

Author name: Name suppressed

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Your submission for this review:

'Yes, prices will likely increase' - the magnitude of this understatement, taken from Sydney Water's attempted justification of their proposal, is staggering. We are not idiots. The price increases proposed by Sydney Water are grossly excessive, particularly that sought for the first year (18%) - and their submission glosses over the added catch that this and subsequent increases exclude inflation - so the cost increases will be vastly more. What planet are the highly-paid executives and management structure living on? In the 20 key points of improvement which will supposedly result from these huge increases, only one (point 7) has anything resembling a firm target [increasing rainfall-independent supply by 33% of total drinking water by 2030]. Sydney Water is hoping to implement these excessive increases without being held to account. This is [REDACTED] [REDACTED] Where are the KPIs and other targets we would expect to find? The whole proposal is based on focus groups which supposedly agreed with the proposition that Sydney Water be allowed to increase prices well in excess of inflation. I would definitely like to see the current price rise proposal taken back to all 13,394 participants in the original sample of Sydney Water customers to see if they approve, and those results then be submitted to IPART as part of a revised submission. I really wonder how many other public submissions will come in during this process, given the lack of publicity which Sydney Water is using to hide the exorbitant size of the proposed increases. The Waterwrap leaflet (which I suspect few customers read anyway) contained absolutely no mention of the magnitude of the price increases. All this amounts to is a clever exercise in spin. Sydney Water could save a huge amount by eliminating such consultants and their spurious outputs which border on deceit. Re some of the other proposals, the cost for providing water & waste-water services to new dwellings should definitely be borne by the developers of those new suburbs, not pushed on to existing customers. I understand the need for Sydney Water to improve its infrastructure. Here are some ways I believe this could be a lot more efficiently handled. 1. Substantially reduce the bloated management structure of the corporation. 2. Eliminate the use of consultants, particularly those in the spin industry. 3. Limit annual price increases to inflation + 3-4% (not 16% + inflation). 4. Privatise Sydney Water to make it more efficient. 5. Set targets for improvements rather than using waffly feel-good weasel words. I thought the business model adopted by the Post Office is bad (i.e. increase prices and concurrently reduce services). Sydney Water takes its cynical manipulation of the public with its monopoly on providing an essential public service to a whole new level especially during the cost of living crisis/emergency - this is extortion. I urge IPART to reject the proposal in its current form.