

## TASWATER

AN ADVERTISING FEATURE

Keeping in touch from a distance

## All systems are go



ON THE JOB: TasWater's COVID-19 Incident Management Team at work, with Incident Controller Neal Synott in charge from his home office.

As the community faces ever-changing challenges presented by the coronavirus pandemic (COVID-19), TasWater is working to ensure it provides Tasmanians with ongoing water and sewerage services.

TasWater chief executive Michael Brewster said the company's priority was the health and wellbeing of its customers, staff and the community.

"We are relying on expert medical and scientific advice and will base all decisions relating to COVID-19 on this," Mr Brewster said.

"Existing water treatment and disinfection processes are effective in removing viruses and bacteria, ensuring your water is safe to drink," he said.

"There is no evidence COVID-19 is transmitted by treated water or the sewerage system and it is expected

TasWater's current disinfection methods are enough to kill any bacteria or the virus."

TasWater is maintaining all of its testing and laboratory services, with water sampling teams continuing to monitor quality standards.

Essential to providing this certainty to the community is for TasWater to maintain daily operations, and to that end it has set up an Incident Management Team.

Incident controller Neal Synott said the team's purpose was to oversee operations in line with all the obligations and restrictions in place due to COVID-19.

"Our emergency response plan will ensure we keep our staff safe while providing safe and reliable water and sewerage services," Mr Synott said.

"TasWater is also engaging with

key state and local government agencies and is working closely with suppliers to make sure we have all the materials to manage our treatment systems," he said.

Chemicals are one of the significant inputs into TasWater's treatment processes and systems to enable its plants to meet water quality and environmental guidelines.

Procurement services manager John Perott said TasWater had investigated the stocks available from its suppliers and they had indicated these remain secure.

"We are working to ensure transport logistics and adequate chemical storages are in place to account for any breakdown in manufacturing or supply lines in Australia or overseas," Mr Perott said.

"We are talking daily with suppliers, so we are doing as much as

we can to prepare for what may be ahead," he said.

Mr Brewster said TasWater was also continuing with vital maintenance and renewal programs to ensure it could continue to supply safe and reliable water and sewerage services to its customers into the future.

"This will help provide ongoing work for contractors and their employees, contributing to the local economy during these difficult times," he said.

"While prioritising the welfare of our staff, TasWater will keep working and with the support of other essential services and the government, we will do our bit to support the community," Mr Brewster said.

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



## Helping to make ends meet

WITH the financial impact of COVID-19 starting to hit home, TasWater is moving to soften the blow.

Chief executive Michael Brewster said from next month TasWater would give small businesses a 100 per cent rebate on water and sewerage bills for three months.

"It will apply to our customers who are on a range of electricity tariffs which the government has also identified as being eligible for a rebate," he said.

"TasWater is also giving all customers some relief by freezing prices from July this year. All Tasmanians are facing significant challenges at the moment with restrictions on carrying out every day work and business activities, adding an extra financial burden for many."

"We support the State Government's call to help families and businesses, and the TasWater Board has made this decision with the full support of its owner councils."

"These measures will ease the economic impact and, importantly, help provide a more stable financial footing when normal conditions return. We will continue to monitor the situation but for now the freezing of prices from July and discounting bills for business are ways we can make a difference," Mr Brewster said.

## TasWater – Community Update Southern Tasmania

## What has COVID-19 got to do with toilet paper?

Who would have ever thought a pandemic relating to the human respiratory system would see so much attention directed to the household supply of toilet paper.

But it has and is just one more of the many side effects of the COVID-19 virus, both large and small, which is challenging our everyday lives.

Whatever the cause of the toilet paper shortage, it can have consequences beyond just being inconvenient when you go to the toilet.

In the wake of some supermarkets running low on toilet paper, customers have been turning their thoughts to alternative solutions like paper towel.

Not such a good idea says TasWater's Operations Manager Service Delivery, Neal Synott.

"While paper towel and tissues may do the job if you're going to the toilet, when you flush they don't respond like toilet paper or tissues."

"Paper towel is more durable than toilet paper which quickly disintegrates when immersed in water."

"Paper towel is more robust and being a bulkier product can remain intact and cause blockages. The danger is the blockage may occur in your household sewerage pipes before it gets to the sewer network, as the pipes in your home are smaller than those managed by TasWater."

"If the paper towel blocks the toilet you may find you need to call your local plumber rather than TasWater."

"We urge people to only use toilet paper, for the sake of our sewerage system," Neal said.

"If you are ever caught short for toilet paper, please don't flush wet wipes or other non-paper material down the toilet."

"Flushing wet wipes can block both household pipes and TasWater's sewerage system, causing possible sewage to spill into the local environment."

"Wet wipes remain a problem right up until we have to sift them out when they reach the sewage treatment plant." Neal Synott said.

