



# Waterwrap<sup>®</sup>

August – October 2020

## The quickest and easiest way to receive and pay your bill

With mail delays due to COVID-19, you may have less time to pay your bill between when you receive it and the due date.

Register for eBill at [sydneywater.com.au/ebill](https://sydneywater.com.au/ebill) and you'll join 400,000 customers who already receive their bill online instead of waiting for the post.

For contactless payment, it's easy to pay your bill from the comfort of your home at [sydneywater.com.au/pay](https://sydneywater.com.au/pay). Don't want the hassle of remembering to pay each quarter? Register for Direct Debit at [sydneywater.com.au/directdebit](https://sydneywater.com.au/directdebit) and you'll never miss a payment.

We're here to help during this difficult time. If you need help with your bill, due to COVID-19 or any other reason, please visit [sydneywater.com.au/helpwithyourbill](https://sydneywater.com.au/helpwithyourbill)

## Community Grants Program

Twenty-one community groups across Greater Sydney, the Blue Mountains and the Illawarra will share in over \$80,000 worth of funding in Sydney Water's 2020 Community Grants Program.

Grants recipients were among three categories: digital innovation, embracing diversity and environmental advocacy. They included a support service which helps teach lifesaving and swimming skills to refugees and groups that work to reduce the impact of plastic pollution in our waterways through clean-up events and education.

We have a long track record in supporting community groups, having awarded nearly \$300,000 worth of grants to environmental, sporting and educational groups over the past five years.

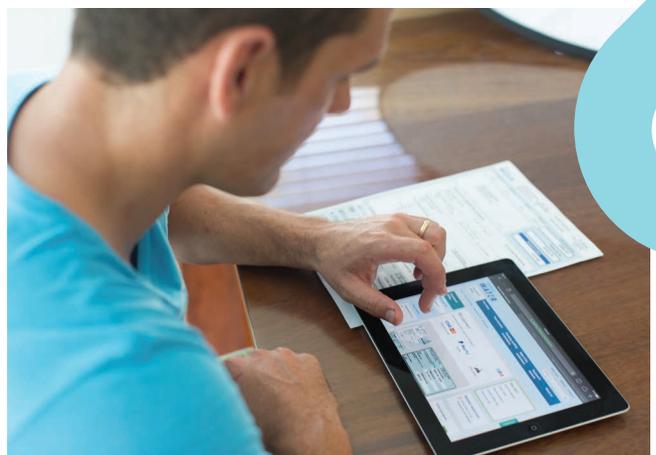
Learn more about our program at [sydneywater.com.au/communitygrants](https://sydneywater.com.au/communitygrants)

## Eight million visits last year

Whether you're paying a bill, checking your current account balance, reporting a leak, looking for a diagram of the pipes under your house or you just want to know about the water quality in your area, we offer a range of self-serve options at [sydneywater.com.au](https://sydneywater.com.au)

We know our customers lead busy lives so we're proud that most transactions on our website take under two minutes. But there's also lots of information to browse about our history, how we manage Sydney's water and how you can help save our most precious resource.

Want to see how the water you use every day gets from rivers or the ocean to your home? Enter your address online at [sydneywater.com.au/waternetwork](https://sydneywater.com.au/waternetwork) to find out how we get world class water to your door.



Sydney  
**WATER**

## Love water, don't waste it

You may have seen our new water wise campaign "Love Water, Don't Waste It" that aims to inspire the community to continue to conserve water at home.

Our campaign brings to life how amazing and integral water is to our everyday lives by showing the personal and community value of water.

It encourages everyone to be more water wise at home by following some simple water wise behaviours like taking four minute showers, doing full loads of washing and turning off taps when brushing your teeth. Look out for it on TV, radio stations and online.

For more water wise tips visit [lovewater.sydney/tips](http://lovewater.sydney/tips). Or chat to our Water Wise Coach on Facebook Messenger to learn more about your water usage and how you can save at [m.me/SydneyWater](https://m.me/SydneyWater)

And don't forget, Level 1 water restrictions are still in place, so



remember to use a trigger nozzle and only water before 10am or after 4pm. To find out what restrictions mean for you, visit [sydneywater.com.au/restrictions](http://sydneywater.com.au/restrictions)

## Maintaining your pipes and fittings

As the home owner, you're responsible for maintaining the pipes and fittings on your property up to where they connect to our water, wastewater and stormwater networks. This is known as the point of connection.

You're also responsible for protecting any of our pipes and fittings that are on your land. You need to let us enter your land if we need to maintain or repair any part of the water, wastewater or stormwater systems.

To find out more and see diagrams of typical water and wastewater systems, visit [sydneywater.com.au/connections](http://sydneywater.com.au/connections)

## Our new prices

The Independent Pricing and Regulatory Tribunal (IPART) has set our new prices for the next four years.

Our prices will remain among the lowest in the country. An average household is expected to save about \$80 a year (7% decrease) in 2020-21 if dam levels stay above 60%.

The water usage price will be:

- \$2.35 a kilolitre when dam levels are above 60%
- \$3.18 a kilolitre if dam levels drop below 60%. This price would remain in place until dam levels reach 70% again.

The higher price will help pay for water conservation programs and the increased cost of keeping our network up and running during long periods of dry weather.

As well as reducing costs to customers, the new price determination gives us more funding to service our growing city. This will enable us to invest in:

- improving our assets
- improving our environmental performance
- improving wastewater infrastructure at Vacluse-Diamond Bay
- continuing our Waterway Health Improvement Program.

For more information, please visit [sydneywater.com.au/ourprices](http://sydneywater.com.au/ourprices)

## Your water

During April to June, 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](http://sydneywater.com.au/wateranalysis)

## Sharing your views

Your feedback helps us improve our service to you. We want to know if you have any problems or concerns with our services, and we'll do our best to resolve them.

If you aren't satisfied with our response, you can ask for a manager to review the decision.

At any time, you can contact an independent dispute body such as the Energy & Water Ombudsman NSW (EWON) or the NSW Civil & Administrative Tribunal (NCAT).

## Contact us

Call us on 13 20 92

Write to us at Sydney Water

PO Box 399, Parramatta NSW 2124

Report a leak or fault on 13 20 90

Visit us online at [sydneywater.com.au](http://sydneywater.com.au)

## Follow us

 [facebook.com/sydneywater](https://facebook.com/sydneywater)

 [@SydneyWaterNews](https://twitter.com/SydneyWaterNews)

 [sydneywater](https://www.instagram.com/sydneywater)

## We speak your language

For a free phone interpreter service, call 13 14 50

You can also visit us at:

[sydneywater.com.au/arabic](http://sydneywater.com.au/arabic)

[sydneywater.com.au/vietnamese](http://sydneywater.com.au/vietnamese)

[sydneywater.com.au/greek](http://sydneywater.com.au/greek)

[sydneywater.com.au/tchinese](http://sydneywater.com.au/tchinese)

[sydneywater.com.au/schinese](http://sydneywater.com.au/schinese)

[sydneywater.com.au/korean](http://sydneywater.com.au/korean)