



Our Water, Our Voice

We'd like to
hear from you



**Let's talk about water –
now is the time for us to talk.
We'd like your help in shaping
the future of our water
services to provide you and
your community with what
matters most.**

Our Water, Our Voice is a journey we're taking with you, our customer, to help shape Sydney Water's future water services, our waterways and our communities. Here's what you need to know to get involved now.

Your voice matters

Sydney Water is Australia's largest water utility, providing water, wastewater, recycled water and some stormwater services to over 5.3 million customers across Greater Sydney, the Illawarra and the Blue Mountains.

In July 2022 we began a conversation with you through Our Water, Our Voice, an intensive customer engagement program. We're talking about a wide range of topics and asking you questions, giving you a direct line to tell us what outcomes to focus on until the end of this decade.

Talk to us

We'd like to hear from as many voices as possible, you can complete our latest survey in the Our Water, Our Voice customer engagement program by visiting:

[www.sydneywater.com.au/
our-water-our-voice](http://www.sydneywater.com.au/our-water-our-voice)

or scanning the QR Code:



At various times during Our Water, Our Voice, we have been surveying our customers. Check our website for your opportunity to have your say on:

- 1 How we charge you for our services
- 2 Our guaranteed service standards
- 3 Our impact on waterways and environment, including amenity and recreation
- 4 Creating cool, green landscapes for our communities
- 5 Resilience of our water supply system

Our engagement

We'd love to hear your thoughts. So far we have completed Phases 1 - 3 and heard from...

8735 TOTAL CUSTOMERS ENGAGED

8614
Residential customers

66
Stakeholders

55
Small to medium-sized businesses

2349
CALD customers

279
First Nations customers

20
People living with a disability

And we've conducted...

7
Customer forums

86
In-depth interviews

10
Workshops

44
Focus groups

4
Online surveys

13
Months of engagement

In languages: **KOREAN MANDARIN CANTONESE GREEK ARABIC VIETNAMESE**

1

PHASE 1
JULY 2022 – JAN 2023

Capturing customer priorities

During Phase 1, customers identified and ranked in importance, the 15 key priority outcomes for Sydney Water to deliver by the end of this decade.

The top three outcomes are

- Maintaining safe and clean drinking water.
- Ensuring water and wastewater bills remain affordable through careful cost management, guarding against future cost spikes.
- Ensuring waterways and water recreation areas remain clean and safe to use by reducing wastewater pollution to rivers and the ocean.

2

PHASE 2
NOV 2022 – JAN 2023

Capturing customer service insights

During Phase 2, you, our customer, identified your preferences for how we should communicate with you and through which interaction channels. We also gained insights into your views on service levels, planned and unplanned outages, water pressure and wastewater overflows.

5

PHASE 5
AUG 2023 – JAN 2024

Customer recommended price proposal

During this final phase, we will collaborate with customers to develop our next price proposal for 2025-30 to IPART. Key areas of focus will include complex topics such as tariff structure and price control. We will also share research findings from previous phases to validate the customer outcomes, metrics, and outcome delivery incentives that are at the centre of our next price proposal.

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PHASE 4
MAY 2023 – OCT 2023

Service levels and investments for the future

Using insights from phases 1 to 3, we are exploring customer preferences for how key customer priorities should be delivered. We are also testing customer willingness to pay for the outcomes we will deliver over the next 10 years, to maintain customers' preferred levels of service and address future challenges, such as Sydney's growth and climate change.

3

PHASE 3
NOV 2022 – AUG 2023

Customer insights for better business planning

In Phase 3, we combined the 15 key priorities identified and ranked by customers during Phase 1, and the service level insights from Phase 2 and asking customers to identify the level of service preferred within several customer advocated priorities.

WE ARE HERE, PLEASE PARTICIPATE

Why are we engaging now?

We're in a period of change. As our population grows and climate changes, so will the demand for water services. Sydney Water will continue to deliver a safe, reliable, sustainable and resilient water supply as well as wastewater and stormwater services for our customers. Customer engagement ensures we understand your needs into the future.

We'll also need to consider alternate water supplies, protect the health of our waterways and communities and meet changing customer needs. We know that our customers' expectations are changing and that the pressures of a rising cost of living is changing things too. We're committed to providing opportunities for you to tell us what's important to you to help shape the way we respond to the challenges facing Greater Sydney.

THE THREE MAJOR FACTORS THAT REQUIRE US TO CHANGE INCLUDE GROWING CITIES, CLIMATE CHANGE AND CUSTOMER EXPECTATIONS:

Growing cities



Our cities and population are growing and this has a significant impact on the service we deliver to our customers. We need to be innovative and find better, simpler ways of doing things.

Our water and wastewater systems are operating at their sustainable limits and our current demand for water exceeds our forecast sustainable supply.

Climate change



Our climate is changing, and we need to respond to make sure our services and assets are resilient.

Future climate risks and extreme events mean we cannot meet our water needs by only using traditional water supply approaches.

We need to make our city cooler and greener, and maintain healthy waterways and ecosystems.

Customer expectations



Our customers' expectations are changing every day – our customers expect and deserve more from us in terms of quality of service, reliability and pricing. We need to be able to understand what customers want and expect.

We have to use water more productively and efficiently and meet our water needs at a reasonable cost.

Price Proposal for 2025-30

Our current pricing period and Operating Licence ends in 2025. Next year, we'll lodge submissions for a new price proposal and Operating Licence to our regulator, the Independent Pricing and Regulatory Tribunal (IPART) to review.

Findings from Our Water, Our Voice will guide what we tell IPART about the service levels we'll provide and what our customers are willing to pay for those services in the 2025-30 period.

The impact your voice can make

Water services and service levels

The water services we provide, and the bill prices you pay in 2025-30 will reflect what we hear from you now. Our Water, Our Voice will directly impact three key regulatory submissions, our Operating Licence, IPART'S Pricing Review and the Long Term Capital and Operational Plan (LTCOP).

Long term planning

The insights from Our Water, Our Voice will directly impact and facilitate Sydney Water's planning, construction and operational activities. We'll keep you updated with the findings and our strategic plans with each step of the process on Sydney Water's web site.

To find out more go to www.sydneywater.com.au/our-water-our-voice

