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Your submission for this review:

Appreciate opportunity for feedback but engagement process is unknown. Performance measures are fine but weight may improve. What customers can afford should be inline with inflation and economic growth. A bill increase has a serious negative effect as it all adds up. More importantly it never gets down so such a big increase is unacceptable. By recovering cost through the water service charge says that the system and the management process has a problem. It looks like a cover up for asking existing customers to pay for new developments and new infrastructure which is unacceptable. So even if a household cut water consumption to zero it will have minimum impact to affordability if all the cost is sitting in service charge. Good quality service mean that there is proper planning and budgeting for new infrastructure and sustainment of current infrastructure, It also means good regulation and governance. It seems that Sydney Water is now the Regulator as well. Where is Govt support fitting into this. New infrastructure should also be supported by developers and they should be properly regulated and audited. Stormwater services should be paid by developers and govt. It should also be properly planned as part of City Planning. It is unclear if WaterNSW regulates Sydney Water and who are responsible for what. Water NSW should provide a much better plan on how they plan to ensure enough water supply and how they allign the infrastructure with the greater Sydney developments, not just talking about a single dam. They should also ensure that Sydney Water provide quality services at affordable prices and most of all ensure that these massive jumps in water cost are avoided.