

May to July 2018

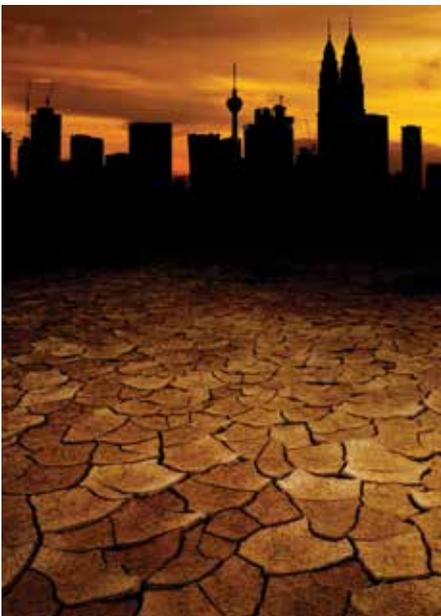
# Waterwrap

## Cape Town: could ground zero happen here?

In Sydney, it's easy to take for granted the water coming out of our taps each day. But the recent water crisis in Cape Town brings back memories of our own time of crisis – Sydney's millennial drought between 2001–2009. We spoke to General Manager, Liveable City Solutions Paul Plowman about it all.

### Paul, what's led to the situation in Cape Town?

It's been suggested that Cape Town is experiencing a one in 300-year drought. This, with population growth, has created enormous pressure on their water supply system. Whether its climate change or bad luck, dam levels have got as low as 22.1% in March 2018.



### Could this happen in Sydney?

Droughts can happen anywhere in the world. At the peak of our millennial drought, our water storage reached just 33% in 2006. Although dams are now at a comfortable level, we're starting to see higher levels of water use with hotter than average temperatures, particularly across Western Sydney.

### What are we doing to secure our supply?

Our planners work with government agencies, industry partners and community groups to provide safe, high quality drinking water for our growing city, and help us continue to be liveable and sustainable into the future. If we do experience a drought, we have response plans in place to make sure every drop counts. But we can't do this alone. Our customers play an important part, by remembering to be water conscious and form good habits now, and not take our water supply for granted.

To find out how to save water around your home, visit [sydneywater.com.au/waterwise](http://sydneywater.com.au/waterwise). Or check out how water efficient your household is at [sydneywater.com.au/targets](http://sydneywater.com.au/targets)

## Check your account balance

Not sure which bills you've paid and which you haven't? Your latest bill will always show the current charges plus any unpaid amount (if you didn't pay your past bill in full).

It's easy to check your account balance online at any time. Simply visit [sydneywater.com.au/accountbalance](http://sydneywater.com.au/accountbalance) and enter your payment number. Don't worry if you've made a payment in the past 24 hours and the balance hasn't changed. You'll just need to wait until the next day to see the new balance.

## Prices change on 1 July



New prices for water, sewer and stormwater services apply from 1 July 2018. The Independent Pricing and Regulatory Tribunal (IPART) regulates the prices we can charge for our services. We'll publish our prices online in late June at [sydneywater.com.au/homeprices](http://sydneywater.com.au/homeprices)

Ever wondered where your money goes when you pay your bill? To find out, take a look at our breakdown over the page, or visit [sydneywater.com.au/spend](http://sydneywater.com.au/spend)

# How do we spend your money?

## 30%

### Wastewater collection and transport

30% of your bill goes to transporting and safely disposing your wastewater, so that the local environment and health of the community is protected.



## 21%

### Water security and water purchase

Most of your drinking water comes from fresh, natural sources. We supply to over five million people every day, and jointly invest with our bulk water suppliers to make sure there's always enough water.

## 23%

### Water transfer

We spend about 23% of your bill on providing and maintaining our water network, making sure your water supply is available at least 99.7% of the time, across our entire network.



## 10%

### Water treatment

We spend about 10% of your bill on treating your water, and testing it at every stage, so you know every drop is safe.

## 13%

### Environment and reuse

13% of your bill goes to treating and investing in recycling and re-use, so we can continue building a sustainable greater Sydney with iconic beaches and waterways for you to enjoy.



## 3%

### Retail

We're constantly improving how we work, so it's easier for you to do business with us. We're proud to provide great customer service at a low cost, right here in Sydney. If there's a problem, we'll work to fix it.

## Your water

**During January to March 2018, our monitoring confirmed that the drinking water we delivered to you was high quality and safe.**

We're proud to supply you with high quality, safe drinking water managed under our quality systems. Sydney's drinking water is among the world's best.

WaterNSW manages Sydney's catchments to provide the best quality water.

We filter this water and continuously monitor it to ensure it meets strict health guidelines and quality standards.

A detailed quarterly water quality report is available at [sydneywater.com.au/wateranalysis](http://sydneywater.com.au/wateranalysis) or at our Parramatta head office.



### Contact us

Call us on **13 20 92**

Report a leak or fault **13 20 90**

Visit us at [sydneywater.com.au](http://sydneywater.com.au)

For a free phone interpreter, call **13 14 50**

Write to us at Sydney Water, PO Box 399, Parramatta NSW 2124

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