



Welcome!

Please **mute** your microphone

Please **turn on your camera**  
(webcam)

We will be **recording and publishing**

We will start at **9:32 am**



# 2025 Sydney Water and WaterNSW Greater Sydney price review

Public Hearing

21 November 2024



# Agenda

9:30 am Welcome and overview *(20 min)*

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9:50 am Session 1 (Sydney Water)

- Sydney Water's presentation including comments and questions *(60 min)*
- IPART's presentation including comments and questions *(70 min)*

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12:00 pm Lunch break *(30 min)*

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12:30 pm Session 2 (WaterNSW Greater Sydney)

- WaterNSW's presentation including comments and questions *(50 min)*
- IPART's presentation including comments and questions *(30 min)*

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1:50 pm Closing remarks *(10 min)*

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Welcome

Acknowledgement of Country

Carmel Donnelly PSM

Chair

# We will conduct a detailed, consultative review process

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Our review will take 9 months and involve:



Consulting with  
customers and  
stakeholders



Carrying out  
detailed research  
and analysis



Engaging independent  
experts for advice to  
inform our decisions

# We are required to consider a range of matters

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Are customers protected from abuses of monopoly power?



Impact of prices on quality, reliability and safety standards



Do the prices promote environmentally sustainable development?



Social impacts of prices and cost-of-living impacts



Opportunities to adjust project timelines or reduce capital programs



Deliverability of proposed capital plans

# We will use our 3Cs framework for the first time



# Today's purpose

We want to hear your views about the Sydney Water and WaterNSW (Greater Sydney) pricing proposals and what issues matter to you.



Public Hearing



# Session 1 – Sydney Water's presentation

Mr Roch Cheroux (Managing Director)



Public Hearing



# Session 1 – IPART's presentation

IPART Secretariat

# Proposed cost and bill increases over the next 5 years

## Proposed cost increases

\$26.4b

total proposed expenditure over the next 5 years

2.3 X

More average yearly infrastructure spend compared to previous determination

## Proposed bill increases

18% or \$220 ↑ Yr 1

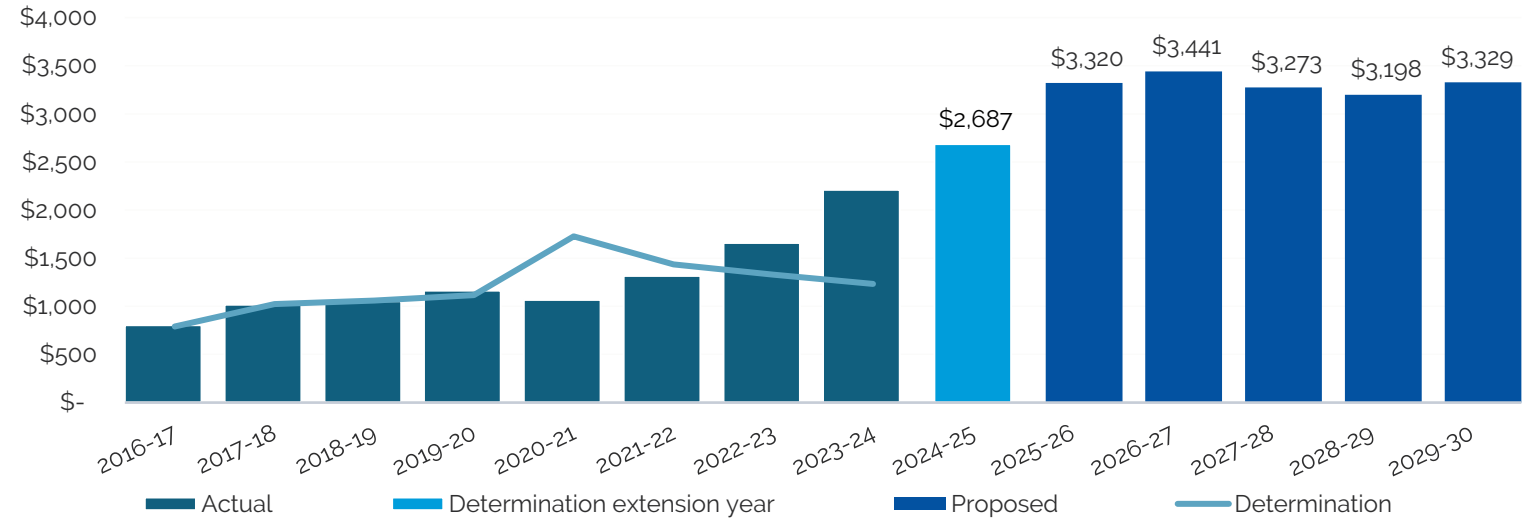
then

7% or \$108 ↑ Yrs 2-5

Typical household water and wastewater bills (excl. inflation)

# Sydney Water's proposed capital costs

Proposed capital costs are much higher than in previous determinations (\$million, \$2024-25)



2.3 X

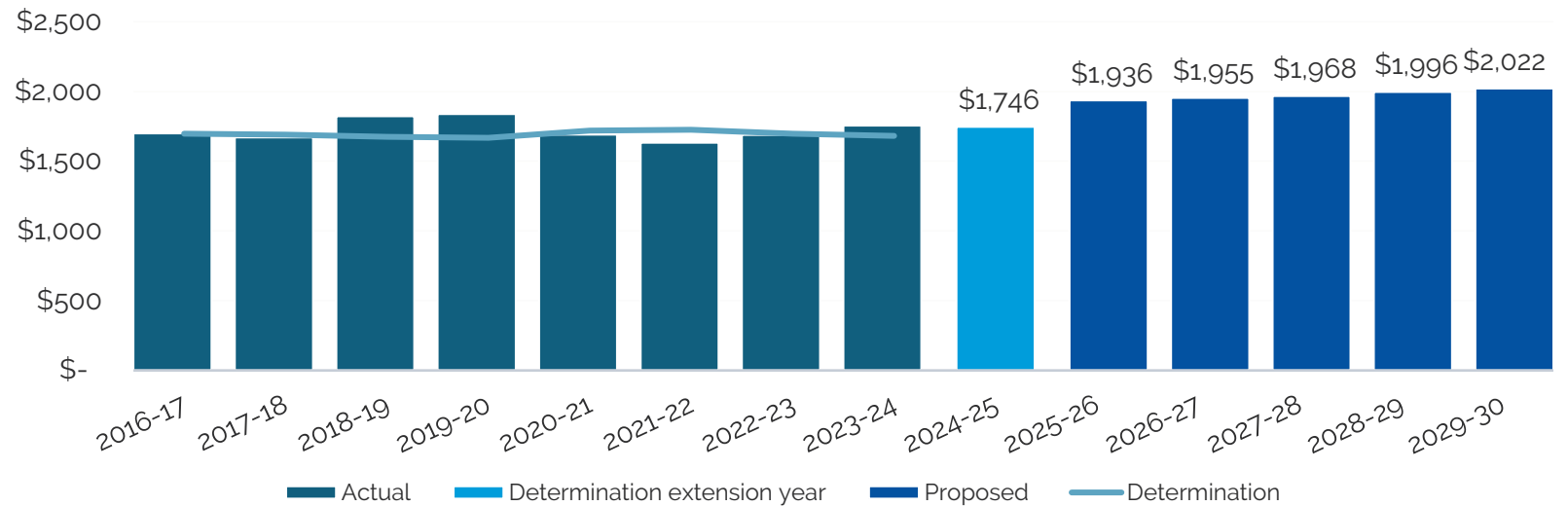
Higher on average per year than what we used to set prices in our last review

Increases primarily driven by:

- servicing growth areas
- renewing ageing assets
- compliance obligations

# Sydney Water's proposed operating costs

Proposed operating costs are slightly higher than previous determinations (\$million, \$2024-25)



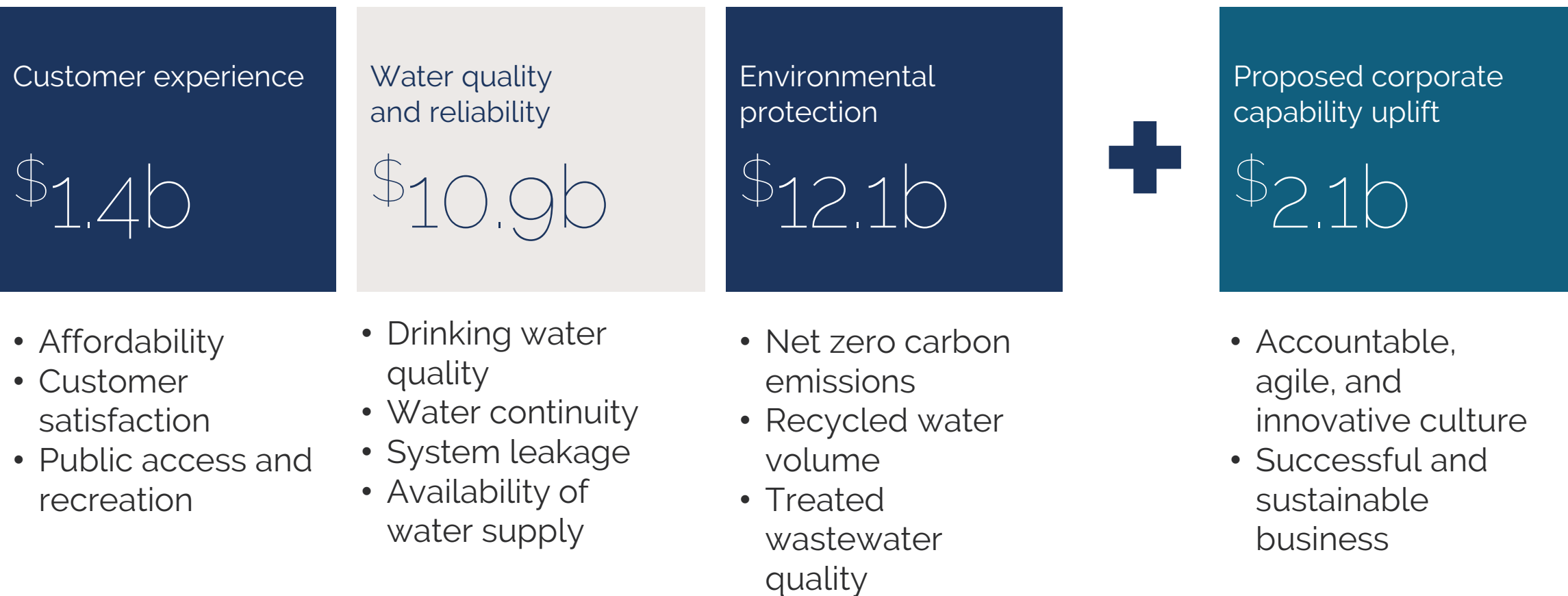
16%

Higher on average per year than what we used to set prices in our last review

Increases primarily driven by:

- rising bulk water costs
- costs to support growth
- regulatory compliance

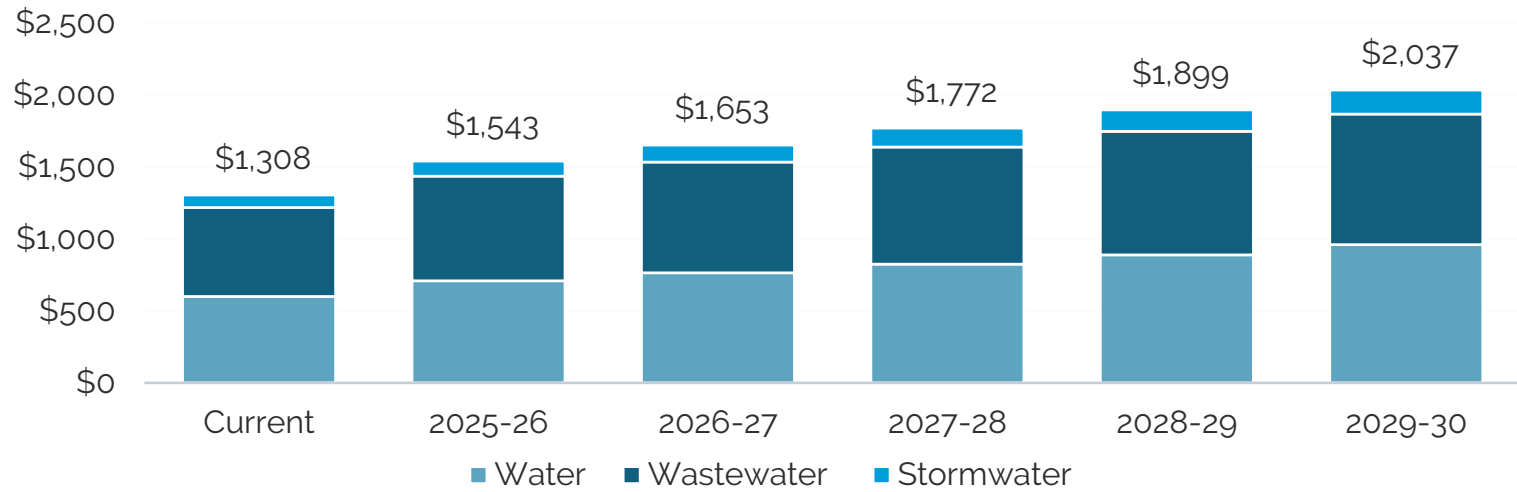
# Proposed spending on customer outcomes over 5 years



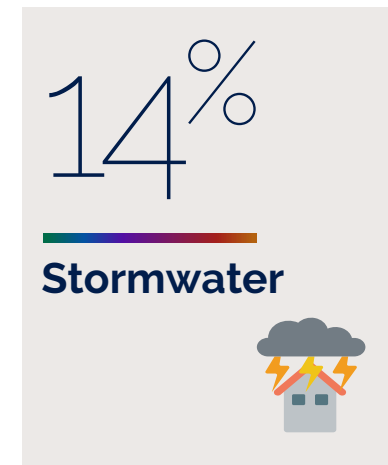
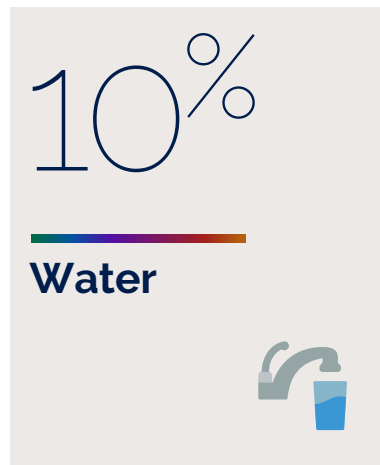
Note: Figures include both operating and capital expenditure

# Sydney Water's proposed bill increases

Proposed bills for a typical household will increase by 18% in 2025-26, then 7% per year (\$2024-25)



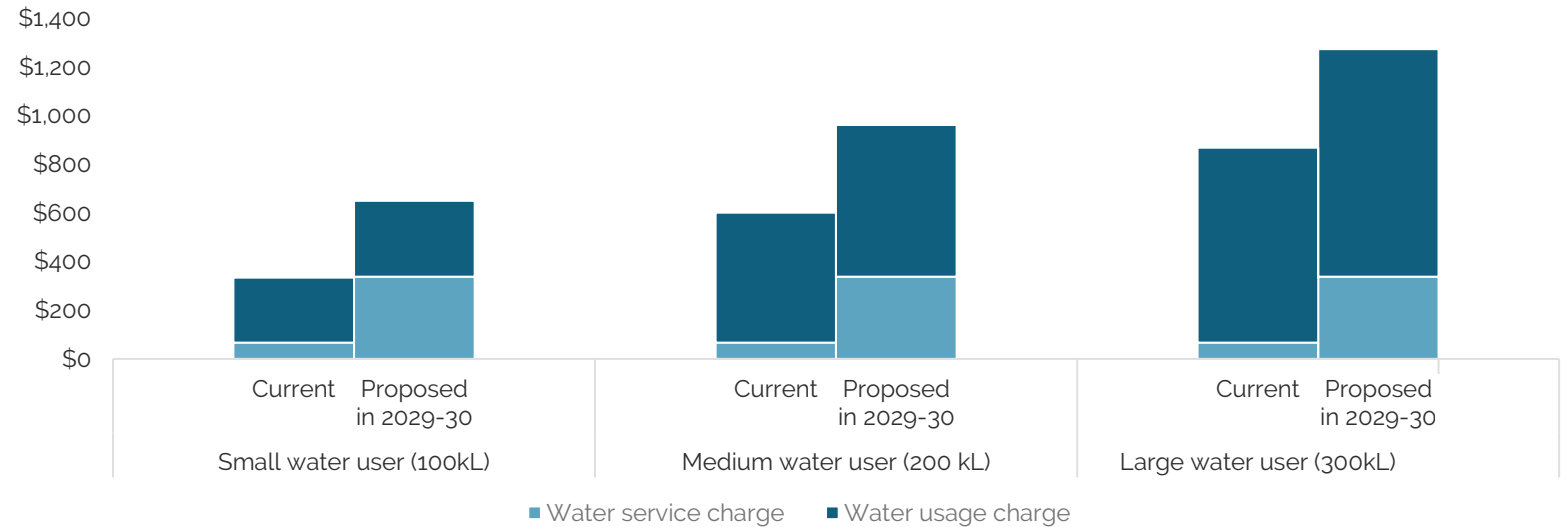
Typical household yearly bill increases over the next 5 years (\$2024-25)



Note: Typical bills are based on a customer that owns a house and uses 200kL a year

# Sydney Water's proposed water prices

Proposed bill impacts depend on how much water customers use (\$2024-25)



\$2.67 → \$3.12

Usage price per kL proposed to increase from July 2025

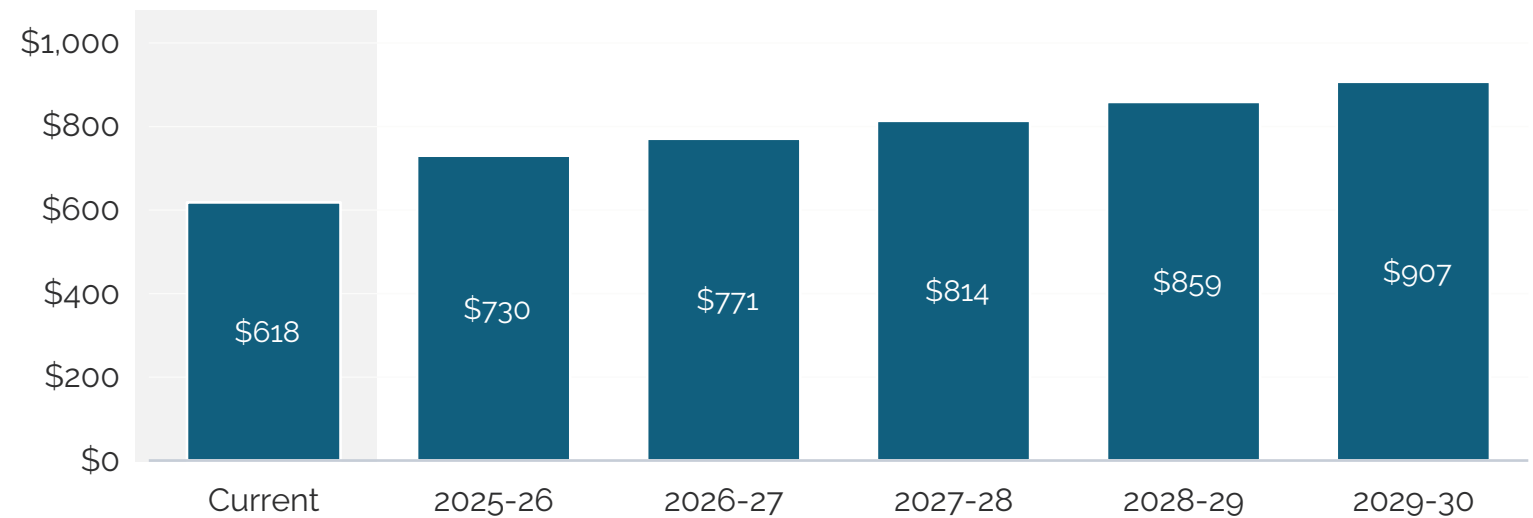
Water service charge

38% ↑

each year on average over 5 years (plus inflation)

# Sydney Water's proposed wastewater prices

Proposed wastewater bills will increase over the period (\$2024-25)



\$618 → \$907

Wastewater price increases  
for a typical house or  
apartment to 2029-30

Wastewater bills

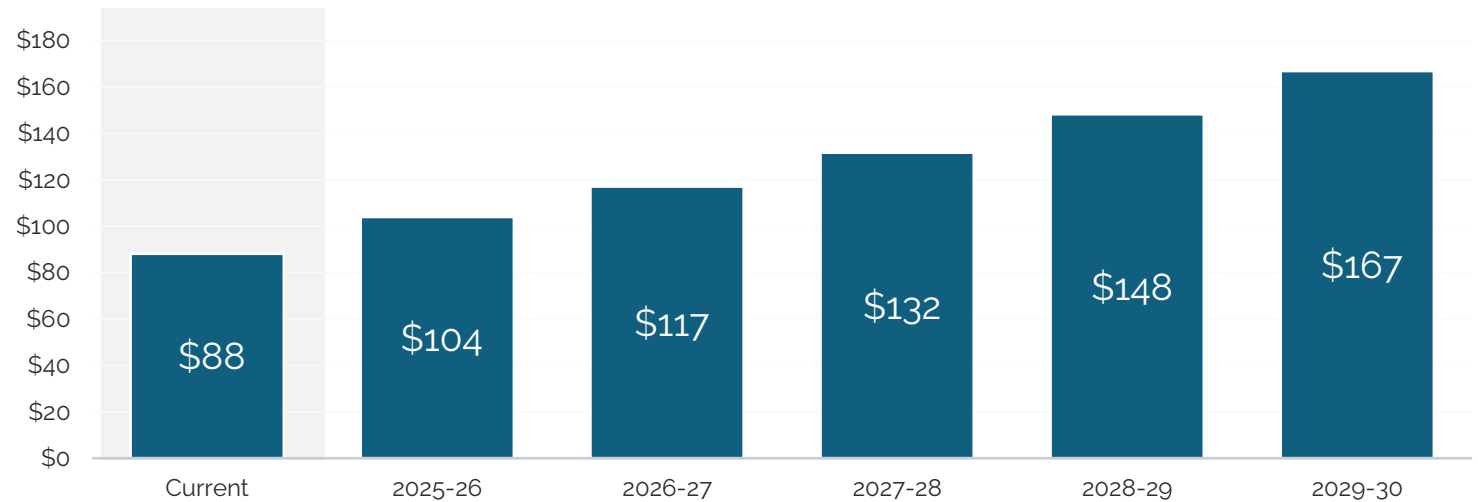
8% ↑

each year on average over 5  
years (plus inflation)



# Sydney Water's proposed stormwater prices

Proposed stormwater bills will increase in percentage terms over the period (\$2024-25)



## Stormwater bills

14% ↑

each year on average over 5 years (plus inflation)

## Notable change:

Sydney Water proposes raising water and wastewater bills to cover some stormwater scheme costs, citing benefits to waterway health.

# Sydney Water's proposed changes to late payments and declined fees

- IPART also regulates the fees that Sydney Water can charge for late payments and declined fees
- Sydney Water has proposed to increase both fees (see below)
- This proposed increase reflects an increase in corporate overheads

\$16,800 → \$18,003

**Declined payment** fee  
proposed to increase  
starting 1 July 2025

\$5,570 → \$5,998

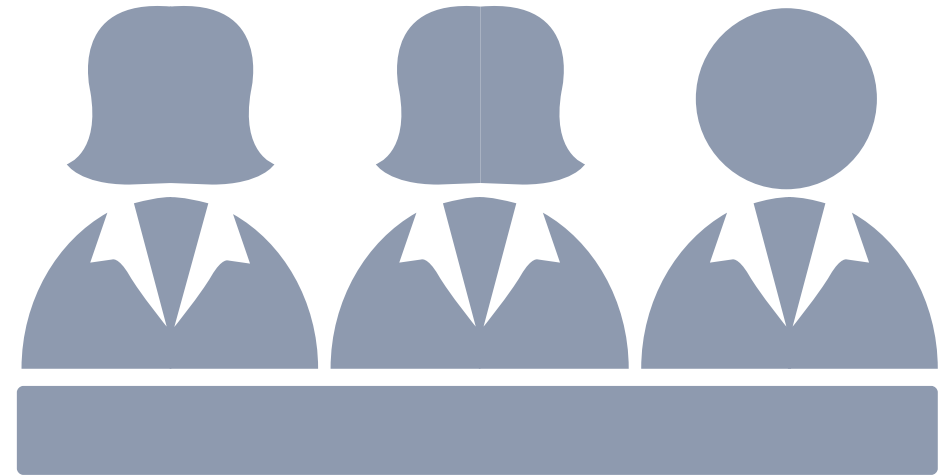
**Late payment** fee  
proposed to increase  
starting 1 July 2025

# We are thoroughly assessing the pricing proposal

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- We will investigate key issues:
  - affordability of bills and service levels
  - impacts of large increases to the water service charge
  - large increase in proposed growth investments
  - proposed changes to the recovery of stormwater costs
- We have engaged independent experts:
  - conduct an expenditure review
  - review Sydney Water's customer engagement.

# Comments and questions



Lunch break





**IPART** Independent  
Pricing and Regulatory  
Tribunal | NSW

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## Session 2: WaterNSW Greater Sydney's pricing proposal

Public Hearing



## Session 2 – WaterNSW's presentation

Mr Andrew George (CEO)

Public Hearing



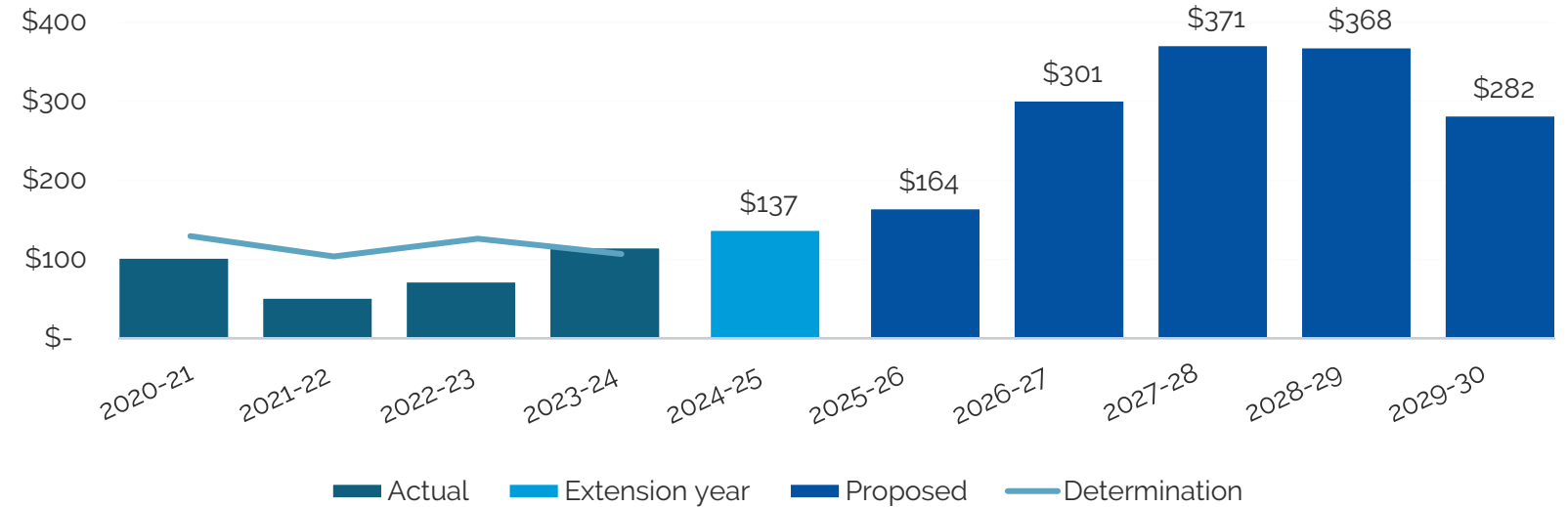
## Session 2 – IPART's presentation

IPART Secretariat



# WaterNSW's proposed capital costs in Greater Sydney

Proposed capital costs are much higher than in previous determinations (\$million, \$2024-25)

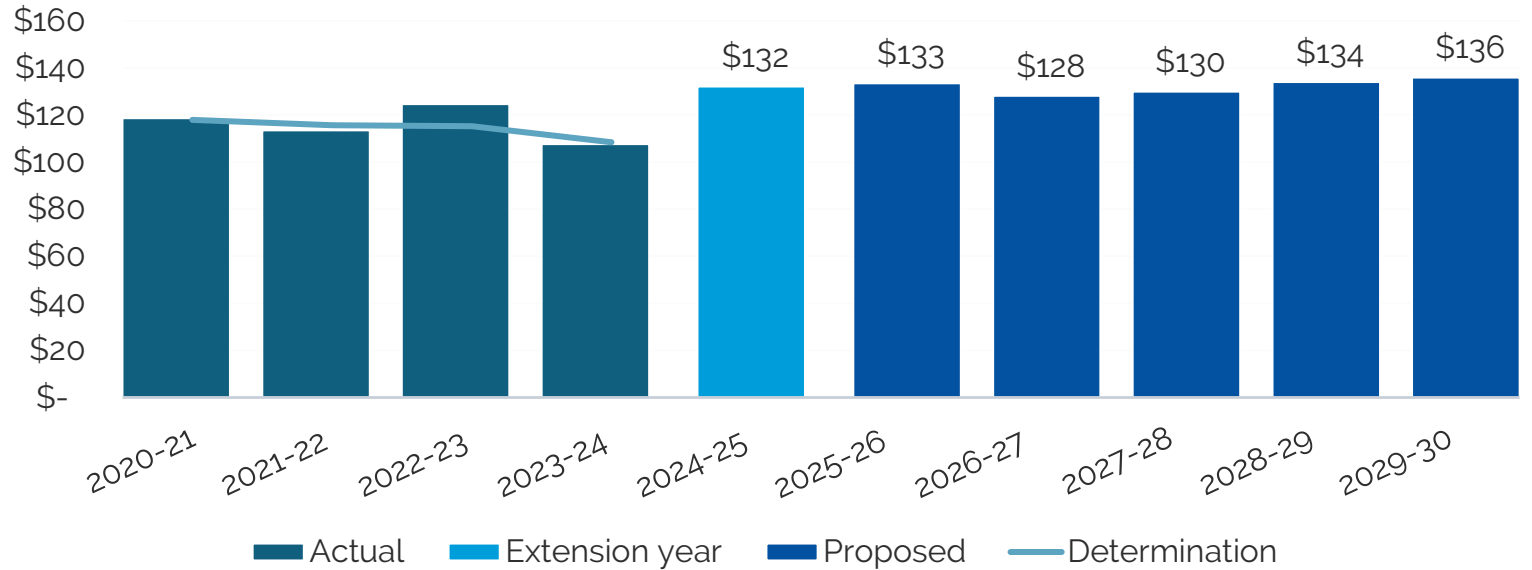


1.6 X  
Higher on average per year  
than what we used to set  
prices in our last review

- Increases primarily driven by:
- Warragamba Dam Resilience Project (\$609M)
  - Warragamba Dam E-flows project (\$302M)
  - Renewal projects

# WaterNSW's proposed operating costs in Greater Sydney

Proposed operating costs are slightly higher than previous determinations (\$million, \$2024-25)

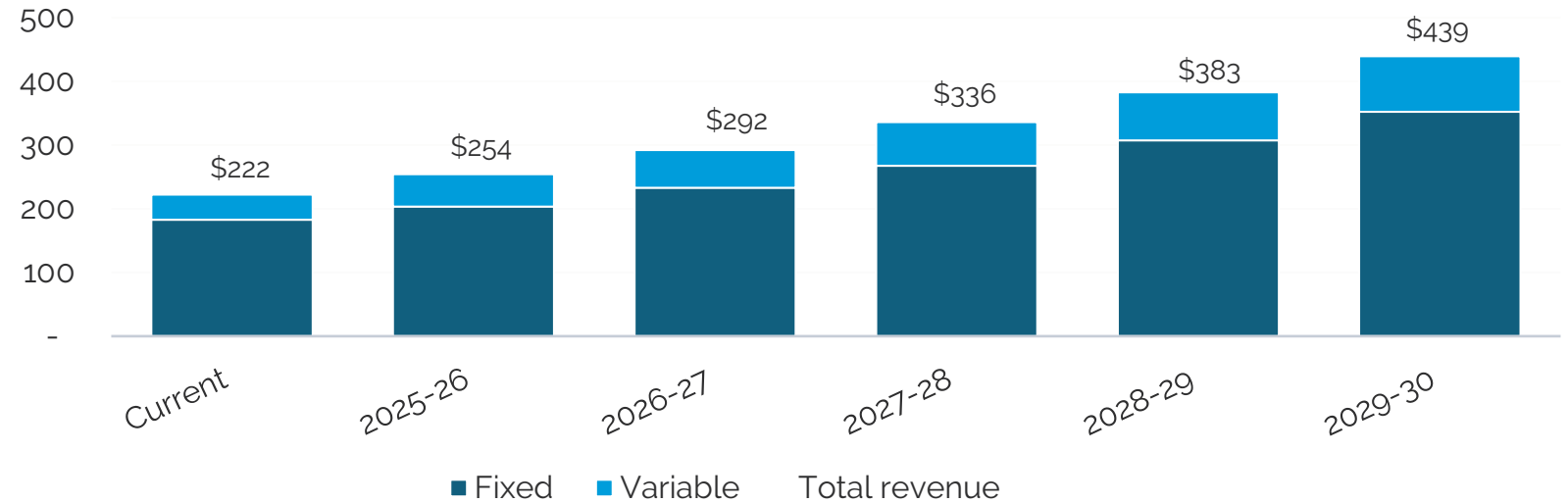


**15.7%**  
Higher on average per year than what we used to set prices in our last review

- Increases primarily driven by:
- Digital costs
  - Labour costs
  - Land tax obligations
  - Licencing fees
  - Compliance uplift

# WaterNSW's proposed bill increases

Sydney Water's bulk water costs will increase, on average, by 14% a year (\$million, \$2024-25)



**\$42**

The average annual bill increase for a typical Sydney Water household customer

**13%**

Increase for Council customers each year over the next 5 years

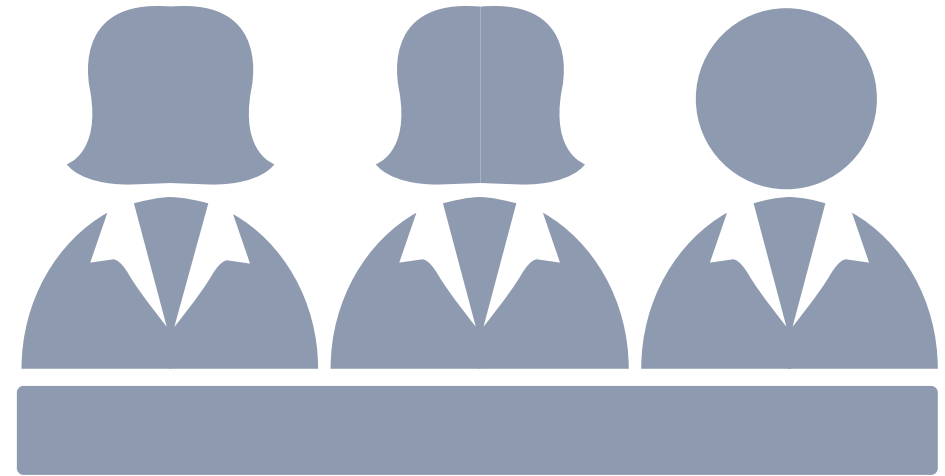
Note: This assumes WNSW's costs represent approximately 8% of Sydney Water's total costs. Typical bills are based on a customer that owns a house and uses 200kL a year Page | 27

# We are thoroughly assessing the pricing proposal

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- We will investigate key issues:
  - large increases in capital expenditure, particularly the Warragamba Dam Resilience and E-Flows projects
  - the proposed revenue cap
- We have engaged independent experts
  - conduct an expenditure review
  - review WaterNSW's customer engagement.

# Comments and questions





# Closing remarks and next steps

IPART Tribunal

# Next steps

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## Contact us

### Contact us:

 (02) 9290 8400

 [ipart@ipart.nsw.gov.au](mailto:ipart@ipart.nsw.gov.au)

### Visit our website

<https://www.ipart.nsw.gov.au/review/water-metro-pricing/prices-sydney-water-corporation-1-july-2025>

<https://www.ipart.nsw.gov.au/review/water-metro-pricing/prices-waternsw-greater-sydney-prices-1-july-2025>



Thank you

