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Your submission for this review:

Thank you for the opportunity to provide feedback on the proposed Sydney Water price hike in 2025. I am writing to express serious concerns over the suggested increases in water charges, given both past and current issues with water quality and affordability. There have been multiple occasions where Sydney Water's supply has been contaminated, rendering it unsafe for consumption. Residents like myself have had to deal with water advisories or periods where we cannot rely on our tap water for drinking purposes. This raises concerns about paying even higher prices for a resource that cannot always be consumed safely. Due to these contamination events and other quality concerns, a growing number of residents are turning to filtered or bottled water as a more reliable drinking option. This trend highlights that Sydney Water has lost the trust of many consumers for safe drinking water, yet we are still expected to bear the costs of increased water bills. Water is a fundamental resource, essential for health and daily life. It is alarming to see that one of the most universally accessible resources on Earth is becoming increasingly expensive. The higher costs proposed will impact all households, and the disparity between the cost of delivery and the actual access to safe drinking water is widening. Australia is experiencing significant cost-of-living pressures, and the proposed price increase of over 7-18% annually is not justifiable, particularly in the current economic climate. Families are already stretched thin with rising inflation, and additional water costs will place further strain on household budgets, particularly on those with lower incomes who may struggle to absorb these costs. While I understand the need for infrastructure improvements, it is essential that water remains affordable and accessible. I urge IPART to reconsider the scale of the proposed price increases, taking into account the impact on households already dealing with high inflation, and to work with Sydney Water on ensuring better quality control and affordability for all residents.