

## Media Release

19 May 2025

### Feedback welcome on Sydney Water Regulation remake

The NSW Government is renewing the regulation that enables Sydney Water to protect its assets, implement water restrictions during drought and ensure compliance with certain rules, and now is the time to have your say.

Sydney Water is the state's largest water utility, providing essential drinking water, wastewater, recycled water, drainage and stormwater services to more than 5.4 million people across Greater Sydney, the Blue Mountains and the Illawarra.

The *Sydney Water Regulation 2017* is due for repeal on 1 September 2025 and needs to be remade so people can continue to benefit from these essential services.

The NSW Department of Climate Change, Energy, Environment and Water (NSW DCCCEEW) has made minor proposed changes and updates to the regulation to streamline it, making it fairer, clearer and more effective.

The draft updates include increasing the penalties for breaching water restrictions to bring them in line with similar fines and increasing the period where Sydney Water can fine or direct a person who carried out defective plumbing works from two to six years.

We are also proposing to refresh the structure of the Regulation to more clearly identify what requirements apply when third parties want to connect new plumbing or drainage to Sydney Water's systems, as well as actions that can be taken to deal with the unauthorised use of assets.

The proposed changes will not have major impacts on residents or businesses and they do not affect customer water prices, which are set by the Independent Pricing and Regulatory Tribunal (IPART).

The remade Regulation will enable Sydney Water to carry out its key functions under the *Sydney Water Act 1994* and align with the Greater Sydney Water Strategy.

We invite the entire community, including Sydney Water customers, residents, councils, Aboriginal people, and environmental and industry groups to make a submission on the proposed changes before 11.59pm on 15 June, 2025. People can also attend a webinar from 12-1pm on 5 June to learn more.

All feedback will be carefully considered to help inform the final regulation. If approved, it will commence on or before 1 September 2025.

For more information, to register for the webinar and to lodge a submission, [visit our website here](#).

NSW DCCCEW Executive Director of Operations Resilience, Ashraf El-Sherbini, said:

## Media Release

“Sydney Water is NSW’s largest water utility supporting over 65 per cent of people in the state, from Sydney’s CBD to Katoomba and Kiama.

“Renewing the Regulation is critical so Sydney Water can continue delivering world-class water and wastewater services to millions of households, businesses and customers across the region.

“We invite everyone to read more about the remake, attend the webinar and give us your feedback by 15 June.”

ENDS