Sydney WATER

Our proposal for prices 2016

Fast facts for customers

We are proposing lower bills for customers from 1 July 2016 to 30 June 2020.

How much will customers save?

From 1 July 2016 to 30 June 2020, we are proposing that:

- typical residential customers will save about $100 each year on their Sydney Water bills
- most non-residential customers (businesses and other organisations) will save at least 15% on their bills, depending on how they use our services.

To know more visit sydneywater.com.au to read the summary of our proposal.

Why are we proposing lower bills?

We can propose these savings because:

- we are passing through savings from the current economic environment, for example lower interest rates
- we have saved over $450 million since 2012 by being more efficient
- we expect lower costs in buying water from WaterNSW.

To know more visit sydneywater.com.au to read our full submission.

What else are we proposing?

Based on customer feedback, we are planning to change how we charge for our services, so bills better reflect how much water customers use.

We are also proposing some changes to how we are regulated to deliver better value for customers.

Who sets our prices?

The Independent Pricing and Regulatory Tribunal (IPART) sets our prices – generally over a four year period or 'price path'.

We propose prices to IPART before the end of each price path. IPART also considers submissions from all stakeholders, including customers and other organisations.

The current period finishes on 30 June 2016.

Have your say

If you want to make a submission about our prices, please visit ipart.nsw.gov.au.

For customers in hardship

We have a range of programs to help customers having trouble with their bills. Visit sydneywater.com.au or call 13 20 92 for more information.

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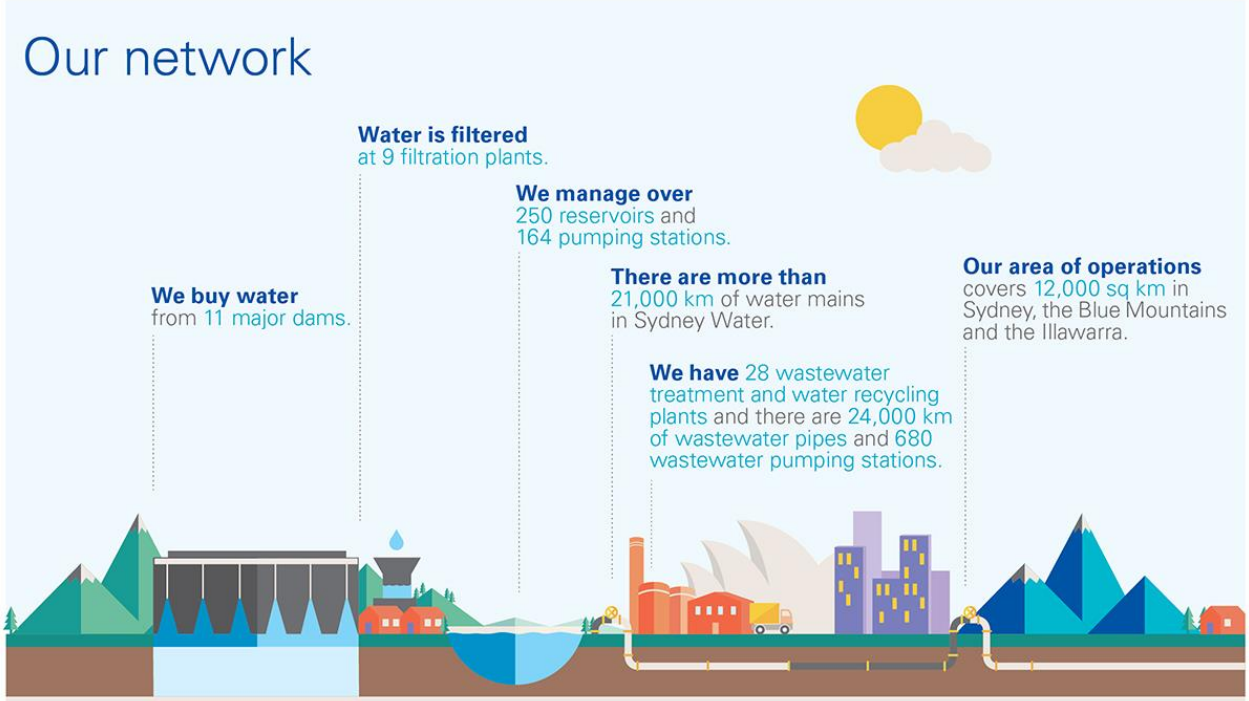
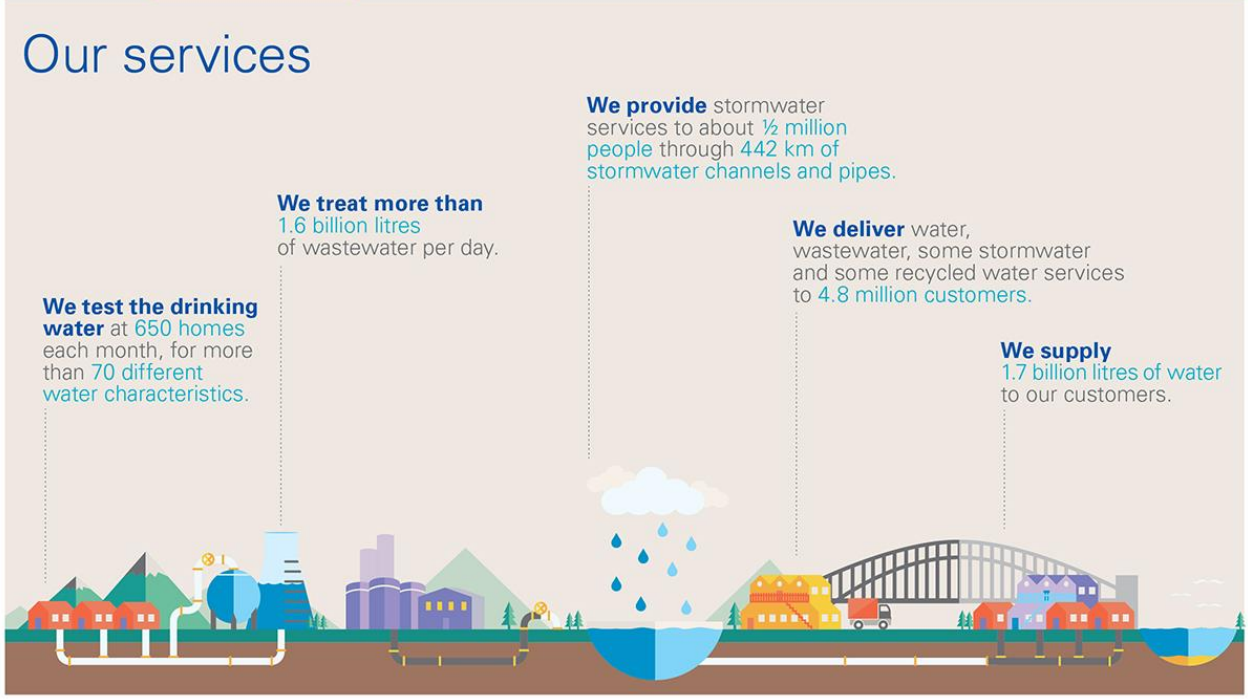
Sydney Water's network

We serve over 4.8 million customers. The size of our network is just under three times the distance of Sydney to London! We engage with our customers and the community to deliver our services in ways that enhance liveability in Sydney, the Blue Mountains and the Illawarra.