

Our Customer Charter

TasWater's Customer Charter has been updated to reflect the Tasmanian Economic Regulator's final determination for the Price and Service Plan 4 period.

In particular, updates have been made to the Customer Service Code to reflect:

- Progress we have made over the Price and Service Plan 3 period
- Approved changes to the Customer Contract and TasWater policies
- Approved changes to service standards

More information about our service standards and commitment to customers can be found in the Customer Charter on our website at www.taswater.com.au/customers/residential/customer-protection or call 13 6992.



Actors Walter Smart.

Educating the future generation

TasWater has launched a suite of new initiatives aimed at engaging and educating school children about the water cycle, water use and sustainability, and waste management. The pantomime Walter Smart and Friends visited schools across the state to recruit a new generation of smart water champions.

More on our education initiatives can be found here:
<https://watersurety.taswater.com.au>



find out fast!

Sign up for TasWater SMS alerts.

Find out about service interruptions that impact your property by signing up to TasWater's SMS notifications. Simply fill out the form on our website and we will let you know of any outages or issues in your area. Visit: <http://www.taswater.com.au/service-interruptions>

Your sewerage charge

Sewerage charges reflect the cost of treating and removing each property's sewage, including maintaining and upgrading sewerage pipes, pump stations and treatment plants.

Sewerage charges are based on the load a property places on the sewerage system. This is called an equivalent tenement (ET). One ET is equal to the sewage discharge from an average single residential house. ET rates for different land uses are calculated as being a factor of this average sewage discharge rate.

Sewerage fixed rate 2022-2023: \$705.04

How to get in touch

taswater.com.au
WebChat (8:30am - 4:30pm,
Monday to Friday)
13 6992 (24hr)
enquiries@taswater.com.au

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Taswater

Customer Newsletter

July - September 2022



TasWater Meter Reader Barce DeRuiter.

taswater.com.au



Work is underway on the Bryn Estyn water treatment plant.

Quality service to be continued

TasWater's new Price and Service Plan 4 (PSP4) will provide our customers with price certainty over the next four years while continuing to receive safe, clean and reliable drinking water in addition to essential sewage services that enhance the environment as a result of our activities.

PSP4 includes a 3.5 per cent price increase for the financial year beginning 1 July 2022.

The new plan will allow TasWater to deliver quality services and improved standards, along with upgrading and maintaining essential infrastructure.

TasWater, like many other water utilities across the country, is required to submit its proposed prices and services to an independent economic regulator for approval.

TasWater welcomes the independent Tasmanian Economic Regulator's (TER) approval of a maximum price increase of 3.71 per cent per year for the next four years. However, consistent with the commitments TasWater has made to our customers, stakeholders and Owner Representatives, TasWater will only increase our prices by 3.5 per cent per annum over this period.

This equates to an average household increase of \$43 per year or 83 cents per week for the 2022-2023 financial year, based off the average annual residential property water use amount of 179 kilolitres.

Having trouble paying your account?

Please contact us if you are having difficulty paying your account and we can discuss alternate payment methods. Visit our website www.taswater.com.au or call 13 6992.

Keeping meters clear for readers

From snakes and bees to trees and garden beds, TasWater's meter readers face a number of hazards when they come out to take readings at properties throughout the year.

TasWater Meter Reading Coordinator Heath Johnson is encouraging property owners to ensure their water meters are kept clear, as it can help mitigate these hazards.

"Our meter readers can come into contact with a range of different hazards each time they do a read," he said. "Spring is when we are more commonly dealing with snakes in the meter boxes, while in autumn bees and wasps are a big nuisance and winter presents several challenges due to changing and unpredictable weather conditions."

"We encourage property owners to help us out by ensuring their water meters are kept clear."

Although water meters are installed to be read by TasWater, knowing where your meter is situated is also useful for our customers. This is so you can shut down the supply in the event of an emergency and you can also check your own usage and even query your bill if needed.

"Having clear and direct access to meters will reduce the number of estimations we are required to do when we cannot collect an actual read," Mr Johnson said.



TasWater Meter Reader Barea DeRuyter.

Your water charges

Water charges reflect the cost of providing water to properties, including maintaining and upgrading infrastructure. Water charges to Tasmanian properties include the following:

Fixed charges are based on the size of the connection to the property. The typical Tasmanian home has a 20mm connection.

The table below lists the annual fixed price in FY2022-23 for different connection sizes:

SIZE	TARGET PRICE FY 2022-23	SIZE	TARGET PRICE FY 2022-23
20mm	\$367.39	75mm	\$5,165.50
25mm	\$573.13	80mm	\$5,878.24
30mm	\$826.63	100mm	\$9,184.75
32mm	\$940.52	150mm	\$20,665.69
40mm	\$1,469.56	200mm	\$36,739.00
50mm	\$2,296.19	250mm	\$57,404.69
65mm	\$3,879.64		

Why do I have two variable water usage charges?

Do you have two variable water usage charges on your first bill for the financial year? This is because your bill includes water charges over two financial years. The first variable water usage charge is at the rate up to 30 June, while the second is the balance at the new financial year rate (post 1 July).

The portion of the bill up to 30 June is estimated based on average daily use.

If you have any concerns or questions about the variable water usage charge please call 13 6992 or contact us via [webchat](#) to speak to our Customer Service team.

Digital notices

TasWater bills and notices can be received via email. It's a safer and more secure way for us to send information and environmentally friendly alternative to paper bills. Sign up at: www.taswater.com.au/accounts-billing/my-bill/switch-to-payreq