

Media Release

23 October 2025

Call for submissions: WaterNSW rural valleys price review

IPART has released a Discussion Paper as part of its review of maximum prices WaterNSW can charge for its rural water services, from 1 July 2026.

IPART Chair Carmel Donnelly said "This review will examine the costs of WaterNSW's rural valleys operations and determine prices for coming years that appropriately balance what customers can afford to pay for bulk water with the efficient level of revenue needed for WaterNSW to remain financially sustainable while meeting its obligations."

Earlier this year, IPART issued a short-term determination for prices from July 2025 to June 2026, based on assessment of WaterNSW's September 2024 pricing proposal.

The Tribunal required more time to assess WaterNSW's proposed price increases and the alternative options for pricing put forward by WaterNSW. IPART also identified broader challenges for WaterNSW and customers in rural and regional NSW and heard stakeholder feedback about the need to examine cost shares in more detail. The Tribunal issued the short-term determination so prices continue to be regulated while further assessment is underway.

"The Tribunal is now undertaking a more detailed examination of these matters through this new review to make sure that only the efficient costs are passed on to water users.

"IPART is keen to hear all stakeholders' views" Ms Donnelly said. "We invite stakeholders to have their say by making a submission via the IPART website or attending our online workshops."

Two online workshops will be held in November, and registration is available on our website.

Submissions close 20 November 2025.

Media Contact: Mark O'Brien



0427 105 865



media@ipart.nsw.gov.au