

Media Release

10 November 2022

Keeping Broken Hill water prices stable

IPART has set the prices Essential Water can charge its customers for water and wastewater services in Broken Hill and the surrounding areas of Menindee, Sunset Strip and Silverton from 1 January 2023.

"We recognise that affordability of water services is a key concern for Broken Hill customers. We found opportunities to reduce Essential Water's proposed costs and hold most prices constant before inflation," said IPART Chair Carmel Donnelly.

In addition, the NSW Government has confirmed it will continue the Pipeline subsidy and we have reflected this in prices that will apply from January 2023 through to the middle of 2026.

A typical household would pay an annual water and wastewater bill of **\$1,527** in 2022-23. Most prices will increase in-line with inflation each year.

Our decisions recognise affordability as a key concern while still providing Essential Water with enough funding to maintain good quality services in Broken Hill and its surrounds.

IPART is pleased that the quality and security of water has improved since the WaterNSW Pipeline became operational in 2019. But there is room for further improvement.

"The community in Broken Hill made it clear to us on our recent visit that they need safe, reliable and secure water services. Essential Water needs to invest in renewing and maintaining its network to meet that need," said Ms Donnelly.

Under our prices, water bills would continue to be a small portion of median household income and would be comparable with what similar households pay in other regional areas in NSW.

"We engaged extensively with the Broken Hill community to shape our final decisions. People generally supported keeping their prices stable," said Ms Donnelly.

"Some wanted better service quality and customer engagement from Essential Water. Our prices provide Essential Water with sufficient revenue to improve in both these areas," said Ms Donnelly.

We have also set the prices WaterNSW can charge for water transportation services through the Murray River to Broken Hill Pipeline.

Media Contact: Adrian Flood

 0427 105 865

 media@ipart.nsw.gov.au