

Waterwrap[®]

May – July 2023



Our prices are changing, but not our options for payment difficulties

Like a lot of your household costs, our bills are adjusted for the rate of inflation each year. Our prices are set by the Independent Pricing and Regulatory Tribunal (IPART) and change from 1 July 2023. We'll publish our new prices in late June at sydneywater.com.au/ourprices. We know the increasing cost of living isn't easy, so if you need more time to pay or some extra help, give us a call Monday to Friday 8am–5:30pm on **13 20 92** or visit:

sydneywater.com.au/helpwithyourbill

Being efficient saves water and money

How does your home compare? Check the graph on your bill to compare your water usage to the water efficiency targets below. These are based on homes with water efficient fittings. The full list can be found at:

sydneywater.com.au/targets

Could you be saving water and making your bill a bit cheaper too?



181 L
a day

Based on 1 person
in a **small** property



440 L
a day

Based on 3 people in a
medium sized property



549 L
a day

Based on 5 people
in a **large** property



Turning off the tap
while brushing your
teeth will save

31

litres a day



1 minute less
in the shower
will save

10

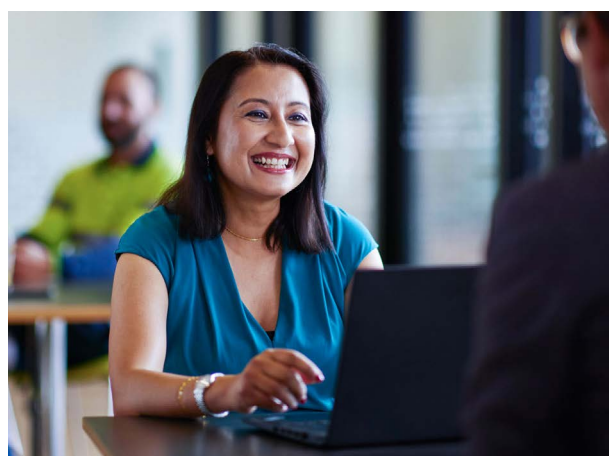
litres a day



Scraping your dishes to
remove food rather
than rinsing will save

60

litres a day



Customer Care – helping our most vulnerable customers

Customer 'Pete' called about the outstanding amount on his account. He was put through to our Customer Care Team. He advised he'd lost his job and his wife was on maternity leave. He disclosed that he was struggling with all his bills and had placed his mortgage on hold to try to make ends meet. He said he'd been using a line of credit secured against his house to pay for food and basics. He had applied to Centrelink but hadn't heard back when he spoke to us.

Our case coordinator entered Pete into our BillAssist program for longer term support. He was provided with payment assistance scheme credits to take some of the stress off and committed to a small regular payment plan to stay on top of future bills.

Pete was referred to a financial counsellor and a local community agency for emergency relief to help with essential items. Our case coordinator will continue checking in with Pete each quarter to reassess his situation.

If you're also experiencing payment difficulties, call us on **13 20 92** and ask to speak to our Customer Care team.

Sydney
WATER

Share your voice

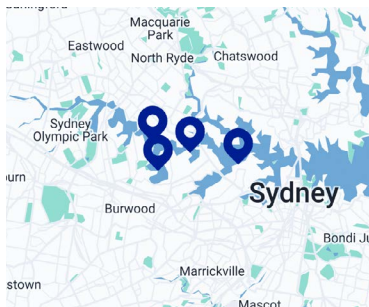
We're engaging with customers to inform our next regulatory submissions. This work will ensure we're reflecting the community and planning with customers' priorities at the forefront. For more information visit:

sydneywater.com.au/water-voice



Fun in the water may be closer than you think!

Urban Plunge is a joint initiative designed to speed up the delivery of more swimming and recreation opportunities in the rivers, creeks, lakes and inlets of our cities and suburbs. We believe that everyone in Sydney should have the opportunity to cool down and go for a swim close to where they live.



One of the ways we're doing this is through our recreational water monitoring program, RiverWatch. The program monitors water quality and uses an artificial intelligence (AI) model to forecast water quality at swim sites, using rainfall and environmental weather data. We are using our expertise in water quality monitoring and reporting so people can decide where and when they should take a dip. For more information visit: urbanplunge.sydneywater.com.au/



Friendly or fierce?

While your furry friend might be part of the family, there is no way for our meter readers to know whether they like visitors or not. That's why we won't enter your property if there is a loose animal or signs that one might have free rein of the yard.

If you have a dog (or any unrestrained animal) that can access where your meter is, we'd love you to let us know with sign at the gate. We can then leave you a card to provide your reading rather than risk upsetting your animals or our meter readers.

If you'd prefer, you can buy a remotely read meter. That way we don't have to access your property and can still get a reading each quarter to make sure you're billed correctly. For more information, visit sydneywater.com.au/meters



Quarterly water quality report summary

Our water quality monitoring program confirmed that Greater Sydney's drinking water was high quality and safe from January to March 2023, meeting the high standards set by the Australian Drinking Water Guidelines.

You can find the detailed quarterly water quality report for your area at:

sydneywater.com.au/wateranalysis



Contact us

Call us on 13 20 92

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

We speak your language

For a free phone interpreter service, **call 13 14 50**

Report a leak or fault on 13 20 90

Visit us online at sydneywater.com.au

