



Waterwrap[®]

February – April 2021



What are Water Wise Guidelines?

Thank you for continuing to do your bit to be water wise in your home. In recent months, Warragamba Dam has fluctuated between 94% and 98% capacity, which is great for our supply network. There has been a major improvement in water quality. However, it's still important to use water responsibly and protect our most precious resource for the future.

Water restrictions have eased, but let's remember to stay water wise.

Under the new Water Wise Guidelines, you can use drinking water to:



- water lawns and gardens before 10 am and after 4 pm using a hand-held hose fitted with a trigger nozzle, sprinklers or standard watering systems
- water new turf and gardens at any time for up to 28 days
- water lawns and gardens with drip irrigation systems or 'smart water systems' at any time



- top up pools and spas to replace water lost through evaporation
- fill new or renovated pools and spas



- wash vehicles with a hand-held hose fitted with a trigger nozzle or high-pressure cleaning equipment



- clean buildings (including windows, walls and gutters) with a hand-held hose fitted with a trigger nozzle or high-pressure cleaning equipment



- cool people and animals.

Whenever you're using water outside, remember you **can't** allow water to run off onto hard surfaces or leave taps and hoses running unattended.

To find out more, visit sydneywater.com.au/guidelines

Our water is too precious to waste

Don't forget that you can also stay water wise inside your home:

- Play your favourite tune or set a timer for the shower, aiming for just four minutes or less.
- Make sure you and your kids turn off the tap while soaping your hands and turn it back on only to rinse.
- Wait for a full load of washing before turning your washing machine on.

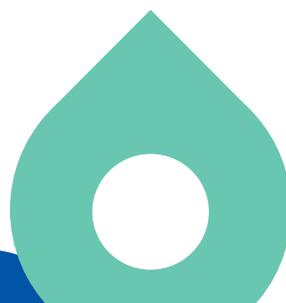
Are you feeling the pinch?

Everyone needs essential water services, but we know that unforeseen events can sometimes make it hard to pay your bill. That's why we have a range of ways to help, from short-term extensions to long-term case management.

Our assistance options include:

- flexible payment terms, such as extending your due date or setting up a regular payment plan
- personalised support for longer-term payment difficulties, including payment assistance for eligible customers
- Centrepay payments made straight to your Sydney Water account
- pension rebates for eligible pension concession cardholders
- help with emergency or essential plumbing repairs.

No matter the reason, if you're unable to pay your bill on time, call us on 13 20 92 or visit sydneywater.com.au/helpwithyourbill



Sydney
WATER

What can you expect if there's a problem with your water service?

Every day, we supply over 1.4 billion litres of drinking water to homes and businesses through a 22,000 kilometre network of pipes.

Sometimes we may need to interrupt or limit our services to your property for planned maintenance or unplanned emergency work.

For planned interruptions, we'll give you at least two days' written notice.

We'll try to limit unplanned interruptions to less than five hours at a time and restore the service as quickly as possible.

Under our *Customer Contract*, you may be entitled to a rebate if:

- your water service is interrupted by either planned or unplanned work for longer than five hours
- your water pressure drops below the prescribed standard for more than one hour
- wastewater overflows onto your property
- problems in our water system stop us supplying clean water suitable for normal household purposes
- NSW Health issues a boil water alert.

In most cases, we'll automatically give you a rebate on your account.

To find out more, visit sydneywater.com.au/contract

Sharing your views

We want to know if you have any problems with our services and we'll do our best to resolve them. Your feedback helps us improve.

If you aren't satisfied with our response to your complaint, you can ask for a manager to review the decision or you can contact the Energy & Water Ombudsman NSW (EWON) or NSW Civil & Administrative Tribunal (NCAT) for further action.

EWON can give independent advice and may:

- arrange for a senior member of our team to contact you
- investigate the issue
- negotiate on your behalf.

Visit ewon.com.au, email omb@ewon.com.au or call 1800 246 545.

Our Annual Report 2019–20 is now online

Check it out at sydneywater.com.au/annualreport



Your water

During October to December, 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 free of charge at sydneywater.com.au/wateranalysis

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

Follow us

 facebook.com/sydneywater

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We speak your language

For a free phone interpreter service, call 13 14 50

You can also visit us at:

sydneywater.com.au/arabic

sydneywater.com.au/vietnamese

sydneywater.com.au/greek

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