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Your submission for this review:

I am writing to express my concerns regarding the proposed 50% price increase for water services in Sydney, effective 1 July 2025. While I understand that rising costs and infrastructure demands may necessitate some adjustment to pricing, I believe that an increase of this magnitude is neither justified nor sustainable for customers, particularly when it is not being directed toward improving water resources or enhancing service delivery. From the information available, it appears that a significant portion of the proposed price increase will be allocated to administrative fees rather than infrastructure development or resource management. Given that the core function of Sydney Water Corporation is to ensure the sustainable provision of clean, safe water to residents, it is concerning that such a substantial portion of the price rise will not be used to address the pressing needs of water infrastructure, resource management, or environmental sustainability. Customers expect their payments to contribute directly to ensuring that water resources are preserved and services improved, particularly in light of ongoing challenges related to climate change, population growth, and urban development. The proposed 50% increase far exceeds the current rate of inflation (CPI) and is therefore not aligned with the general cost-of-living adjustments experienced by Sydney residents. Such a steep rise in pricing will place an undue burden on many households and businesses, particularly those already struggling with the increasing cost of living in Sydney. It is important to note that the CPI reflects the average increase in living costs for households, which is typically much lower than the proposed water price hike. A price increase that significantly outpaces the CPI is not sustainable or equitable, especially when the funds are not being directly invested in the improvement of water services or infrastructure. I urge Sydney Water Corporation to reconsider the scale of this price rise. A more reasonable approach would be to limit the increase to a level that aligns more closely with the CPI, ensuring that the burden on consumers is more manageable while still providing the corporation with sufficient funds to operate effectively. Additionally, I would encourage greater transparency around how these funds will be used, particularly with regard to improving water infrastructure and securing long-term water sustainability. In conclusion, while I recognise the need for periodic adjustments to pricing, I believe that a 50% increase is not justified under the current circumstances and will not support the long-term sustainability of water resources. A more moderate increase would be in the best interests of both consumers and the corporation. I look forward to your response and hope that a more balanced approach can be found.