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Your submission for this review:

What has suddenly changed that justifies the huge increase in investment needed and impact (50%) to customer water prices? Why hasn't this been better managed to smooth the impact to customer bill and who is being held accountable in Sydney Water? I understand asset and infrastructure spend, but confused by the need for digital water meters. What evidence led to the commercial but optional decision, to proceed with the huge (100s of millions of dollars) investment in digital water meters? What of the price bill hike (50% ?!?!?), is related to the option to make a huge investment (100s of millions of dollars) in digital water meters? How is Sydney Water going to recover the optional investment of 100s of millions of dollars in delivering digital water meters? Please explain how that is justified given the cost of living pressures we customers are facing? Please share the evidenced based ROI analysis done on the optional digital meter investment (100s of millions of dollars)? How are digital water meters going to comply and ensure our personal data is secure and the hardware is safe, and comply with policies? What effort is being made to source digital water meters from companies aligned to Australian interests (politically, locally and financially), given the huge (100s of millions of dollars) optional investment and potential data and cyber risks? What is Sydney Water doing to ensure integrity in the procurement of digital water meter hardware and services? For example managing conflict of interests for Sydney Water decision makers, managing current and future vendor relationships, as part of tendering processes etc.? Digital meter roll-out is complex. What lessons learnt from other big digital meters roll-outs is Sydney Water actioning? For example; program governance and decision making, having the right people making decisions based on area of expertise, managing probity etc.? Has there been any trials for digital meters? If so, what has been the project and meter performance (billing accuracy, ROI, rollout cost variations etc.) of any trials Sydney Water has conducted? How are you managing approach to make it a fair and level playing field for future large investment (100s of millions of dollars) in purchasing hardware and services?