



**GEOFF LEE MP**  
**MEMBER FOR PARRAMATTA**  
**Minister for Skills and Tertiary Education**

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**MEDIA RELEASE**

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## **Sydney Water's free offer to help Parramatta residents save water**

Households across Parramatta could make significant savings just by signing up to Sydney Water's free [WaterFix®](#) plumbing service.

Just one leaking tap can waste up to 2,000 litres a month and if left unchecked could waste around \$50 worth of water over a year.

Sydney Water's \$5.7 million WaterFix program helps customers in residential homes and apartments save water by providing a qualified plumber to fix leaks and install water efficient devices in their homes.

Dr Geoff Lee, Member for Parramatta, said that following the NSW Government's recent easing of Covid-related restrictions relating to non-essential services, Sydney Water is actively encouraging residents to get on board with the initiative with Parramatta the current focus area.

"Residents can not only save on water, but also save money by accessing this great service from Sydney Water. Given this week is National Water Week, there's no better time to ensure your household is water efficient.

"The WaterFix program can potentially help people save thousands of litres of water each year, lowering demands on Sydney's water supply and bringing down the cost of household water bills. This means more money in the pockets of families during these challenging times", he said.

Sydney Water's Head of Customer Programs, Melanie Werner, said: "For almost 20 years, Sydney Water has been helping customers save water at home through our WaterFix plumbing service. When you book a WaterFix appointment, one of our qualified plumbers will check your home for leaks and opportunities to save water. They will of course adhere to all COVID-safe work practices.

"Once the initial water efficiency inspection is complete, the plumber will provide our customers with recommendations for repairs and replacements and suggest suitable water efficient devices. If you accept the offer or quote, the plumber will do the work.

“Since July 2019, we’ve completed almost 17,000 WaterFix appointments. This includes repairing about 39,000 leaking indoor and outdoor taps, installing almost 9,000 water efficient shower-heads and repairing or replacing 9,400 toilets and cisterns. We estimate this will save up to half a million kilolitres a year,” Ms Werner said.

The current WaterFix offer is subject to the plumber’s inspection and can include:

- the plumber’s first call-out including Saturday surcharge fee
- minor indoor tap leak repairs (excludes mixer taps)
- 4-star shower-head replacements
- leaking outdoor tap replacements
- minor toilet leak repairs.

To request an appointment and view the full range of products and services available through WaterFix, visit [sydneywater.com.au/waterfix](https://sydneywater.com.au/waterfix).

While WaterFix helps ensure our indoor water behaviours are water wise, we need to remember our outdoor water use as well. Sydney Water reminds customers that Level 1 restrictions are still in place and include restrictions on:

- The use of standard sprinklers and watering systems at any time
  - washing vehicles and buildings with a hose that isn’t fitted with a trigger nozzle or high-pressure cleaning equipment,
- and cleaning hard surfaces such as paths, driveways and paved areas. For more information, visit [sydneywater.com.au/restrictions](https://sydneywater.com.au/restrictions)

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