

Customer Support Program

Our Customer Support Program offers assistance to customers who may be experiencing financial hardship, difficult times or changing circumstances.

There is no 'one size fits all' approach to our program as each customer's situation is unique.

Each customer who contacts us will be provided with a dedicated support manager who will assist them through their journey to regain account independence.

Our team is committed to ensuring a positive outcome for both our customers and TasWater.

When you participate in our Customer Support Program we promise to:

- Work with you to tailor a payment plan based on your individual needs and circumstances
- Maintain regular contact with you to check in, see how things are going and to encourage positive payment behaviour (small increases, regular payment frequency etc.)
- Remain transparent and flexible at all times. This means that you will be informed of any changes or updates to your account and we will work with you through changing circumstances.

For more information call us on 13 6992
or email: customersupport@taswater.com.au

A reminder to update your contact details

Don't forget to update your contact details online, especially your mobile number so we can send you urgent SMS updates when needed. Follow the link www.taswater.com.au/update-details to access our change of name and address form online or call us on 13 6992.



A day in the life of TasWater

Meet Kate Westgate

Environmental Performance Leader at TasWater

I am the Environmental Performance Leader at TasWater and lead a team of eight environmental scientists. We provide extensive environmental monitoring around our sewage treatment plants and recycled water sites. My team supports TasWater projects to achieve good environmental outcomes and to reduce our impacts and risks to the environment.

I studied Environmental Science at University in the UK, then worked for a major UK water utility. Following a career break to raise a young family, I moved to Tasmania in 2013. I am passionate about making a difference in my work and being at TasWater gives me the opportunity to provide a vital service to our communities while focusing on reducing our impacts on the environment.




The weirdest aspect of my job is the variety of smells! Over the last four years I have learnt a lot about odour impacts across our sewerage systems and being able to identify different stages of our process through changes in smell. Believe it or not, the end products of effective treatment processes should actually smell good!

I strongly advocate for using accessible science to inform people about what is happening in our waterways and around us. Many believe that Tasmania has an abundance of water, but in fact it doesn't occur in equal measure across the state. We all need to consider water use and ways we can change our daily habits to use our treated water more wisely. It's one way we can do our bit to ensure a sustainable water supply for our future generations.

How to get in touch

Do you need to contact us?

taswater.com.au
enquiries@taswater.com.au
13 6992 (24hr)

 @TasWater1
 Tas_Water
 Tas_Water


Taswater

Customer Newsletter

July – September 2021



Kate Westgate: Environmental Performance Leader at TasWater

taswater.com.au

We can all save together

Here are some water conservation tips so we can all save water around the house.

In the bathroom we can:

Use a **bucket** to collect water while waiting for the shower to get hot

Only fill the **bath** with as much water as needed

Regularly **check** your plug for leaks and replace as necessary

Turn the **tap off** when brushing your teeth – a running tap uses about 16 litres of water per minute

In the kitchen we can:

Not leave the **tap** running while peeling vegetables

While waiting for hot water out of your tap, **collect** the water and use on pot plants

In the laundry we can:

Consider **changing** to a front loading washing machine as they are more water efficient than top loaders of the same size

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



Water and sewerage service price increases for 2021–22

From the financial year beginning 1 July 2021, there will be a 3.5 per cent price increase for customers.

The increase follows the price freeze including price transition in FY2019/20, which is outlined in section 7.1 of the Shareholders' Letter of Expectations, with subsequent financial periods outlined as follows:

- FY2020/21 - price freeze, including price transition, to support our customers through the COVID-19 pandemic
- FY2021/22 - 3.5 per cent price rise takes effect.

It's important we can continue investing in the state's infrastructure, while keeping bills as affordable as possible. We have been working hard to balance our operating needs in the short term, the complex investment needs for a sustainable water and sewerage utility for the long term, with the need to meet our customers' expectations at an affordable price.

1. Your sewerage charges explained

Sewerage charges reflect the cost of treating and removing each property's sewage, including maintaining and upgrading sewerage infrastructure.

Sewerage charges are based on the load a property places on the sewerage system. This is called an equivalent tenement (ET). One ET is equal to the sewage discharge from an average single residential house. ET rates for different land uses are calculated as being a factor of this average sewage discharge rate. The table below lists the target annual fixed price for FY2021-22.

SEWAGE FIXED / ET	TARGET PRICE FY 2021-22
Fixed / ET	\$681.16

2. Your water charges explained

Water charges reflect the cost of providing water to properties, including maintaining and upgrading infrastructure. Water charges to Tasmanian properties include the following:

Fixed charge > based on the size of the connection to the property. A typical Tasmanian home has a 20mm connection. The table below lists the target annual fixed price in FY2021-22 for different connection sizes:

SIZE	TARGET PRICE FY 2021-22	SIZE	TARGET PRICE FY 2021-22
20mm	\$354.96	75mm	\$4,990.72
25mm	\$553.72	80mm	\$5,679.36
30mm	\$798.64	100mm	\$8,874.00
32mm	\$908.68	150mm	\$19,966.48
40mm	\$1,419.84	200mm	\$35,496.00
50mm	\$2,218.48	250mm	\$55,462.48
65mm	\$3,748.36		

Where applicable, fire services are charged at a rate of 25 per cent of the fixed water charge.

Variable water usage charge > based on the amount of water used on a property, measured through a water meter.

TARGET PRICE FY 2021-22
\$1.0991 per kl

3. Trade waste charges explained

Pricing for trade waste customers is based on the risk their waste poses when discharged in to our sewerage system. The prices for each **commercial trade waste customer** category are shown in this table.

CATEGORY SIZE	ANNUAL TARGET PRICE 2021-22
1	\$589.40
2A	\$966.16
2B	\$1,355.80
2C	\$2,033.40