

Waterwrap®

November 2021 – January 2022



Can't flush this

The battle is on against household products wreaking havoc on our homes and wastewater network!

Sydney Water's new 'It's Best to Bin It' campaign introduces bathroom baddies **The Unflushables** and kitchen nasties **The Unsinkables**.



These evil characters represent the hundreds of tonnes of waste that clog up pipes and need to be removed from our waterways every year – and should never be flushed or tipped into the sink.

Wet wipes, kitchen fats, oils and grease, as well as bathroom products like cotton buds, tissues and sanitary products create blockages and damage our wastewater system and waterways, costing more than \$8 million per year. These items are a major threat to our system – and waste entering our creeks, rivers and beaches harm the environment.

We're encouraging everyone to use the bin to avoid blockages – and save on plumbing bills too. Remember: if it's not pee, poo and paper, it's best to bin it.

Find out more at besttobinit.com.au



We're transforming your online experience

At Sydney Water, our customers are at the heart of everything we do. We're always striving to deliver great customer interactions. That's why we've updated our website and there will be more to come to make your experience easier over the next few months.

In the meantime, visit us:



Sydney
WATER



Turn it off Bob!

There's nothing better than having your family and friends over to your house for some old-fashioned fun in the sun. But remember to go easy with your water use. Our loveable larrikin Bob is here to remind us to love water and don't waste it.

Iconic Australian actor Shane Jacobson is Bob – your good-hearted guy who is sometimes clueless about saving water. You'll see in our new series of ads how his new waterpark 'Bob Land' is landing him in a pickle with the rest of the family over unnecessary water use.

Our campaign aims to remind everyone in a tongue-in-cheek way how to stay water wise during hotter months. It's the behaviours we adopt all year round that ultimately help us drought proof our future.

Follow Bob's easy tips for a water wise home and garden at sydneywater.com.au/waterwise

We're here to help, you just need to ask

If your employment or income has been impacted by COVID-19, or you're just struggling to make ends meet, we offer a range of support options.



Whether it's a short-term extension on your bill, flexible payment options or referrals to other support services, we have something to help everyone.

Visit sydneywater.com.au/helpwithyourbill to see all the options or call us on 13 20 92.

Your water



During July to September, our monitoring confirmed that the drinking water we delivered to you was high quality and safe. We're proud to supply you with high quality, safe drinking water managed under our quality systems.

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

A detailed quarterly water quality report is available free of charge at sydneywater.com.au/wateranalysis



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

