

We're dedicated to improving customer experiences

We've been increasing our digital capability and service offerings in recognition of the growing customer preference for easier access to information and digital channels like web, email, Facebook Messenger and SMS alerts.

In response, we have shifted our focus to concentrate on delivering services in the ways our customers are telling us they prefer. These services include:

- **eNotices, an electronic billing method in addition to the traditional postal method. eNotices can be accessed from any device and are a more environmentally friendly option for our customers**
- **A new website offering an online instant chat feature (business hours), direct bill paying and a number of online forms which will make it easier for customers to update their details, lodge forms and pay bills**
- **We are available for our customers by phone on 13 6992 to report an issue or service interruption 24 hours a day, seven days a week, or for general enquiries during business hours**
- **A range of customer support options for customers who may be struggling to pay their bill.**

Your feedback is valuable to us. We encourage you to contact us through any of our channels to let us know how we can help improve your customer experience.

find out fast!



Register for TasWater's SMS Alerts Service

Join thousands of Tasmanians who have already registered their mobile number with TasWater. You will receive SMS alerts and updates if an interruption is affecting your property.

Register at: www.taswater.com.au/alerts

New technology helps to identify water leaks

To address water losses in the network, TasWater has implemented active leakage management, featuring technology that listens for leaks that may not be visible.

Around 40 Zonescans have been installed, which listen for leaks within our systems and then pin-points them on a map.

TasWater Acting Department Manager Asset Strategy and Performance Matt Jordan said the Zonescans are being used across the state. "They help us identify leaks, some of which we may know about but cannot find," he said.

"This technology also helps us find leaks that aren't visible and would have previously gone undetected."

Like other utilities, leaks come to the attention of TasWater through customers calling in and reporting them to our call centre, as well as through staff out in the field.

This technology assists in a more proactive approach to leak detection beyond identifying and resolving the reported leaks.

"The process of active leakage control involves teams of leakage detection staff sweeping an area using sounding techniques made possible through technology such as the newly acquired Zonescans."

We are currently targeting areas that have a higher number of leaks and bursts, before we apply this initiative more broadly around the state.

How to get in touch

Do you need to contact us?
taswater.com.au
enquiries@taswater.com.au
13 6992 (24hr)
WebChat (during business hours)

 @TasWater1
 Tas_Water
 Tas_Water

TasWater
Customer Newsletter
January – March 2022



Senior Engineer Network Asset Performance Pankaj Mistry with the leak detection equipment

taswater.com.au

We can all save together

Here are some water conservation tips we can all save water around the garden, particularly during the drier spells over the summer season.

Use a broom or blower, not the hose

Hosing paving is a thing of the past, it's a waste of valuable water. It's better to use a broom or blower to clean outside your home instead.

Are you watering more than your garden?

Check your irrigation system to ensure you are not watering too long or putting water where it isn't needed, such as onto paths and buildings.

Mulch your garden to keep the moisture in

Good quality mulch reduces evaporation by keeping the moisture around plant roots. Protect your garden by applying 5-10 cm of a hard, chunky mulch and help achieve water savings of up to 20 per cent. It is also a great way to stop the weeds!

Avoid mulch that is soft as it can eventually create an impenetrable layer to water, which can lead to over watering and killing your garden.

To take your water saving to the next level check out our additional tips at taswater.com.au/waterwise



Water conservation vital during bushfire season

Image: Dirk Stegink



Smoke looms in the background behind Bryn Estyn during 2019 bushfire season

During the warmer months, TasWater is encouraging the mindful use of water, to help ensure it is available when it's needed most.

Climate Change Strategy Lead Luc Richard said TasWater is working on adaptation plans based on climate modelling to ensure we can continue to provide essential services to Tasmanians as our climate is changing. But we need everyone to play their part.

"Our rainfall patterns will differ each year, so it is important to be mindful of our water use, not just for now but for the future," Mr Richard said.

"We know that we will experience changing weather patterns. This can mean more intense rainfall but also a greater vulnerability to dry conditions like droughts and heat waves."

"It is important that we are as prepared as possible for whatever extreme weather events can bring, and that includes bushfires."

"Conserving water is a good habit all year round, even when the state is experiencing wet weather," he said.

"This is so we can help ensure we have sufficient supplies for everyone and, importantly, if needed in an emergency."

TasWater is playing its part in improving water surety by upgrading our storage capacity and treatment plants.

We all have a role in ensuring water is available when it is needed most. Minimising water wastage is everyone's business.



We've updated our website with some great new features!

You may have noticed over the last few months that the TasWater website has changed.

In early 2020, we commenced a project to build a brand new site adding in improved features and functionality to make it easier for customers to use and navigate. Some of these new features include:

- A redesigned home page, with short-cut icons and direct access to our digital billing function
- A new live chat function during business hours, which will connect you directly with one of our customer service team members to assist with any questions
- A new Building and Development section with an online development services application form designed to walk you through the process, so you know exactly what you need to provide to TasWater to complete your application
- There is also an easier way to pay your account directly on our website.

However, this is only the beginning. Over the next few months, you may notice new features appear. These include an interactive map that will show emergency and planned interruptions along with a new, interactive Change of Ownership form. Stay tuned!