

3 July 2026

Productivity Commission  
4 National Circuit  
**BARTON ACT 2600**

Dear Commissioners,

**Re: National Water Reform 2026: Water services reform directions – interim update**

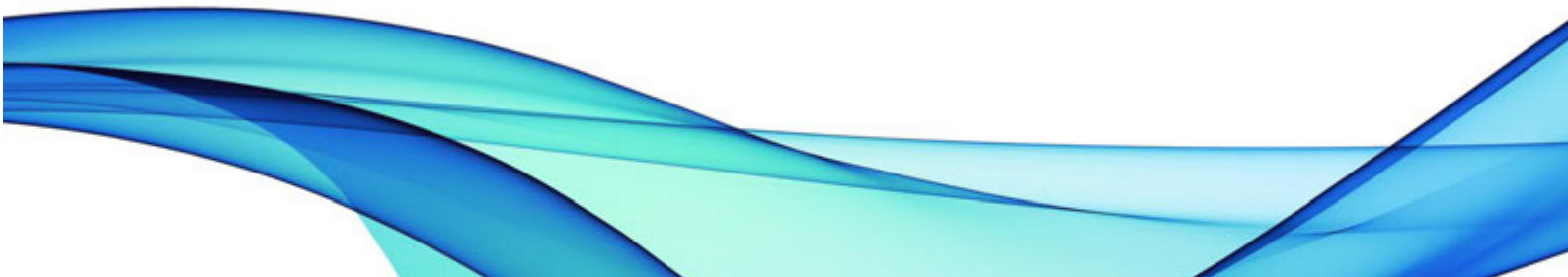
eWater Group is an Australian government-owned not-for-profit providing science-based tools, expertise, and partnerships to improve water management across Australia and the Indo-Pacific.

Our water modelling platforms, MUSIC and Source are used by water services providers to support a range of activities, including long-term water resource planning, bulk water delivery, demand analysis and stormwater management.

The interim update highlights two areas that eWater is uniquely placed to support; integrated planning and standardised tools for consumer-led planning, monitoring and evaluation.

eWater has three tools that support integrated water planning: eWater Source (water resource planning), MUSIC (stormwater management, including decentralised water supplies), and Urban Developer (detailed end-use analysis). Although stand-alone tools, they are built to work together. An initial pilot with Melbourne Water that used the three tools together was promising. However, the approach has not been taken up by industry. Reasons for this are varied, including siloed management approaches, cost and technology challenges. However, they provide the foundations for integrated water planning and interoperability with the tools used in other infrastructure systems. We welcome collaboration with government, industry and the research community to provide tools that enable integrated planning.

eWater was established to provide water managers with the tools they need to respond to emerging challenges. Our current suite of tools are not suitable for the type of consumer-led planning envisioned in the interim update. But our team of hydrologists, water experts and software developers are exceptionally well placed to support the development of these tools. Again, we welcome collaboration with interested parties to provide these tools.



The interim report rightly calls out the technical and cost challenges that water service providers, especially small ones, face. This reinforces the benefits of the national approach to water management tools that eWater was established to support. For example, with eWater Source as the National Hydrology Modelling Platform, capability is transferable across the water sector, approaches are more standardised, and costs can be shared fairly. Our previous submission highlighted these benefits and the ongoing challenges eWater faces to fully realise these benefits. We are working with our owner governments to address long-term funding uncertainty, to ensure we can provide water managers with affordable and fit-for-purpose tools that meet current and future needs.

eWater looks forward to supporting the Productivity Commission in its important work to ensure Australia's water regulation and policy settings deliver secure, resilient and sustainable water services.

Please contact me if you have questions or require more details on the matters raised in this submission.

Yours sincerely

Trudy Green  
General Manager  
eWater Limited