



# **Keeping Sydney liveable, productive and thriving for a sustainable future**

**Price proposal 2020-24**

1 July 2019

A summary for you - our customers

Sydney  
**WATER**

# Here's our plan. It's all about you - our customers, for our future

It's kind of magic how water gets to your tap and wastewater flushes from your toilet and goes safely back to the environment...we look after these things, so you don't have to!

But we know that you want us to be **open and transparent**, and we know that **you want value for money**, so we're delivering this with our customer-informed Price Proposal 2020-24.

Our Price Proposal goes to our regulator, the Independent Pricing and Regulatory Tribunal (IPART) on 1 July 2019 to review and set our prices from **1 July 2020 to 30 June 2024**.

As **Australia's largest water utility**, we will continue to provide the quality services that you value - water, wastewater, recycled water and some stormwater services.

We do this every day for you and over five million customers across Greater Sydney, the Illawarra and the Blue Mountains, in line with our Operating Licence.

To inform our proposal we conducted a Customer Engagement Program – with over **10,000 customer interactions across Greater Sydney**. You told us that you want quality and reliable services, at affordable prices. You also said that you want us to be future ready, protect the environment and provide great customer service.

So, we're delivering on what you told us. We will invest in expanding our network to keep pace with our growing city. We will maintain our services, infrastructure and protect the environment – so we can **keep your taps on and your toilets flushing**.

Water is not only an essential daily service - it's critical to achieving the vision for a bigger, more liveable and greener Greater Sydney.



# We're investing to build a Greater Sydney for our future

We have a rich **130 year history** of providing our services to you. We plan, build, operate and maintain our essential assets to provide our services to your standards (in line with our Operating Licence).

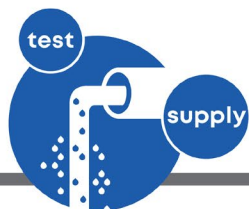
We employ about 2,500 passionate people from across Greater Sydney, and partner with the private sector to provide you our services.

We maintain almost 50,000 kilometres of pipes over 12,700 square kilometres. That's from Broken Bay to Kiama and out past Katoomba! **Treating and delivering billions of litres.**

Each year we build and renew more than half a billion dollars worth of critical infrastructure. We're looking into the great potential recycled water can play. Over the next 25 years we expect to double our water recycling to more than 80 billion litres a year.

**We're preparing us for our future.**

## We supply:



**water, wastewater and recycled water services**

to **5.1 million customers**

**Western Parkland City**

**Central River City**

**Eastern Harbour City**

**Illawarra Coastal City**

Our area of operations covers **12,700 sq km**

**26** local council areas

**22,822 km** of water mains

Your water comes from:

- ▶ 11 dams
- ▶ 247 reservoirs
- ▶ 151 water pumping stations

We produce **593,069 million litres** every 12 months

We supply water to **1,980,838 properties**

## We test the drinking water at:

- ▶ inlet and outlet of water filtration plants
- ▶ homes
- ▶ catchments
- ▶ reservoirs

## We test for:

colour  
taste  
micro-organisms  
odour  
chemical content

We filter **100%** of your water



Costs less than **1c per litre**

## Your drinking water

comes from lakes, rivers and bushland including World Heritage national parks

**80%** of your drinking water

comes from

**Warragamba Dam/ Lake Burragorang**

**We remove** 463,191 million litres of wastewater from **1,932,569 properties**



through **25,863 km of wastewater pipes** and **16 wastewater treatment plants**

**42,834 million litres** of recycled water through **726 km of recycled water mains**

every year



## Water recycling

We recycle **117 megalitres a day**



**9** Recycled water reservoirs

**10** Recycled water pumping stations

**14** Recycling plants

**452 km** of stormwater channels and pipes, draining **620,110 properties**





# Here's what we'll be delivering over the next four years

Greater Sydney has an exciting future and **water holds the key to its success.**

We all want our **future generations** to live with beautiful healthy waterways, clean harbours and vibrant, cool, green places.

To keep pace with our growing city and changing climate, we need to sustainably invest to renew and expand our network.

So, to set the foundations for our future, we're proposing to invest about **\$1.1 billion a year to build and renew infrastructure over 2020-24.**

We're looking at how we can think about doing water differently, so that we can be more resilient and efficient with how we use water.

To do this we'll collaborate with our partners and Government - so we can continue to deliver our quality services and improve our city.

## Here's some of our key programs



**Renewing  
our critical  
assets**

We'll be renewing our critical mains, treatment plants and reservoirs. This will reduce interruptions to you – so you continue to have our reliable and quality services.

**Estimated: +\$2.5 billion**



**Meeting the  
needs for  
growth**

We're building to meet the needs of growth – including investment in treatment plants also known as “water factories” in Lowes Creek and South Creek in south west area and new airport precinct.

**Estimated: +\$1.5 billion**



**Upgrading our  
digital  
technology**

We'll be upgrading our digital technologies, cyber security and privacy protection – to improve our processes, insights and analytics, so we can improve your customer experience.

**Estimated: +\$260 million**



**Improving our  
waterways**

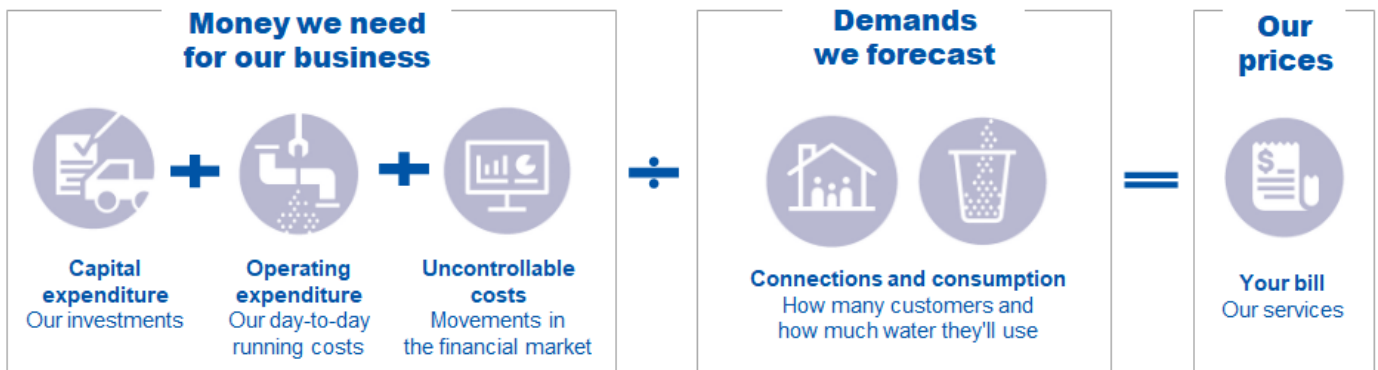
Our stormwater renewals, flood mitigation and pollution removal programs will improve safety and enhance liveability – so you can continue to enjoy our waterways.

**Estimated: +\$150 million**

Find out more about the other projects we'll deliver – **for you and our city** – at [sydneywater.com.au](https://sydneywater.com.au)

# How we work out the price

So that we're ready for our future, we have an 18-month price review process to plan, budget and forecast what we need to deliver our services and how much it will cost. Changes in our prices are driven by a number of factors, both in and out of our control.



To ensure we're fit for the future, we're proposing to invest more than \$4.5 billion in capital expenditure over 2020-24 by expanding and renewing our networks to keep pace with growth.

We're also proposing \$5.4 billion in operating expenditure to maintain and operate our existing network, so we can continue to provide our reliable, essential services.

Although we need to invest more this is not increasing customer bills, because we have had an increase in customer numbers, business efficiencies and forecast low interest rates.

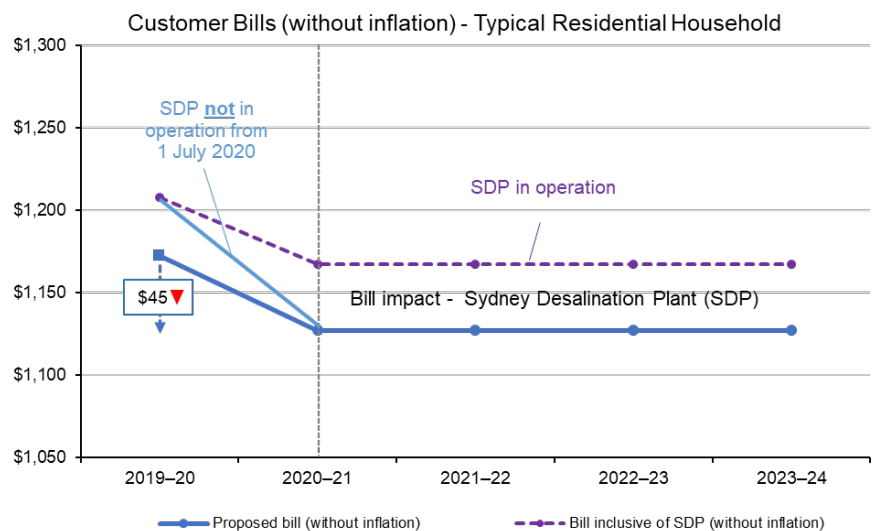
## What we're proposing

Our Price Proposal 2020-24 outlines what we need under business as usual conditions – so that you only have to pay for what we absolutely need for our city. This proposal will see about a

**\$45 decrease on 1 July 2020** (without inflation) for an average customer.

Although we have other reviews and inflation that impact our prices.

In line with the 2017 Metropolitan Water Plan, the Sydney Desalination Plant (SDP) is operating as dam levels are below 60%. Our regulator IPART reviews and sets the Sydney Desalination Plant prices separately from this price review. If this plant is still operating on 1 July 2020, bills will decrease by about \$40 (without inflation).



## In line with what you told us – here are the prices we propose from 2020

**We're keeping bills stable - it's about \$3 a day** for an average household to drink water, wash your clothes and dishes, flush your toilet, have showers, water your garden wisely and more (including your water and wastewater service charges).

We provide these services and much more – as water plays a big role to our city's beautiful harbours, rivers, beaches, and to keep Greater Sydney liveable and thriving. On your bill to pay for our services you may notice we have a quarterly fixed charge and a water usage charge. This helps you monitor and have the flexibility to reduce your water use. For all the details go to [sydneywater.com.au/ourprices](https://sydneywater.com.au/ourprices)



*\*Charges apply if you receive our services*

## We're here to support you

Our Customer Care team are here to help. We offer a range of flexible payment options to assist you:

- **Payment extensions** – increasing the time to pay accounts
- **Payment plans** – providing instalment plans
- **Centrepay** – regular deductions direct from Centrelink benefits
- **Financial counselling** – referral to qualified financial counsellors for help with budgeting
- **BillAssist®** – personalised support if you're in debt, with reviews and referrals to support services within your local area.

Call us on **13 20 92** or go to [sydneywater.com.au](https://sydneywater.com.au) for more information.

## You know water is precious – so let's love water, not waste it

Greater Sydney is in drought. We've seen our dam levels drop faster over the past two years than they have in decades – even leading up to the millennium drought. In line with the 2017 Metropolitan Water Plan, the Sydney Desalination Plant has been operating since dam levels reached 60% in January 2019, and we have been in level 1 water restrictions since June 2019.

We all have a role to play to respond to drought and be more water wise. At Sydney Water we're looking at a number of ways to be **more efficient with water** by increasing crews to reduce leaks and breaks in our network and looking at water efficient technologies for our assets, your homes and businesses.

But we need your help. An average Sydneysider uses around 200 litres of water every day. **A small saving by everyone** can make a significant saving across our community. This can be as easy as having a four-minute shower, instead of five!

For more info about how you can play your part go to [lovewater.sydney](https://lovewater.sydney)

We will continue to work closely with our partners – WaterNSW, NSW Government agencies and industry to respond to this drought. We're also continuing to build our resilience, so that we can deliver the **services you value for generations to come.**

# You can influence your future



Image: Our 2018 Customer Engagement Program

We want to continue to work with you – our customers, community and Government – so that we can continue to provide our great city with quality, affordable services you value.

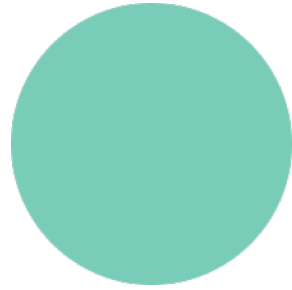
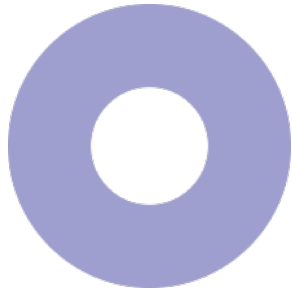
Our regulator IPART will review and set our prices from **1 July 2020 to 30 June 2024**.

See the opportunities below to **have your say on our price proposal and your future** - visit [ipart.nsw.gov.au](http://ipart.nsw.gov.au)

<b>1 July 19</b>	<b>Sept 19</b>	<b>Nov 19</b>	<b>Mar 20</b>	<b>June 20</b>	<b>1 July 20</b>
Sydney Water submits Price Proposal 2020-24	IPART releases Issues Paper. <b>Have your say submissions due in Oct 19</b>	<b>Have your say</b> IPART holds Public Forum	IPART releases Draft Report and Determination <b>Have your say submissions due in April 20</b>	IPART releases Final Report and Determination	New prices start







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