



Update to our Price Proposal 2020–24

November 2019

On 1 July 2019, Sydney Water submitted the Price Proposal 2020–24 to our regulator, the Independent Pricing and Regulatory Tribunal (IPART), to review and set prices from 1 July 2020.

What has changed since July?

Our context has changed:

- the drought has worsened with little rainfall
- water restrictions are likely to extend
- more investment is needed to improve the resilience of our network
- the government have announced planning to expand the Sydney Desalination Plant
- we need additional water supply options.

Given the increased scale of the challenge, we need to ensure we have enough funding to deliver for our customers and our city.

On 12 November 2019, we submitted an update to our Price Proposal to IPART, which includes the increased investment we need to support a more resilient city.



Source: WaterNSW, Warragamba Dam

What funding do you need over the next four years?

Our proposed expenditure is **up to \$11.4 billion for 2020–24**, which is over \$1 billion more than our proposal on 1 July 2019. This investment includes:

- linking the Prospect South and Macarthur water distribution systems. The drought is causing the southern dams to deplete more quickly than Warragamba dam.
- enhancing the resilience of our Cascade water system that supplies the Blue Mountains. We need to upgrade the Cascade Water Filtration Plant, so that it can treat water from a new raw water source.
- implementing water restrictions.
- investment in crews to respond to water leaks and breaks and wastewater overflows.
- increasing water conversation, including community engagement and education.
- upgrading our network to cater for an expanded desalination plant, if approved by government.

How much will this impact my bill?

From 1 July 2020, if drought continues the average residential customer will see a bill increase of roughly **2.5% or around \$30 over the year**. If government expands the desalination plant, these costs will also be added to bills.

How can I reduce my bill?

On average, we use around 200 litres of water each day. Reducing your water use by 20% can save around \$100 a year. This can be as easy as having four-minute showers, instead of five.

A small saving by *everyone* can make a significant saving across our community.

See lovewater.sydney for more info and tips.

How do I get more help to pay my bills?

We offer a range of options, including:

- Pensioner rebates
- Payment extensions
- Payment plans
- Centrepay
- Financial counselling
- BillAssist

Visit sydneywater.com.au/accounts-billing

Where do I go for more information?

For more info about our prices go to sydneywater.com.au/ourprices or visit IPART's website

To find out more about how you can save water go to lovewater.sydney, call us on **13 20 92** or go to sydneywater.com.au/SW/contactus



Saving water can reduce your bill

Have your say

26 Nov 2019 IPART public hearing and customer drop in session

Mar 2020 IPART release draft report and determination

Apr 2020 Public submissions for draft report due to IPART

June 2020 IPART release final report and determination

1 July 2020 New prices start

Love water, don't waste it