Network monitoring and analysis			
District Metering Area planning	This program aimed to hydraulically isolate sections of our water distribution network to allow all water entering and leaving to be measured. By comparing the inflow to the total metered usage within the District Metering Area (DMA), water utilities can identify discrepancies that indicate leaks, enabling them to focus leak detection efforts in high-loss areas.	During the year, introduction of new standards during planning investigations for 60 DMAs resulted in an increase in costs which informed the decision to discontinue this initiative. Instead, our teams commenced activities to explore virtual DMAs as a cost-effective alternate. The pilot for this new technology will be captured under 'Support policy and market change'	No



Activity	Overview	Performance	Forward plan
Improvement to system-level water balances	This activity seeks to automate system-level water balance calculations by integrating supply and consumption data into the Enterprise Data Platform. Automation will enhance the accuracy and visibility of water loss and system irregularities across zones.	40 per cent completed by end of 2024-25. Aiming to complete 90 per cent by 2025-26 to enhance leakage estimations and prioritise leak detection activities. Further opportunities exist to leverage the smart meter rollout to enable daily system-level water balances and near real-time leak insights.	Yes
Improvement to bottom-up leakage calculations	This initiative automates the standard bottom-up leakage estimation model within the Enterprise Data Platform. Automation consolidates data from multiple operational systems to provide robust, transparent and repeatable leakage calculations at the corporate level followed by system level. The enhanced model improves validation of top-down leakage estimates and supports root-cause analysis for targeted leakage reduction interventions.	During the year, 50 per cent of pressure zone water balances were automated into the enterprise data platform to provide visibility of leakage and system irregularities to improve leak detection capability. Activities will continue in our forward plan	Yes
Improvement to minimum night flow monitoring	Minimum night flow monitoring is used to examine zone level drinking water demand trends during periods of lowest demand to identify abnormal patterns that may indicate there are leaks. This initiative seeks to enhance the efficiency and effectiveness of the monitoring program by improving trend analysis, automation and coverage across all zones for proactive leak detection.	Minimum night flow monitoring and trend analysis was undertaken to prioritise leaky zones for intervention. This activity will continue in our forward plan, with a new initiative to automate this process in our Enterprise Data Platform to enhance our capability to undertake trend analysis and exception alarms.	Yes
Targeted use of smart meters	Smart metering provides detailed hourly consumption data, compared to quarterly data from traditional mechanical meters, allowing for more accurate and timely water balance assessments. To enable leak analysis sooner, additional meters would need to be deployed earlier than the current planned rollout. Some of these may include integrated meters with vibration sensors, depending on the outcomes of the ongoing pilot testing. Additional investment is anticipated in 2026–27 to support this initiative and achieve near real-time leak detection capability.	New. Scoping of this opportunity will continue in 2025-26 for future business case and funding approval.	Yes
Installing smart metering at Water Resource Recovery Facilities	This initiative has installed smart meters at Water Resource Recovery Facilities improve our measurement of operational water use to enhance the accuracy of our water balance and estimations of leakage, as well as proactively manage leaks and generate insights to ensure water is used sustainably	During the year, installations were completed, and insights will be captured under business activities.	Complete
Metering unmetered property connections including water theft and failed meters	This initiative aims to improve our metering coverage by metering unmetered property connections and replacing failed meters, as well as address unauthorised standpipe use. These activities will improve our estimations of leakage by correcting the allocation of demand from leakage to customer use.	During the year, 1,156 new meters were installed and are now registering approximately 231kL/day as customer use rather than leakage. This activity will be continuing in our forward plan with enhanced compliance measures, a transition to smart meters, and a continued focus on illegal standpipe usage.	Yes

Activity	Overview	Performance	Forward plan
Asset Management			
Asset maintenance & renewals program	Water network maintenance and renewals program is core asset management, focused on maintaining continuity of water supply for our customers. This program contributes to water conservation outcomes, but water conservation is not it's primary driver.	During the year over 4,642 leaks and breaks were repaired in addition to those identified by our active leak detection program. We also renewed around 15.85 kms of our water network. We also commenced investigations to assess suitable technologies to detect and repair leaks on critical trunk mains.	Yes. Primarily delivered for reasons beyond water conservation. Managed outside of water conservation plan.
Provide recycled water to replace drinking water use for non-drinking water purposes			
Existing schemes	Sydney Water supports the efficient use of drinking water by maximising recycled water production across our Water Resource Recovery Facilities.	Over the past year, our existing recycled water schemes provided 33 gigalitres (GL) of recycled water. This recycled water production is estimated to have reduced the need for 11 GL of drinking water for non-drinking water purposes, which is around the average water supply needed for 51,900 households. However, drinking water top-up of around 1.6GL was required, which represents unrealised potential savings. The volume of recycled water provided during the year was reduced due primarily to the ongoing planned works at the St Marys Advanced Water Treatment Plant, however we anticipate these works will conclude at the end of this financial year and production will then recommence.	Yes. Primarily delivered for reasons beyond water conservation. Managed outside of water conservation plan.
New schemes	Sydney Water will continue to work with key regulators, developers, customers and other stakeholders to investigate further opportunities to supply recycled water to new and existing customers, where feasible.	Over the year, Sydney Water continued to explore opportunities for recycled water. This includes for use in Sydney Water's operations, such as Water Resource Recovery Facilities, as well as industrial, agricultural and irrigation use, and as part of broader precinct-scale, development-servicing opportunities.	Yes. Primarily delivered for reasons beyond water conservation. Managed outside of water conservation plan.