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Submission: Submission about Sydney Water's water pricing policy review.

Background:

I have been a customer of Sydney Water for 23 years and in that time I have only ever had one reminder for late payment. This late payment happened because I am quite sure that I accidentally threw out the bill while cleaning up paperwork and then I figured that you would send me a reminder. And so I then promptly paid and the payment was still only 2 weeks late.

Further, I have always tried to use as little water as possible while still being clean and not catching any bugs. And this practice is obviously a good one because, as per the info from your Water Use Survey enclosed in my latest bill, in the last quarter I used far less than the average amount used by a one-person household.

Submission:

On the basis of this, I ask if Sydney Water could start up a reward scheme where people who consistently, (for example, for a three year period) use less than the average for a particular household 'size' get a discount for the next quarter (for example, 20%).

I think that maybe this would encourage people to use less water. Yes, it has to be a reasonable amount otherwise people will not think it worthwhile. However, you would have to think of a strategy so that people don't lie about their household size, given that I don't know from where you get your stats about the number of persons in a household.

Regards,
Marta Mencinskyj

Dear IPART Team,

I wish to amend my recently lodged submission, at your ref W15/4452, as follows:

The reward in my proposed Reward Scheme should be for 'two-pronged' compliance (or some other suitable word), as follows: a 20% reduction on a water bill for a household which, in the whole of the preceding three-year period, uses less than the average for that particular household size and which pays on time.

That is, the reward is not merely for a particular household's using less than the average same household size in the preceding three-year period.

Thank you.

Ms Marta Mencinskyj,
Sydney Water customer for 23 years.