Welcome to our Greater Sydney newsletter

This newsletter provides you with the latest news about our services and other important updates. In this edition, we provide you with our customer service principles, your new bill design and some information on our website. Our WaterNSW website is your gateway to all your water needs and gives you access to our customer service and water information.

Our customer service

We strive to provide clear, concise and accessible information at the appropriate time in a suitable manner.

To achieve this we will:
• Consult with affected communities on major projects.
• Provide a one-stop customer information service.
• Provide easily accessed information through our internet site.
• Provide a complaints-handling system that can be easily accessed.
• Survey customers regularly to measure their satisfaction with our service.

You can expect:
• Accurate bills and water information and prompt resolution of any concerns.
• Options for how, where and when you pay us and a willingness to negotiate payment terms if you are experiencing difficulties.
• Confidential use of your personal information in accordance with the law.

To help us to do this, we need you to:
• Pay your bill on time.
• Contact us if you have difficulty paying your bill.

Visit our website

Our website gives you one easy place to access all of your customer service and water information needs including:
• Your account and paying bills
• Fees and charges
• Customer news and updates
• Online Community "Your Voice"

Register to us

Subscribe to have the publications sent directly to your email inbox at waternsw.com.au/subscribe.
Payments made easy

We’re making payments easier for you and provide you with a few ways to pay your bills, including the below four options.

Here’s all the ways you can pay

- Credit or debit card
- BillPay
- Cheque
- Bpay

Pay online 24/7 at waternsw.com.au/paymybill or over the phone on 1300 662 077 and choose option 3.

We understand times are tough right now. If you’re having trouble paying your bill, get in touch as we have a range of options that may help you. Find out more on our website at waternsw.com.au/hardship under the section “having difficulty paying your bill”.

Did you know you can save time and make a positive impact on the environment by signing up for electronic billing?


Credit and debit card payments will incur the following surcharges: Visa 0.4%, Mastercard 0.4% and American Express 1.2%.

Any plans this weekend?

Did you know we manage 11 dams in Greater Sydney? All our dams are usually an easy drive from Sydney and offer ideal locations for picnics and sightseeing. Which one will you visit this weekend?

- Avon Dam
- Bendeela Dam
- Blue Mountains Dam
- Cataract Dam
- Cordeaux Dam
- Fitzroy Falls reservoir
- Nepean Dam
- Prospect reservoir
- Tallowa Dam
- Wingecarribee reservoir
- Woronora Dam
- Warragamba Dam