

# TasWater provides financial relief - Coronavirus (COVID-19)

Our council owners and TasWater support the government's call to help families and businesses during this difficult time. In response to this, the TasWater Board has made the decision to give a 100% rebate on regular quarterly bills to small businesses on electricity tariff 22, 94, 82 or 75 issued between April 1 and June 30 2020, and a twelve-month price freeze for all TasWater customers from 1 July.

These measures will help ease the economic impact and, importantly, they will help provide Tasmanians with a more stable financial footing when normal life/conditions return.

## Customer Q&A

**Q** What is the financial assistance being offered?

**A:** 100% rebate on your regular quarterly bill for small businesses on electricity tariff 22, 94, 82 or 75 issued between April 1 and June 30 2020.

Additionally, our price freeze will continue for all customers for a further 12 months from 1 July 2020 which means the prices will not go up (as scheduled).

**Q** Which businesses can access the 100% rebate on the regular quarterly bill?

**A:** Businesses on electricity tariff 22, 94, 82 or 75.

**Q** If I am a small business, how do I apply for the 100% rebate?

**A:** We are trying to make this as straight forward as possible for our customers. If you are on the electricity tariff 22, 94, 82 or 75, the discount will automatically appear on your regular quarterly business's bill issued between 1 April to 30 June 2020.

**Q** What if I am eligible and I don't receive the 100% rebate on my next regular quarterly bill?

**A:** As we are trying to make this a straightforward process, it is possible we may miss some businesses that are eligible for the 100% rebate on their regular quarterly bill. In the event you feel you qualify for this rebate and have not received it, please contact us on [www.taswater.com.au/About-Us/Contact-Us](http://www.taswater.com.au/About-Us/Contact-Us) or [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)

**Q** Why isn't the rebate being offered to residential customers?

**A:** These measures have been put in place to support small businesses in Tasmania in recognition of the vital role they play in supporting the state's economy as employers of many Tasmanians.

**Q** How do I apply to receive the price freeze?

**A:** You don't need to apply to receive the price freeze. We have kept it simple and will not be adding a price increase onto your next bill.

**Q** What if I rent, can I still receive the price freeze?

**A:** This will depend upon the lease agreement you have in place with your landlord.

**Q** If I pay my bill indirectly as a tenant, how do I get the rebate?

**A:** Generally, the payment of TasWater bills rest with the property owner, not the tenant. You will need to speak to the landowner.

**Q** Will TasWater offer any other financial support to customers?

**A:** We will continue to work with the government as the situation unfolds.

**Q** What if I am facing financial hardship?

**A:** Our Customer Support Program provides support if you experience financial difficulties.

We understand that it may be especially challenging now to meet financial obligations and expenses. We will work with you to create a solution that meets your individual needs.

Whether you need help in the short or long-term, you will have a specialised team working with you, who you can trust and who will treat you with respect. If you have trouble paying your bill, please contact us through [www.taswater.com.au/About-Us/Contact-Us](http://www.taswater.com.au/About-Us/Contact-Us) or [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)

**Q** Where do I find out more information about TasWater's Hardship Policy?

**A:** You can read TasWater's Hardship Policy on our website.

[www.taswater.com.au/Customers/Customer-Protection](http://www.taswater.com.au/Customers/Customer-Protection)

You can find out more about TasWater's Customer Support Program on our website.

[www.taswater.com.au/Your-Account/Customer-Support-Program](http://www.taswater.com.au/Your-Account/Customer-Support-Program)

**Q** How is TasWater continuing to provide service during this pandemic?

**A:** We have an incident team in place and staff available and trained to continue to deliver our essential service to the community.

**Q** Where do I find out more information about what TasWater is doing during the Coronavirus (COVID-19) pandemic?

**A:** Information on how TasWater is working to ensure your essential water and sewerage services continue as the community responds to COVID-19 and more information can be found on our website [www.taswater.com.au](http://www.taswater.com.au) Facebook or call 13 6992.