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Your submission for this review:

Water usage only makes up 20% of our bill. The other 80% comes from fixed fees. We are pretty average users with average usage habits. Every quarter with our bill Sydney water provides a newsletter where they extoll the virtues of saving water and provide money saving tips for saving water. Even if we were to cut our usage by half, we would only see a 10% decrease in our bill. Their fee structure needs a rethink and if they are serious about changing water usage habits, the usage charge should be at least 50% of the bill (reduce fixed fees to maintain balance). This would create a real incentive to reduce usage. Also, what it with all of the advertisements across Sydney for Sydney Water showing up recently? The customers pay for this and it is pretty clear they are trying to win points with the public before this upcoming review. Ads showing ways to reduce water usage ring hollow if they won't put their money where their mouth is. Also, why is there a letter in the recent bill written by Sydney Water's PR team and signed off by "Olympic Gold Medalist Jess Fox"? Why would this monopoly pay for brand ambassadors when ultimately it is the customer who foots the bill?