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Date of submission: Monday, 23 June 2025

Your submission for this review:

Hawkesbury City Council letter re this matter dated 11th June. Postal service out here is every second day so this was an extremely short length of time to review this. I do not believe this is a decision that should be rushed. There is little information in the letter from council (attached) however I am aware there was a council meeting regarding investigations into the wastewater system repairs and costings recently at which a report was supposed to be submitted and discussed but was not as the person who did the report was sick. So far I as I am aware this report has still not been made public or discussed however it would appear this report which would have been an integral part of the council meeting and decisions, and it was generated from a complaint a year ago regarding Rising Main C and the repairs (or repair management). I am also aware that the costs of repairs to Rising Main C were over \$40,000,000 and would like to know where that money will come from as I assume this is councils debt regardless. This has not been made clear to the 8000 people who are currently hooked up to councils sewer. I am at a loss to understand why this debt was incurred, working in the commercial plumbing sector, and why it was not made public. I am well aware that a temporary repair could have been made which would not have cost anywhere near this amount and shows gross mismanagement. This requires an investigation in itself as to who made these decisions, on what information and why. I am also aware that South Windsor plant is more than capable of taking on McGraths Hills capacity so I see no need to sell anything. Why should Hawkesbury residents be made to pay for an asset that council, therefore residents, already own? Added to that, no doubt will be charged for the big debt for the mismanaged repairs.

11 June 2025

Dear Customer,

IMPORTANT INFORMATION ABOUT YOUR WASTEWATER SERVICE

Hawkesbury City Council is in discussions with Sydney Water for them to acquire the Council's wastewater assets at McGraths Hill and South Windsor. These are legacy assets and Hawkesbury is the only Council in the Sydney metropolitan area operating its own wastewater system.

As you are a customer whose home or business is connected to this system, we are writing to let you know of this potential change, which could result in substantial savings to you in future, should it proceed.

Nothing has been finalised as yet. However, Sydney Water is currently working with the Independent Pricing and Regulatory Tribunal (IPART) to review its pricing for the next five years.

As part of that process, IPART is seeking public feedback on whether to spread the cost of acquiring and upgrading Council's wastewater systems to all of Sydney Water's customers, or, alternatively, 'ring-fencing' the cost, applying it only to Hawkesbury customers.

While you must come to your own conclusion, it is Council's view that the best outcome for Council's customers would be for the costs to be shared among Sydney Water's entire customer base, as it is for every other sewage treatment network in Greater Sydney. It is fairer and it will likely reduce your bills. If the costs are 'ring-fenced' to Hawkesbury customers, your wastewater bills will likely increase.

While IPART's determination will not guarantee the transfer occurring, it is an enabling step towards Sydney Water operating your service.

It is important, therefore, to make your views known to IPART before Monday, 23 June 2025.

IPART is asking two questions about the Hawkesbury in its review and your submission could be as simple as the responses below:

Q1: If Sydney Water extends its wastewater services to the Hawkesbury City Council area in future, should those customers pay a separate wastewater price, or should additional costs be shared across all customers?

Possible response: I would prefer that the cost of extending Sydney Water's wastewater services to the Hawkesbury area be shared among all of Sydney Water's customers. This is a fair and equitable solution and does not financially disadvantage Hawkesbury customers.

Q2: Besides bill impacts, what other factors should we consider?

Possible response: It is important for Sydney Water to take over Hawkesbury City Council's wastewater assets to make the system fairer for everyone living in the Sydney metropolitan area. Upgrading these assets would exceed the current customers' capacity to pay and shouldn't be their responsibility entirely. The wider community will benefit from these upgrades through improved water quality in the Hawkesbury River. Sydney Water will be better equipped





in the additional revenue received from these customers. Further, we may consider whether an adjustment to Sydney Water's revenue requirement and wastewater prices is required to address any over- or under-recovery of revenue over the 2025 determination period due to expanding its wastewater services in the Hawkesbury City Council area.

This could mean Sydney Water's existing customers face slightly higher future wastewater bills because of it servicing the new customer group. We are keen to hear stakeholders' views on whether Sydney Water should retain a separate price for the customers in the Hawkesbury City Council area if it takes over responsibility for providing wastewater services to those customers.

Hawkesbury City Council



to manage these assets going forward, which will be better for the environment and for customers.

How to make a submission

Include the following information:

- The name of the review: Prices for Sydney Water Corporation from 1 October 2025.
- Your name, email address and street address.
- Whether or not you agree to have your name published.
- Whether or not your submission is confidential.

Ways of making a submission

1. **Online submission form:** www.ipart.nsw.gov.au/Home/Reviews/Have-Your-Say
2. **By email:** IPART will accept submissions, with a completed cover sheet, via email ipart@ipart.nsw.gov.au
3. Download the cover sheet from www.ipart.nsw.gov.au/sites/default/files/cm9_documents/IPART-Submission-Cover-Sheet.PDF
4. **By post:** Independent Pricing and Regulatory Tribunal PO Box K35 Haymarket Post Shop, Sydney NSW 1240. Please include the completed cover sheet.
5. **Verbal submissions.** If you require assistance to make a submission please contact Scott Chapman (02) 9290 8449 or Melanie Mitchell (02) 9113 7743 at IPART.

Submissions are due by Monday, 23 June 2025

If you wish to discuss this issue with Council, please email: council@hawkesbury.nsw.gov.au or telephone the Customer Experience team on 02 4560 4444.

FURTHER INFORMATION

Further information is below or you can read more about the review at: www.ipart.nsw.gov.au/

Excerpt from the *Draft Report - Review of prices for Sydney Water Corporation from 1 October 2025 - May 2025* (page 107)

Customers in the Hawkesbury City Council area may pay the same wastewater prices as other Sydney Water customers

Hawkesbury City Council currently provides wastewater services to around 8,500 customers, comprising around 7,500 households and 1,000 businesses. These customers typically pay wastewater bills of around \$1,300 per year.

We (IPART) understand[s] Sydney Water may acquire Hawkesbury City Council's wastewater assets during the 2025 determination period.

If this occurs, customers formerly serviced by Hawkesbury City Council would begin to receive wastewater services from Sydney Water. They would pay the same wastewater prices as Sydney Water's other customers (see Chapter 9).

For residential customers, their typical wastewater bill under our draft prices would be around \$654 in 2025-2026, which is a significant reduction from their current wastewater bills.

At the next determination of Sydney Water's prices, we may consider the efficient capital and operating costs of Sydney Water providing wastewater services to this new customer group. We may also factor