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Your submission for this review:

From my reading of the review, the management at Sydney Water has not responded appropriately to the cost of living crisis, a crisis which they acknowledge. Throughout the document, they say they have responded to customer feedback in multiple ways, but they have not responded in the way that most matters to the citizens of NSW - the ones they serve. They have significantly increased the pricing especially in Water service (67.04 in 24/25 to 338.37 in 29/30 a 405% increase, 81% annual increase), Unadjusted wastewater service (551.04 in 24/25 to 927.74 in 29/30 a 68% increase, 14% annually) and Stormwater service (87.21 in 24/25 to 166.91 in 29/30 a 91% increase, 18% annually) are particularly horrendous. Sydney water management seems [REDACTED]. The priority for citizens such as myself, is to reduce or maintain costs, not massively increase. In addition, it would be helpful to have comparisons between current prices and those proposed, for each financial year. Also please have comparisons for different amounts of water consumption including for larger families ie your example is for a household using 200kl per annum. I have a large family, and our water consumption is approximately four times this amount. Please make cost of living your real focus, by actually minimising costs, rather than merely giving lip service. I recommend this pricing proposal is rejected and a new one with a genuine focus on cost savings to the consumer is created.