



National Water Reform

Impacts on consumers

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July 2009



Overview

- Water trading
- Pricing
- Urban water
- Community partnerships



Water trading

- NWI aims to remove barriers to trade
- Adverse social impacts for regional communities
- Impacts on residential water consumers?



'Best practice' water pricing

- Consumption based pricing:
 - Largely achieved
 - Higher bills for low-income earners

- Full cost recovery:
 - Achieved in metro areas of NSW
 - Substantial progress in non-metro NSW
 - Price increases



'Best practice' water pricing

- Scarcity pricing:
 - Charge more when water in short supply
 - Low-income households pay more
 - Tenants pay more



Urban water reform

- Supply and demand
 - Desalination
 - Rainwater tanks
 - Water metering



Urban water reform

- Competition
 - NSW Water Industry Competition Act
 - Inadequate evidence of improved quality and price
 - Lack of consumer support



Community partnerships

- Need to engage consumers & communities
- Limited consultation to date
- Poor quality consultation to date



Conclusion

- Winners and losers
- Consumer participation
- Optimise consumer outcomes
- Support available



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