

Media Release

28 October 2025

Broken Hill water pricing reviews underway

The Independent Pricing and Regulatory Tribunal (IPART) is reviewing the maximum prices that Essential Water can charge for its water and wastewater services in the Broken Hill region from 1 July 2026.

Tribunal spokesperson Jonathan Coppel said Essential Water has proposed prices that would increase typical household bills by 15% annually (plus inflation) for 5 years.

"The Tribunal will assess whether the proposed prices are justified so that customers pay only what the water business needs to efficiently deliver its services," he said.

"We will also review proposed prices from WaterNSW which can be charged for bulk water delivery via the Murray River to Broken Hill pipeline."

Mr Coppel said IPART has published an Issues Paper on its website highlighting key questions in relation to both pricing proposals.

"We're interested to hear from households, businesses and the community in Broken Hill and surrounding areas in relation to the issues we've highlighted," he said.

"In particular, we're interested in whether they find water services affordable and if they feel they are getting good value for money, and how well customers were engaged by Essential Water on its proposed prices."

"We will carefully consider the impacts of the price proposals on household budgets, small businesses, service standards, the environment, and the economy more broadly."

"Our review will include examining how Essential Water and WaterNSW proposes to invest in and maintain critical infrastructure, so customer and community interests are met efficiently."

Mr Coppel encouraged customers and the community to provide feedback on the pricing proposals by making a submission to the Issues Paper or completing a Have Your Say survey by 1 December 2025. Stakeholders can also register to attend an in-person public hearing in Broken Hill on 24 November 2025.

Submissions, surveys and registrations for the public hearing can all be completed on the IPART [website](#).

IPART will consider all feedback before releasing draft reports in March 2026.

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