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Your submission for this review:

I've always been surprised at how little our water usage bill has been compared to the fixed charges. I do realise that there's a lot of work to be done to Sydney's water infrastructure to ensure it's safe and reliable. Also, Sydney is growing so the system has to cope with additional households. I doubt many people think about this when they get their water bill. So, I think it's vital that the reasons for the increase are properly promoted and marketed so that people understand why. It's just unfortunate that the increases are likely to occur at a time when many people struggle to pay any of their bills. You'll need to handle this sensitively and perhaps give options for bill payment.