

## Sydney Water

Sydney water proposition for a capital works program estimated at 32 billion dollars during one of the worst cost-of-living crisis this country has seen in decades is unconscionable and reflects the fact that Sydney water is detached from reality. The financial impact on society will be detrimental. As we have seen in recent media reports that some families are struggling to put food on the table, and some are going without.

If there was a worst time in the past 200 years history of Sydney water to increase their prices, it would be during these challenging and unforgivable times. In the past 200 years has Sydney water billing structures not included a sinking fund formula to collect funds for future infrastructure works? If not, this would amount to the largest statutory body failure in the past 200 years. It is unethical to aggregate the capital works of 200 years and impose the financial burden on the current generation who is already proceeding through prevailing circumstances.

- 1) Is the federal government being asked to contribute to this capital program? If not, why?

### Seek Comment



1. What do you think about Sydney Water's engagement process? Do you think Sydney Water has engaged effectively with customers and stakeholders?
2. What do you think about the key outcomes and performance measures Sydney Water is aiming to deliver for its customers?

As a Sydney water customer, I have not heard or been engaged by Sydney water at all. I only heard about this capital works program via the media and now this email.

Water quality and reliability is a critical aspect of the life of our community and such services need to be managed effectively and proactively as part of the vital and critical infrastructure framework.

The current situation facing the citizens of NSW where vital water infrastructure has been allowed to deteriorate over a period of 200 years and the issue pops up as an emergence in 2024 with a restoration price tag of 32 billion. Citizens of NSW are now being asked to contribute 50% increase over a 5-year period to guarantee water quality which is the vital service.

This situation gives rise to some serious questions, and they are:

- 1) Why has the forward projection and management of this vital service been mis-managed over the past 200 years by Sydney water/Water NSW?
- 2) Why has there not been a financial structure put in place to allow for these capital works to be done over many previous decades?
- 3) Why are the people of NSW being made to pay for the obvious mismanagement of Sydney water/Water NSW?
- 4) Any statutory body in charge of a vital service for the community must be managing the delivery of this service with a highly detailed and intricate risk management plan. Why has this capital works program not come up in previous risk management assessments decades ago?
- 5) I am puzzled as to what Customer experience Sydney water is referring to when customer are becoming made aware of infrastructure being allowed to deteriorate over a period of 200 years with little to know action being taken until 2024 when people are experiencing the worst financial crisis in decades. I am sure that any experience by Sydney water customers will be nothing short of utter horror and disbelief.

#### Seek Comment




3. Setting prices that customers can afford is a key concern for this review. What factors should we take into account when considering customer affordability?
4. How would the bill increases proposed by Sydney Water impact your household budget?

Factors to take into account, include but are not limited to:

- 1) Current financial crisis and families struggle to put food on the table.
- 2) Take into account the post COVID price increases that have impacted every aspect of life without any explanation as to why groceries and services have increase so much.
- 3) The impact this price increase will have on renters when landlords pass these price increases on.
- 4) The impact on families currently paying on average \$700 rent a week for a average home in Sydney west being faced with a doubling of water bill in addition to their weekly rent. How many families will become homeless and how many families will skip meals?

The bill increase proposed by Sydney water will have a severe impact on my financial situation. We have just had a major council rate increase and if this water increase goes through, the impact will be severe.

## Seek Comment

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5. What do you think about Sydney Water proposing to recover most of its additional costs to service customers through the water service charge (a fixed charge that does not vary by water usage)?
  6. Would you reduce the amount of water you use to lower your water bill in response to Sydney Water's proposed price increases? If so, by how much?
  7. What adjustments would you make to your home to reduce your water consumption? For example, would you install water saving devices or switch to lower water use appliances?

I honestly think and believe it is a cash grab by Sydney water. Increasing the service cost means customers will pay a higher amount irrespective of the amount of water they use.

I already have a 4000 litter rain tank which I use to water my garden.


I already try my best to reduce my water consumption. I have installed water efficient taps.

## Seek Comment

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8. Tell us what you think about Sydney Water's service standards for water and wastewater. What does good quality service mean to you?

Quality service means to me that I have safe and reliable water to use 24/7 and we all as a community need to pay for that in a way that does not break families financially. Each and every generation needs to continuously be paying a small proportion of their bills toward a sinking fund for Sydney waters current and future capital works programs. It is unethical to impose a 32 billion liability on one generation.

## Seek Comment

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9. What are your views on who should pay for stormwater services? Customers who are connected to the stormwater services, or all Sydney Water customers?
  10. Does your response change if the stormwater services protect or improve waterway health?

As a whole community of NSW we should all pay toward all stormwater service in the state of NSW. We are one community, and we should all pay as one

Regarding the protection or improving waterway health, I agree that the health of our community depends on the health of our environment, but during this financial crisis I am more concerned about the health of mums and dads than the health of our waterways. The statistics of suicide has increased due to people not being able to afford to live.

### Seek Comment



11. What do you think about WaterNSW engagement process for its Greater Sydney bulk water services? Do you think WaterNSW has engaged effectively with customers and stakeholders?
12. What do you think of WaterNSW's proposed capital expenditure program, including the Warragamba Dam Resilience and Warragamba E-Flows projects?
13. What are your views on WaterNSW's proposed Long-Term Capital and Operational Plan for Greater Sydney?
14. What do you think about WaterNSW's proposed operating expenditure?
15. What impact would WaterNSW's proposed revenue cap have on customers in Greater Sydney?
  - Do you think it increases customer value?
  - Can you identify any unintended consequences?

I have not been contacted by Water NSW.

Capital expenditure concerning Warragamba Dam and Warragamba E flow are vital works associated with the water supplied to Sydney sidiers.

Again, such projects should have been forecasted years ago and proactively managed through a sinking funding structure to avoid burdening the community with billions of dollars in cost over a 5-year period.