

A reminder to update your contact details

TasWater encourages all customers to keep their contact details updated, which will allow us to send you important outage and service interruption alerts as they happen.

When you update your details, it will also ensure letters or statements can be sent to the correct postal address.

Customer Services Department Manager Jayne Shepherd said registering or updating your mobile numbers with TasWater is particularly important.

“We are asking our customers to register their mobile numbers. Please don’t presume we have it on record,” Ms Shepherd said.

“Mobile numbers improve the experience for our customers as they allow us to send urgent SMS updates about water and sewerage services if needed.”

In the event of a service interruption, we can message

our customers with important details which removes the need for customers to contact us.

“We can also provide real-time SMS updates, including when an interruption needs to be extended or when the service is restored,” Ms Shepherd said.

Service interruptions can be anything from low pressure, no water or an upgrade to pipes, which has led to a loss of water for a specific time.

“We have received a lot of positive feedback from our customers who have registered their mobile numbers, and found our SMS updates have made it easier for them to plan around a service interruption.” Ms Shepherd said.

To update your details, please complete the forms on our website or contact the Customer Service Team.

Go to: www.taswater.com.au/update-details or call us 24/7 on 13 6992.

