



# Business update

February – April 2024

## Preparing for drought

We're calling on businesses to do their bit to save water.

Our most recent drought was one of the worst on record. From mid-2017 to February 2020, dams dropped faster than ever before with overall storage levels dropping by more than 50%. This period highlighted our vulnerability to severe drought which means we must prepare for future droughts.

We're working to secure greater Sydney's water supply by increasing water recycling, investing in desalination and exploring new sources of water. We also want to remind you that Water Wise Guidelines are still in place. Make sure you know the rules. Visit [sydneywater.com.au/guidelines](https://sydneywater.com.au/guidelines).

Think about the challenges that drought could pose to your business. Take advantage of our range of programs that can help you understand how your business uses water, and where you can save water and money. Find out more at [sydneywater.com.au/your-business](https://sydneywater.com.au/your-business).



Sydney  
**WATER**



## Compensation for outages

Did you know that you'll not only get a rebate if there's a water outage, but you may be able to claim for loss and damages too. The same goes for wastewater overflows that happen because of faults in our system. Find out more about events that qualify for a rebate and how to make a claim.

Visit [sydneywater.com.au/service-rebates](https://sydneywater.com.au/service-rebates).

## Do you need more time to pay?

If you need help to pay your business's water bill, there are a few things we can do. For example, we can defer payment for a short period or we can negotiate a payment arrangement based on reasonable commercial considerations and market conditions. You can stay across your bills and even set up short deferrals in My Account. Find out more.

Visit [sydneywater.com.au/myaccount](https://sydneywater.com.au/myaccount).

### Quarterly water quality report summary



Our water quality monitoring program confirmed that Greater Sydney's drinking water was high quality and safe from October to December 2023, meeting the high standards set by the Australian Drinking Water Guidelines.

You can find the detailed quarterly water quality report for your area at [sydneywater.com.au/wateranalysis](https://sydneywater.com.au/wateranalysis).

## Contact us

**Call us** on [13 20 92](tel:132092)

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

**Report** a leak or fault on [13 20 90](tel:132090)

**Visit us online** at [sydneywater.com.au](https://sydneywater.com.au)

**We speak your language**

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**13 14 50**

