

Customer Assistance

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Residential Property Owners

(including owner and non-owner-occupied properties)

Q I've lost my job as a result of COVID-19, how can TasWater help me? I can't pay my bill, what do I do?

A: We understand that circumstances can sometimes make it difficult to pay your water and sewerage bill. We have multiple ways to support you, ranging from due date extensions to payment arrangements. The solutions are based on your individual needs and they will be confidentially discussed with a dedicated member of our team. Whether you need help in the short or long-term, our specialised team is available to support you.

Please contact our Customer Support team via customersupport@taswater.com.au or by phoning **13 6992**.

Q What other assistance is TasWater offering?

A: We have committed to a 12 month price freeze for all residential and business TasWater accounts from 1 July 2020. This means our prices will remain the same as we move into the new financial year (1 July 2020 to 30 June 2021).

TasWater can also assist eligible customers to receive Tasmanian Government funded water and sewerage concessions. For the year to 30 June 2020, the concession is up to \$197 per annum (it is updated each year). If you are in receipt of one of the following cards, please contact us via enquiries@taswater.com.au, or by phoning **13 6992**. You might also like to complete an online application [here](#).

- DHS Health Care Card
- DHS or DVA Pensioner Concession Card
- DVA Health Care Card (also known as a Gold Card)

Business, Clubs and Not for Profit Organisations

Q My business has suffered a severe drop in revenue, what can TasWater do to help me?

A: TasWater is offering a 100 per cent rebate on bills for small businesses on electricity tariff 22, 94, 82 or 75 on their TasWater account issued between 1 April 2020 and 30 June 2020. The discount will be automatically applied which means most customers will not need to contact us to claim the rebate. The rebate will appear on your bill as:

- Customer Assistance Package – Water Fixed Charge
- Customer Assistance Package – Sewer Fixed Charge
- Customer Assistance Package – Water Variable Use
- Customer Assistance Package – Trade Waste Fixed
- Customer Assistance Package – Trade Waste Variable

Q I am the owner of a commercial property, what assistance can I receive for my commercial tenant?

A: TasWater is offering a 100 per cent rebate on bills for small businesses on electricity tariff 22, 94, 82 or 75 issued between 1 April 2020 to 30 June 2020. These bills will be issued to the account holder. If your normal arrangement is to pass on water usage and/or service charges to your tenant, there will be no charges to pass on. This rebate is automatically applied wherever possible. Account holders and /or tenants do not need to contact TasWater to claim the rebate.

Q I've received my bill for the period of 1 April and 30 June 2020 but did not receive the small business rebate. I am charged on electricity tariff of 22,94,82 or 75. What do I do?

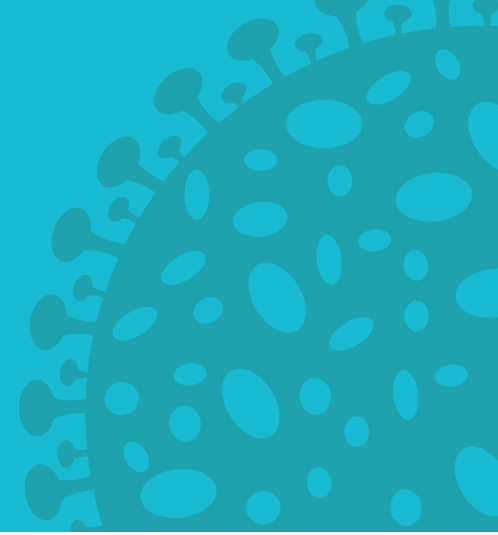
A: Please contact us by completing our Business Support form [here](#) and one of our team will be in contact with you soon.

Q What other assistance is TasWater offering for businesses, clubs and not for profit organisations?

A: We have multiple ways to support you, ranging from due date extensions to payment arrangements. The solutions are based on your individual needs and they will be confidentially discussed with a dedicated member of our team. Whether you need help in the short or long-term, our specialised team is available to support you.

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Trade Waste Support

Q My business is no longer trading (or the property is now vacant – for tenancies) - can TasWater stop the Trade Waste charges?

A: We have multiple ways to support you, including a 100 per cent rebate on bills for small businesses on electricity tariff 22, 94, 82 or 75 issued between 1 April and 30 June 2020. The rebate includes Trade Waste charges and will be automatically applied wherever possible. Customers do not need to contact TasWater to claim the rebate.

If your business is expected to not trade for a period beyond 30 June 2020, please contact our Trade Waste team via tradewaste@taswater.com.au and one of our team will be in contact with you soon to discuss options.

Trade Waste Repayment Program

Q I have a loan from TasWater for installing my Trade Waste equipment. I am unable to make my monthly repayments due to financial difficulties as a result of COVID-19, what do I do?

A: We have multiple ways to support you, ranging from due date extensions, payment arrangements or the ability to defer monthly repayments. Please contact our Trade Waste team via tradewaste@taswater.com.au and one of our team will be in contact with you soon to discuss options.

Lauderdale Pressure Sewerage Scheme – Credit Contract

Q I have a loan from TasWater for installing my Pressure Sewer Unit. I am unable to make my monthly repayments due to financial difficulties as a result of COVID-19, what do I do?

A: We have multiple ways to support you, ranging from due date extensions, payment arrangements or the ability to defer monthly repayments. Please contact our Customer Support team via customersupport@taswater.com.au or by phoning **13 6992**.