

Media Release

7 July 2023

Sydney Water Operating Licence under review

The Independent Pricing and Regulatory Tribunal (IPART) is seeking feedback on potential changes to the Sydney Water Operating Licence.

The current operating licence sets the terms under which Sydney Water must provide water, sewerage and stormwater services for the Greater Sydney region. It sets the quality and performance standards that Sydney Water must comply with, including water quality standards and standards regulating service interruptions. It also includes terms and conditions requiring Sydney Water to undertake water conservation and long-term water planning, for protecting and consulting with customers, and for managing Sydney Water's critical assets.

IPART audits and reports annually on Sydney Water's performance against its operating licence conditions.

Acting IPART Chair, Ms Deborah Cope, said. "Sydney Water will need a new operating licence by 1 July 2024. IPART's review will consider potential improvements in the new licence, to improve customer protections and to reduce duplication of regulatory functions with agencies such as NSW Health, Department of Planning & Environment and the Environment Protection Authority.

"Our focus is on setting regulation at the right level to ensure that health, environmental, customer and business objectives are met without inappropriately increasing the burden and cost of regulation which must ultimately be paid for by customers," Ms Cope said.

We are seeking feedback from all stakeholders, including Sydney Water's customers who use Sydney Water's services, on the issues we have identified and anything else that matters to them.

Details about the review are included in the Issues Paper released today. IPART is inviting public and stakeholder comment on these before **15 September 2023**. Sydney Water's submission is due earlier, by **1 September 2023**, to allow other stakeholders time to consider Sydney Water's views when preparing their own submissions.

The Issues Paper is available on IPART's website.

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