

Media release

Thursday, 14 November 2019

COMMUNITY VIEWS SOUGHT ON WATER PRICES

The Independent Pricing and Regulatory Tribunal (IPART) is seeking community views about Sydney Water and WaterNSW's proposals to increase expenditure in their delivery of water services to Greater Sydney over the next four years.

IPART is holding a public hearing and an informal 'customer drop-in session' at the SMC Conference & Function Centre in Sydney on Tuesday 26 November. The public hearing will commence at 10am, and customers can attend the drop-in session between 4pm-6pm.

Issues to be discussed at the public hearing include:

- Sydney Water's and WaterNSW's proposed expenditure and prices. Sydney Water is proposing to increase its capital expenditure by 71% and WaterNSW by about 150%;
- How the water utilities are planning to address drought and supply uncertainty; and
- Customer preferences for potential changes to the service and usage charges on their bills.

Acting IPART Chair Ms Deborah Cope said this would also be an opportunity to provide feedback on an updated expenditure and price proposal that Sydney Water submitted to IPART on 12 November 2019. This is available on IPART's website [here](#).

IPART's website provides information on Sydney Water's and WaterNSW's proposed prices from 1 July 2020, and our Issues Papers highlight the key issues for these reviews.

"The public forum is an opportunity for IPART to hear first-hand customer and community views about Sydney Water's and WaterNSW's proposals so we can consider these views when making our decisions on prices," Ms Deborah Cope Acting Chair of IPART said.

Attending the Public Hearing – 10am to 3:30pm, Tuesday 26 November

SMC Conference & Function Centre, 66 Goulburn Street, Sydney NSW 2000.

Register to attend: for Sydney Water (click [here](#)) and for WaterNSW Greater Sydney (click [here](#)).

An informal drop-in session with IPART staff will follow the public hearing, providing customers another opportunity to ask questions and have their say. No registration is required.

Attending the customer drop-in session – 4pm to 6pm, Tuesday 26 November

SMC Conference & Function Centre, 66 Goulburn Street, Sydney NSW 2000.

Media note: Any media wishing to attend the public hearing are requested to register online. To avoid interrupting proceedings, cameras are permitted at the back of the room only. Media questions will not be taken as part of the forum to enable as many customers as possible to have their say. Please contact Julie Sheather on 0409 514 643 in advance to arrange a time to interview Ms Deborah Cope.

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More information is available at ipart.nsw.gov.au