

TASWATER

AN ADVERTISING FEATURE

TASWATER recognises that even when life is ticking over normally, it can be tough to keep on top of everyday bills.

Now with uncertainty amplified by COVID-19, TasWater has implemented a program to increase the ways the company can help support its customers.

Already in place for eligible businesses, there is a 100 per cent rebate on their next quarterly water bills.

Eligibility is linked to each businesses electricity bill and takes in tariff categories 22, 94, 82 or 75.

TasWater's Kendall Mahnken says it may require a bit of detective work to ensure everyone eligible gets the rebate automatically on their bill, issued from the start of this month through to June 30.

"We will do our best to ensure our business customers receive the rebate without needing to do anything, but we may miss some, so I ask those customers to let us know if this occurs," Ms Mahnken said. "To make this easy, we have created a specific web-form at www.taswater.com.au."

TasWater is also expanding bill payment support to all its customers.

Residential customers, including those who own investment properties or vacant land as well as businesses, not-for-profit organisations and eligible sporting clubs, can extend payment terms, based on individual needs, for up to three years.

Some business customers can also defer trade waste payments for six months.

Ms Mahnken said TasWater's Customer Assistance Package was available to support customers during the COVID-19 pandemic.

"Water and sewerage services are something you can't do without, so we understand how stressful it is for people with outstanding accounts," she said.

"There are many reasons why bills mount up — unemployment, illness



Keeping customers connected

COMMITTED: TasWater is expanding its Customer Support Program and increasing the ways it can help more of its customers. Picture: PETER MATHEW

TasWater service team is always ready to help

WE are all experiencing restrictions on how we go about our everyday lives due to COVID-19.

TasWater staff have been changing the way they work, but the company is still here.

Customer Services department manager Jayne Shepherd said TasWater's work continues as an essential service and this includes the Customer Service Centre.

"To support social distancing, we have

temporarily closed our shopfronts in Moonah, Devonport and Launceston, but there are several options available to meet the needs of our customers," Ms Shepherd said.

"We are receiving many enquiries about our COVID-19 Customer Support Package for local businesses and residential customers. To find out about the help we can offer, please email enquiries@taswater.com.au, or visit

www.taswater.com.au."

TasWater is committed to taking all necessary actions to secure the health and wellbeing of its staff, customers and the community.

"We will also continue working to provide safe and reliable drinking water and sewerage services," Ms Shepherd said.

If you have a problem with your water or sewerage services, call TasWater 24 hours a day on 136 992.

tailor a flexible payment plan to suit your needs.

"Your case manager can also provide referrals if you need other support outside TasWater and we are committed to working with our customers, treating everyone with trust, respect, and sensitivity."

Whether you need help in the short or long-term, TasWater's team is available to support you. Make contact by sending an email to enquiries@taswater.com.au or by visiting the website at www.taswater.com.au.

"We are in this together, and we will continue to monitor and assess our support as the situation develops," Ms Mahnken said.

or just a change in circumstance.

"I encourage anyone who is finding their TasWater bill a concern,

to please contact us as soon as possible. Once you're in our Customer Support Program, you will

be given a dedicated case manager who will work closely with you, to understand your circumstances and

TasWater – Community Update Southern Tasmania

TasWater continuing to bring services to our customers

There are several TasWater service delivery staff out in the field, in every town or city serviced by TasWater, ensuring water continues to run through the taps of homes and sewerage functions are efficiently provided during the Coronavirus (COVID-19) pandemic. This is just one of the many ways we are working hard to support our customers in this difficult time.

TasWater Urban Networks South Coordinator Dion Grace said for him and his team it is largely business as usual.

"We are continuing to make sure the water quality coming into Hobart and surrounding areas consistently meets Australian Drinking Water Guidelines," Mr Grace said.

"Our team looks after the bulk water services including the chemical dosing and disinfection of water."

"We help supply clean, safe and reliable drinking water not only to Hobart but from Lake Fenton in the Mount Field National Park to New Norfolk through to Sorell, Kempton, Campania and Snug."

The team is taking all necessary precautions to ensure everyone is remaining safe.

"Although our team is mostly still out in the field, ensuring water treatment and distribution is fully operating, team members who are not required to be at a site are working from home," Mr Grace said.

TasWater's water treatment plants already have stringent hygiene measures in place and there is also almost no human contact in the process of treating water for drinking.

Existing water treatment and disinfection processes, including use of chlorine, are effective in removing viruses from water supplies.

TasWater is continuing with vital maintenance and renewal programs during this time and is prioritising work programs to ensure we can continue to supply safe and reliable water and sewerage services to our customers.

