

Aug to Oct 2018

Waterwrap

Sharing your views with us



We want to know if you're not happy, so we can give you the service you need. Your feedback helps us do a better job. If you have a problem with our services, please let us know. When you call us, you'll talk to someone right here in Sydney who understands your city. We'll try to resolve your concerns immediately.

If you aren't satisfied with our response, you can ask for a manager to review the decision. At any time, you can contact an independent dispute body like:

- the Energy & Water Ombudsman NSW that offer a free service
- the NSW Civil & Administrative Tribunal (NCAT)
- legal action, through the courts.

How can we improve our services for you?

Our independent regulator, IPART, is reviewing our *Operating Licence* – which allows us to provide our water, wastewater, recycled water and stormwater services. Our licence includes terms and conditions we must meet when providing these services, including performance standards, consumer rights and reporting requirements.

It also includes your *Customer Contract* which sets out our minimum customer service standards, and outlines your rights and obligations as a Sydney Water customer.

Your water

During April to June 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.

You can find the licence at sydneywater.com.au/licence. We've included a summary of *Our contract with you* with your bill this quarter.

We want to hear from you to understand what's most important to you and how we can make our services better. Join our engagement program by visiting sydneywatertalk.com.au.

Find out more information about the Operating Licence Review at ipart.nsw.gov.au.

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 or at our Parramatta head office.



Contact us

Call us on 13 20 92

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

Report a leak or fault on 13 20 90

Visit us online at sydneywater.com.au

Contact EWON on 1800 246 545 or visit www.ewon.com.au

Why are we in your yard?

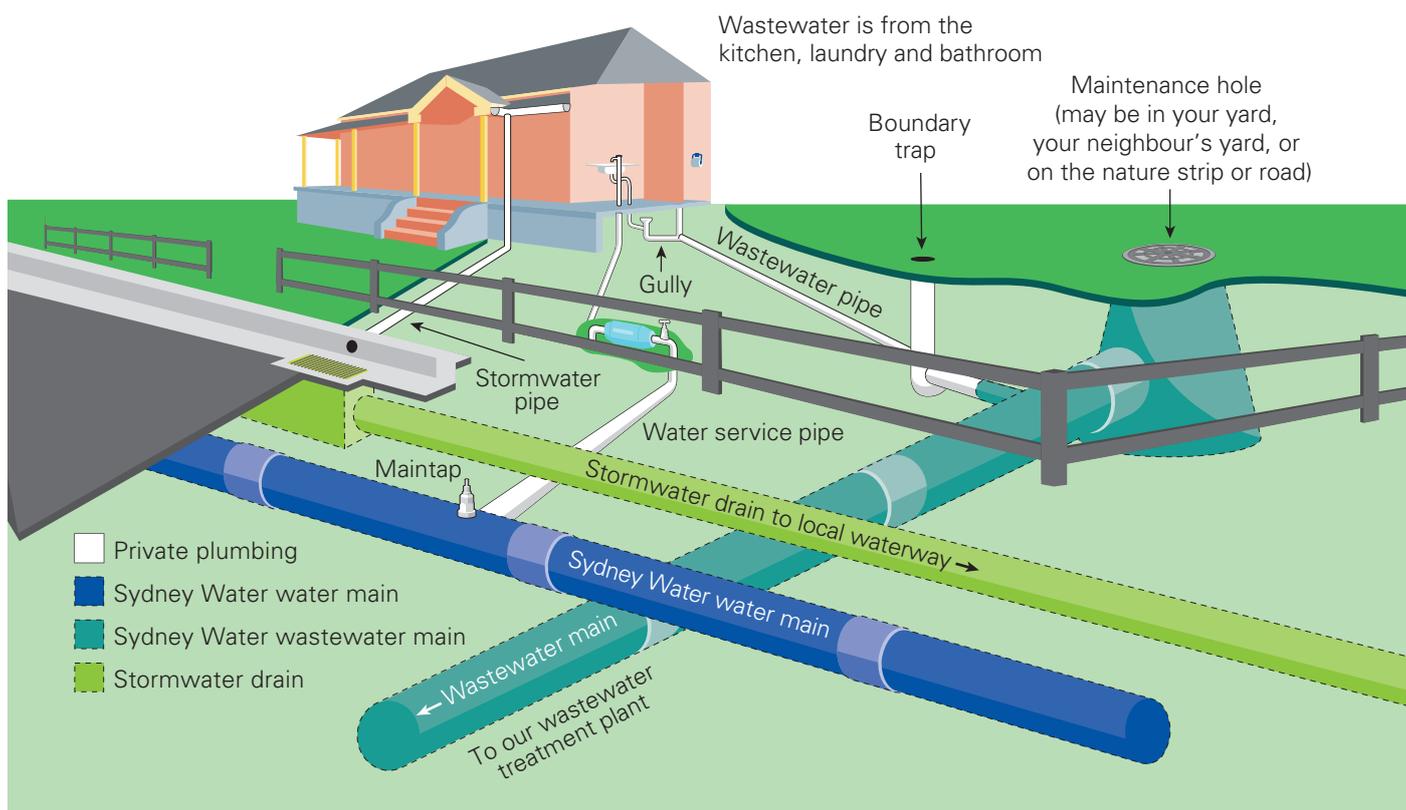
Occasionally, our staff and contractors need to enter private property to maintain or repair our pipes, clear blockages or read the water meter. Under the Sydney Water Act, we have a right to enter property when necessary - but we don't take this responsibility lightly and we always try to contact you before entering your yard.

We usually don't need to enter your home, but if you receive a 'Notice of entry' from us, please secure your pets and make sure your gate is unlocked.

Although you're responsible for maintaining your private plumbing, our pipes often run under private property and we have access holes in some yards.

If you have an access hole on your property, please make sure you don't build over it or bury it.

We're all connected, so what you do at home can make a big difference to Sydney's wastewater system. For some tips on keeping your pipes healthy, and protecting our environment at the same time, visit sydneywater.com.au/cleanuptodown



Introducing Orange Sky

We're proud to announce our new partnership with Orange Sky Australia, Australia's first mobile washing and shower service for those doing it tough. We've fully funded a hybrid van to service Western Sydney and our staff have embraced the opportunity to volunteer.

Orange Sky CEO Jo Westh said 'We already have one laundry van and one shower van in Sydney, and we're excited that our friends in the Western suburbs can now access free laundry and showers as well as friendly conversation with our dedicated volunteers.'

You can make a donation in the form enclosed or visit orangeskylaundry.com.au to find out how to volunteer.



Sydney Water Managing Director, Kevin Young lends a hand to Orange Sky CEO, Jo Westh.

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