

## New technology in the pipeline

TasWater has over 6,400 kilometres of water pipes and 60 water treatment plants across the state, treating and supplying an average of 240 megalitres (ML) of water across 222,000 customer connections every day.

A large number of these pipes were laid in the 1960s and 80s and are made from materials like cement and cast iron, which are coming to the end of their useful lives.

This means there are lots of opportunities for water to be lost from the network before it gets to your taps. This can happen via underground leakage and burst pipes, and is an issue for many water utilities.

To help reduce water losses, we've started using decision support technology known as the Pipeline Asset Risk Management System (PARMS).

"PARMS allows us to understand the various factors that contribute to pipe deterioration, how pipes will stand the test of time, and to prioritise what sections of the network to address first," said TasWater's Manager Network Asset Performance, Matt Jordan.



"Progressively replacing parts of our water network with more robust materials over the coming decades is a massive and important task that will involve significant investment," noted Mr Jordan.

"But by taking advantage of new technology we're ensuring our replacement program is as efficient and cost-effective as possible – allowing us to continue providing our customers with reliable, high quality water while keeping bills as low as possible."

## Total Fire Bans – how you can help!

Ensuring water is available for use in a fire emergency is an important part of TasWater's role.

The Tasmania Fire Service (TFS) declares Total Fire Bans when the danger of fire is extremely high and when fires are expected to develop rapidly and be difficult to control.

Please minimise non-essential water use to conserve water for firefighting and prevention.

### Advice for water use during a Total Fire Ban



Turn off all sprinkler systems, including automatic sprinkler systems



Where possible, restrict hose use to essential purposes such as fire fighting



Chores that require water, such as watering plants or washing vehicles, should be rescheduled to a day that isn't a Total Fire Ban.

Please visit [fire.tas.gov.au](http://fire.tas.gov.au) for the latest information on Total Fire Bans.

## How to get in touch

If you're experiencing financial hardship and having trouble paying your TasWater bill, please contact us to see how we can help.

### We can help you with:

- More time to pay your bill
- Our Customer Support Program
- Payment instalment options.

### Do you need to contact us?

[taswater.com.au](http://taswater.com.au)  
[enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)  
13 6992 (24hr)

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# Taswater

## Customer Newsletter

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[taswater.com.au](http://taswater.com.au)



## Keeping it clear

### Fire hydrants, manholes and valves on the nature strip

The piece of land between your property boundary and the road is known as a nature strip. While this area is generally owned by your local council, it's everyone's responsibility to keep any infrastructure on the nature strip (manholes, valves and fire hydrants) clear of vegetation, debris and landscaping products like plants, rocks and bird baths.

In the event of a burst pipe, fire or blocked sewer, it's important for everyone's safety that TasWater, your council and the Tasmania Fire Service can always easily access the essential infrastructure on a nature strip.

Help keep your neighbourhood safe by maintaining your nature strip.



An example of a fire hydrant that isn't accessible due to overgrown vegetation.



TasWater Trainee Water Services Operator, Alexandra Smith, installing a fire hydrant on a site that is open, free of debris, and accessible.

## Be water wise in the warmer months

To help ensure everyone has access to water when it's needed, check out some of our great water saving tips:



Placing a thick layer of mulch on garden beds will help retain moisture in the soil and reduce the need for watering.



Wash your car on the lawn and you'll be watering the grass at the same time.



Swapping to water efficient showerheads can save households up to 20,000 litres of water every year.



Replacing the washer on a dripping tap can save up to five litres of water every hour.



When waiting for your water to warm up, collect it in a bucket for use on pot plants or the garden.



Use the eco-friendly option on your dishwasher and washing machine if available.



Keep showers under five minutes.



If it's an option, choosing the half flush on a toilet helps reduce your water use.



If you're landscaping or planning to replace plants, talk to your local nursery about drought tolerant plants or plants that are native to your area.



Try using watering cans or hoses with nozzles that focus water on the plants that really need it.



For more great water saving tips and videos, visit [taswater.com.au/waterwise](https://taswater.com.au/waterwise)