Here’s our plan. It’s all about you - our customers, for our future

Our customer-informed Price Proposal 2020–24

It’s kind of magic how your water gets to your tap and wastewater flushes from your toilet and goes safely back to the environment… we look after these things, so you don’t have to!

We know that you want us to be open and transparent, and we know that you want value for money – so we’re delivering this for you with our customer-informed Price Proposal 2020-24. As Australia’s largest water utility we pride ourselves on providing water, wastewater, recycled water and some stormwater services.

We do this every day for you and over five million customers across Greater Sydney, the Illawarra and the Blue Mountains.

Our Price Proposal goes to our regulator, the Independent Pricing and Regulatory Tribunal (IPART) on 1 July 2019 to review and set our prices from 1 July 2020 to 30 June 2024. We want to continue to work with you throughout this review, so we can deliver on what you value.

So here’s our plan and it’s all about you – for our customers, our network and our future.

Our customers – we’re putting YOU at the heart of what we do

- We’ve worked with our customers – with over 10,000 customer engagement interactions in 2018 with forums, interviews and surveys. So that we can better understand and reflect your values and needs
- We’re delivering on what our customers told us – providing our quality services for fair and affordable prices
- Our typical annual water bills will continue to be amongst the lowest in the country
- We propose a $45 decrease (without inflation) on 1 July 2020, but if the drought continues and the Sydney Desalination Plant stays on – bills will decrease by about $40
- So we’re keeping bills stable. It’s about $3 a day for your household to drink water, wash clothes and dishes, flush toilets, have showers, water gardens wisely and more
- We will support you – with a range of flexible payment options to assist you.

Our network – we protect your health and our environment

- We will be investing to maintain our existing network and infrastructure
- We plan, build, operate and maintain essential assets to provide your water, wastewater, stormwater and recycled water services
- To deliver quality services we employ about 2,500 passionate people from across Greater Sydney and we partner with the private sector
- We maintain almost 50,000 kilometre water, wastewater, recycled water and stormwater of pipes
- We operate 39 water, wastewater and water recycling plants, maintain over 250 reservoirs and over 940 pump stations – delivering and treating billions of litres of water every day
- We build and renew more than half a million dollars worth of critical infrastructure every year
- We’ve increased our frontline crews to better manage our leaks and breaks.

Our future – we’re working together to plan for the future of our great city

- We want you and our future generations to live in a great city – with beautiful healthy waterways and vibrant, cool and green places
- We need to invest to expand and improve our network to keep pace with our growing city and changing climate
- We’re setting the foundation for our future – planning for a resilient Greater Sydney by doing water differently. This will include being more efficient and recycling more of our water
- We’re proposing to invest $1.1 billion a year for our infrastructure and essential services from 2020–24
- We’re working together to achieve the vision for Greater Sydney as a productive, liveable and sustainable city.

Have your say on our price proposal and your future
go to ipart.nsw.gov.au