



30 September 2024

Andrew Nicholls PSM
Chief Executive Officer
Independent Pricing and Regulatory Tribunal
Via email: andrew.nicholls@ipart.nsw.gov.au

30 September 2024

SYDNEY WATER'S 2025-30 PRICE PROPOSAL

Dear Mr Nicholls

We are pleased to submit Sydney Water's 2025-30 Price Proposal (the Proposal) to the Independent Pricing and Regulatory Tribunal (IPART). This is the first time we have submitted a proposal under IPART's 3Cs Water Regulation Framework: Customers, Costs and Credibility. We have graded our overall proposal as Standard based on a self-assessment against IPART's grading rubric contained in Appendix B of the Water Regulation Handbook (July 2023).

Our Proposal is informed through almost two years of engaging with over 13,000 customers to understand their priorities and preferences for our services. This is in addition to the hundreds of thousands of customers we speak with every year. Customers told us their priorities are safe, affordable water and healthy environments. Our customers' priority outcomes are now our company outcomes and have led to the re-organisation of our structure to align with them to help improve transparency and performance. Our performance against each outcome will be measured against public metrics and targets to help highlight opportunities for improvement.

Delivering our customer outcomes, however, comes at a particularly challenging time. Through the combination of ageing assets, population growth and climate change resulting in more unpredictable and extreme weather events, delivering our customer outcomes requires significant investment. Consequently, we are proposing a larger investment programme.

We understand that our proposed investment programme will result in increased prices and bills for our customers. However, our commitment to supporting our customers through payment support programs and rebates remains unwavering. Whilst we recognise that our proposal is larger in scale and scope than preceding ones, we believe it is the right proposal to help navigate the many challenges we face and create a better life with world-class water services now and for the future.

Yours sincerely



Roch Cheroux
Managing Director