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Date of submission: 16 July 2015

Submission: [copy of my 'complaint' (#150716-000045) submitted to Sydney Water]

Good morning,

I received invitation to comment on the above with my latest bill:

*Weighted av. total cost/kL (home and unit residential) looks to be \$5.44 from Prices for Customers 2016-2020, p. 4.

Unless you are the world leader in efficiency costs should be anchored and assessed to a global benchmark of similar water suppliers-e.g. how does your average cost to supply a kL to the average customer compare with Singapore, Atlanta, Washington D.C., Milan, Madrid, etc.)?

Am guessing expected CPI alone would not be a good benchmark/cost driver for a water supplier (specific indices of power and labour would be better)?

The submitted proposal to IPART should include a further discount option of ~\$8 p.a. for those who elect to receive all billing electronically (~\$2/bill/qtr).

Cash costs of the bill, envelope, glossy paper for the advertising, postage should easily total this. Plus there are the non-cash environmental costs of carbon, printing and letter freight per person/per bill multiplied by 4.8M! All this should easily make up ~\$2.

Also, can you just send an email as logging on to MyPost Digital Mailbox is painful (one more password and account details for people to manage), takes extra time (than using one's standard mail client) and most people would forget. This should all fit under the 'enhanced customer engagement' goal.

Thank you for considering these issues.

Best regards,

Paul