

Servicing growth areas

Common questions

We're planning and building new water and wastewater infrastructure to enable development in Sydney's growth areas.

When will my property be serviced by water and wastewater?

We have a [Growth Servicing Plan](#) that outlines the planning and delivery timetable for water and wastewater infrastructure to service urban growth over five years.

We deliver infrastructure in stages to meet development timeframes. We work closely with other agencies, including councils and the Department of Planning, Industry and Environment (DPIE), to ensure we're servicing the right areas at the right times.

Find out when your area will be serviced under each project for the [Growth and Release Areas](#).

Why doesn't Sydney Water build all the trunk infrastructure and smaller pipelines in the area?

A lot of infrastructure is required to service the growth and release areas. There is uncertainty about where and when other infrastructure such as roads, gas, phone and power will be located until a precinct is rezoned and precinct plans have been developed.

Smaller water pipelines in new release areas are usually laid in road reserves. It's often more efficient and effective to have developers lay the infrastructure as they're building the roads for a new housing development.

More information is available on our website under [plumbing, building and developing](#).

Why doesn't Sydney Water build all the water related infrastructure before the precinct is rezoned?

One of our objectives is to operate as a successful business. This means we must:

- target our capital expenditure to areas likely to develop in the short term
- provide a return on our capital investment.

To achieve this, we stage our service delivery to areas that are more likely to develop first. We coordinate our work with other government agencies and make sure we support DPIE's Metropolitan Development Program.

Sydney's growth centres are large, with thousands of new homes planned. Because of this, it can take years for the entire precinct to develop completely. If we build all the infrastructure required for the long term, many assets would be under-used for many years.

Once an area has been rezoned, developers need to prepare and lodge development applications for the sub-division and development of their properties. This process can take up to two years so there's usually a gap between when a precinct is rezoned and when the first new home is built.

Why do I pay higher council land rates when I don't have access to a water and wastewater system?

We have no control over council land rates. For more information about land rates, contact your local council.

Can I connect directly into the pipelines Sydney Water builds?

We build the major trunk pipelines. Trunk pipes are large water and wastewater pipelines that customers can't connect directly into.

Once the trunk mains have been built, developers or Sydney Water will then build the next stage of pipelines, called reticulation or lead-in pipelines, needed to service individual properties.

Learn more about the [approval process for developers](#).

Do I have to connect to the water and wastewater system?

You don't have to connect to our system if you continue living in your current home.

If you wish to build a new home, sub-divide or redevelop your land, you need to speak to your local council about any conditions imposed on local developments.

How do I connect to the water and wastewater system?

If you'd like to connect to our water or wastewater system, you'll need to engage a [Water Servicing Coordinator](#).

A Water Servicing Coordinator can help you with your application to adjust, extend or connect into our pipes. Coordinators can answer questions about your application on our behalf and can also facilitate the project management, design and construction of any required work. They're not employed by Sydney Water.

If water and wastewater services are available to your property and you have a small to medium development or minor sewer works, you need to get a Section 73 Certificate. You have a choice of using a Water Servicing Coordinator or applying directly to us online through [Sydney Water Developer Direct™](#).

What if my property is outside the catchment area or I want to develop before Sydney Water is ready to put infrastructure in my area?

A developer may enter into an agreement to accelerate the servicing of land ahead of Sydney Water's Growth Servicing Plan. Under this agreement, the developer must construct the trunk infrastructure to Sydney Water's requirements. Sydney Water may refund the 'reasonable and efficient' costs of this infrastructure, in line with the principles set out in Sydney Water's funding principles of developer delivered major infrastructure (see [Growth Servicing Plan](#)).

How much will it cost to connect to our water and wastewater system?

There is no set fee for connecting to our water and wastewater system.

When we receive a Section 73 application, we issue a Notice of Requirements detailing what needs to be built to service new developments. The requirements are influenced by the size and nature of the development and where it is in relation to our trunk network. Meeting these requirements is a large part of the cost required to connect to our system.

Charges that may be incurred include:

- contract administration fees
- fees for checking building plans (there may be requirements for building over or near to the wastewater pipes)
- plumbing and drainage inspection and connection fees, eg water main drilling costs
- Sydney Water trade waste charges
- fees for approving large water connections.

When will I be compensated for construction on my land?

You won't be compensated for construction work on your property unless our work has damaged your property in some way, or if a maintenance hole or vent shaft is built on your property.

Most water pipelines are built in the road or nature strip. Wastewater pipelines are located in low lying areas, often along creek beds, and in undevelopable land where possible.

Sydney Water may also need to acquire private properties or an easement if we need to build parts of the water or wastewater network in privately owned property.

Why can Sydney Water access my land for surveys and construction?

The [Sydney Water Act 1994](#) gives us powers of entry onto private property for work related to the construction of new infrastructure.

Sydney Water works with landowners to minimise impacts on their property.

How long will contractors be on my property for?

That will vary. We'll keep you updated before and during work.

How will this infrastructure impact my property?

We try to minimise the impact of our infrastructure on the community. Water and wastewater infrastructure is vital for growth and development of the area so it provides a long-term benefit.

Where possible, we design the wastewater pipelines to follow the creek lines, staying within the riparian corridor and avoiding developable land.

We don't usually require an easement and there will be no compensation for building the pipeline on private property, however we do provide compensation for vent shafts and maintenance holes.

Contact us

To know more:

- visit our website at sydneywater.com.au
- call us on 13 20 92.

Common terms explained

Term	Definition
Lead-in	Large water or wastewater pipelines that are laid past or through land to cater for future development. Lead-in pipelines connect the existing trunk pipelines and the reticulation pipelines.
Main	Mains are large pipes that supply water to or transport wastewater from individual properties.
Minor sewer works	For example, only installing a connection to the sewer for each new lot, or extending our sewer main less than 25 metres to reach your property. If you have to extend our water main or move our assets then your development requires Major works via a Water Servicing Coordinator.
Precinct	The Department of Planning, Industry and Environment and local councils have divided the project into areas or precincts. Precinct boundaries may not reflect local government area or suburb boundaries.
Reticulation	Smaller pipes, generally 300 mm in diameter or less. These pipelines are used to connect individual properties to trunk wastewater or water pipes. Sydney Water will construct trunk water and wastewater pipelines greater than 300 mm under the proposal. Developers will construct the smaller reticulation pipelines.
Section 73 Certificate	A certificate that outlines requirements for developers.
Small to medium development	Examples include small unit blocks and dual occupancies, or creating three to four new lots.
Trunk	Large water and wastewater pipelines, usually 300 mm in diameter or greater.
Water Servicing Coordinator	An accredited service provider who can manage the application for a Section 73 Compliance Certificate on your behalf.