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Your submission for this review:

Frankly, the proposed price increases for residential customers in 2025-2030 are shocking and outrageous for this essential service. Sydney Water has had decades to plan for renewal and capacity, yet the proposed plan is vicious and brutal: including examples of bills increasing 18% in a single year, including a 1.7x increase in supply charges in a single year. Making it worse (a) too much of the increases occur in the early years, compounding the ongoing impact of cost-of-living unaffordability for residential water users (b) the increase of fixed supply costs is inflexible for consumers whose bills will be higher even with reduced usage (c) the proposal says that the increases are practically unbounded and may (likely) be higher than shown, due to inflation and desalination costs. The proposal contains no relief or respite for the ongoing increases. An example given by Sydney Water is to increase the fixed supply charge by 27% in a single year from \$16.90/qtr to \$21.48/qtr and continue increased every year thereafter including a rise of 66% to \$35.66 in the following year! These supply charges are outrageous because (a) they are extreme (b) they will add upward pressure on rental increases for thousands and thousands of apartments whose units are not separately metered (c) being a fixed cost, customers cannot reduce their usage to offset the increased rate and even low-volume users will face extraordinary and relentless increases in their bills (d) the total increase to \$85.29 represents a 5-fold increase within 5 years which is an absurd spike (e) these proposals are too broad and not fairly targeted, placing the highest burden especially on small households who cannot spread the costs among multiple potential income earners. Additionally, the rate of increase of usage charges is higher than can reasonably be absorbed by all consumers, and in many cases will exceed any practicable ability of consumers to offset these costs through reduced usage. In fact, the reliance on supply charges disincentivises water saving. I implore Sydney Water to (a) reduce the steep rate at which bills are increasing every year, and cap any yearly increases far below the proposed levels, and avoid having extreme rate increases in the early years (b) implement alternative ways of funding the proposals and spreading costs over time to avoid steep increases in residential supply and usage charges for the majority of consumers (c) target any cost increases more fairly (d) improve Sydney Water's planning competence to avoid this situation in the first place.