





# Our role is changing Historical



Drought



Water quality



System maintenance

#### Foundations of the new framework

#### Customers

Deliver services and expenditures that:

- Are customer centric
- Reflect customer engagement feedback
- Promote better customer outcomes
- Meet community needs
- Support environmental sustainability
- · Promote choice of services



#### Costs

Pricing proposals demonstrate:

- Robust costs
- Balance of risk and long-term performance
- Commitment to improve value
- Equitable and efficient cost recovery

#### Credibility

Provide assurance your proposal is:

- Deliverable
- Demonstrating continuous improvement



#### **Customer focus**

... is emerging across industry and regulatory frameworks





**NewReg** 



#### Our investors are committed to ESG







#### Responsible Investment

"... a vision for UTA to deliver industry leading environmental, social and economic outcomes, and to be recognised as a global leader in responsible infrastructure investment."

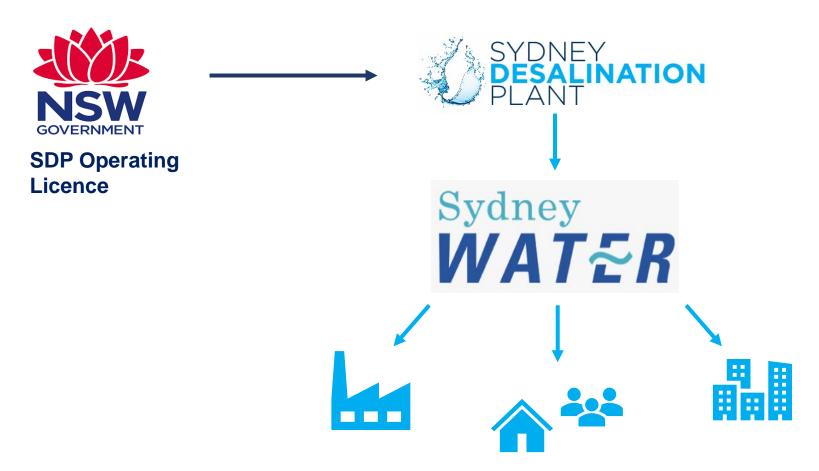
95% portfolio score on GRESB

# "We invest to shape a better future...

We want to help create a better future for the people, places and communities we touch ... we believe performance and purpose go hand in hand."

## SDP's position in the supply system

...one step removed from customers, but their interests are our focus



# How can SDP deliver for customers?

Adapt flexibly and continuously improve



Engage constructively







Understand **customer** needs and preferences through Sydney Water's engagement



Reliable services at efficient cost

Deliver **credibly** on what we commit to doing

### Specific responses on the framework

- Consider *reducing the range of ex-ante financial incentives* associated with grading of proposals for the first round of reviews. 2.5% to -1% is a large range and risks driving cautious rather than ambitious proposals.
- Ex-post incentives are valuable drivers of continuous improvement. They should also consider changes in operating environment within period (increases/decreases in service or costs driven by exogenous factors)
- In SDP's case, we have an ODI the abatement mechanism that we will be proposing be converted to *a Service Level Incentive Scheme (SLIS)* that is capped and better reflects our flexible full-time operation.
- Additional capex is small and costs of administering a CESS may outweigh the benefits.

