

Author name: P. Jones

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Your submission for this review:

Why has there been apparently little or at best insufficient CAPEX planning by Sydney Water to the point where such drastic price increases are required to meet predictable growth in capital replacement and expansion? Water NSW bulk sales are almost all (99%) to Sydney Water. Is there no opportunity for merging these organisations and gaining some financial benefit? See comments below on Water NSW OPEX. Is the increase to service charges instead of usage charges not counterintuitive to the goal of reducing water usage? Why focus on 'available water supply', 'drinking water use', 'system leakage', and 'recycled water' as performance measures if there is little incentive to reduce usage? How are customers with 2nd properties and/or investment properties being considered in terms of financial impact? If the philosophy is 'user pays' then why is this philosophy not being applied to the CAPEX cost associated with new water infrastructure in growth areas? What is the impact upon 'developer contributions'? The proposed performance measurements targets relating to System Leakage and Water Continuity as well as Pollution, are not ambitious enough given the proposed enormous CAPEX spend and the targets are for 2029-30. Cost details regarding Green Infrastructure Land, Net Zero Carbon Emissions and Climate risk maturity health check is insufficient. Stormwater charges currently account for around 50% of water bills for those affected. Any change proposed on these charges need to be transparent given the proposed very significant water charge increases. IPART should not deal with these separately. As for the proposal on reducing forecast risk, perhaps this could be added as a performance measure to provide some incentive? As for Water NSW's Warragamba Dam Resilience project, is it suggested the dam is currently not compliant with regs, and that current spill design in heavy rain is insufficient? Is there no consideration of increase dam height in this CAPEX proposal? As for OPEX, what is the ROI on implementing the 'new operating model'? Increases driven by digital related matters are amorphous (what higher risk/uncertainty, support/maintenance increases plus vendor increases, what 'new data?') Is Water NSW indicating there is currently non-compliance with Crane and Electrical Safety programs?