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Your submission for this review:

This email refer to the "Guidance for Customer Principles on page 54 Appendix B1 Principle 4. Community "Are you meeting broader community and environmental objectives, while ensuring services are cost reflective and affordable today and in the future?" I note that there was very little comment in the plan about this. There are plenty of references to customers, mostly in a generic way and all of these customers live in the environment. The Streamwatch program, whereby citizen scientists monitor and report on water quality in their local waterways, received the last grant from Sydney Water over two years ago. It now is almost out of money and will have to close without further support. This water quality history is now stored in SEED, with the intention to upload the last financial year data. Over this last year, the program has been made more accessible for all ages, with simpler, safer, cheaper, immediate response equipment planned. Here is a ready made opportunity to engage communities in a practical and cost effective way. However, this opportunity will close without some further support, whether from a government agency or from Sydney Water.