

# Fast Facts 2024–25



“We are sustainably delivering exceptional water and sewerage services for a thriving Tasmania.”

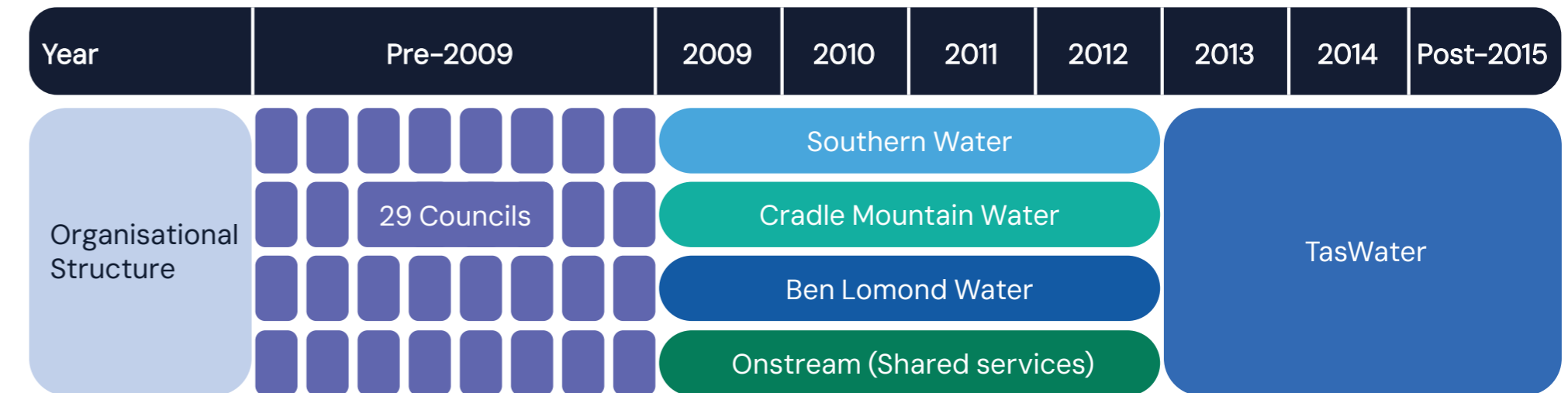
# About us

TasWater was formed on 1 July 2013, uniting Ben Lomond Water, Cradle Mountain Water, Southern Water, and Onstream into one statewide utility.

This merger consolidated \$2 billion in water and sewerage assets, the first step in streamlining services across Tasmania.

From commencement, TasWater has been owned by Tasmania’s 29 councils, with the State Government also becoming a shareholder in early 2019.

We’re here to make sure Tasmanians have safe, reliable water and sewerage services – and we’re planning ahead to keep it that way for future generations.



# Our networks

We own and manage \$2.3 billion in water and sewerage assets, connecting communities across Tasmania.

Underground, more than 11,600 km of pipes wind their way across the state – delivering clean water and carrying away waste every day.

This vast network is connected by hundreds of pump stations, treatment plants, reservoirs, and dams. Together, our infrastructure services more than 470,000 Tasmanians and around 1.2 million visitors every year.



**6,635 km**  
Drinking water mains  
– more than **1.5 times** the width of Australia



**4,981 km**  
Sewer mains  
– roughly the distance from **Hobart to Bali**



**125.4 km**  
Recycled water mains



**59**  
Water treatment plants  
– one for every **3,899 connections**



**169**  
Treatment plants  
– **38 per cent** of the 452 operated by major utilities nationwide



**110**  
Sewage treatment plants  
– one for every **1,788 connections**



**943**  
Water and sewage pump stations  
– **214 water, 729 sewage**



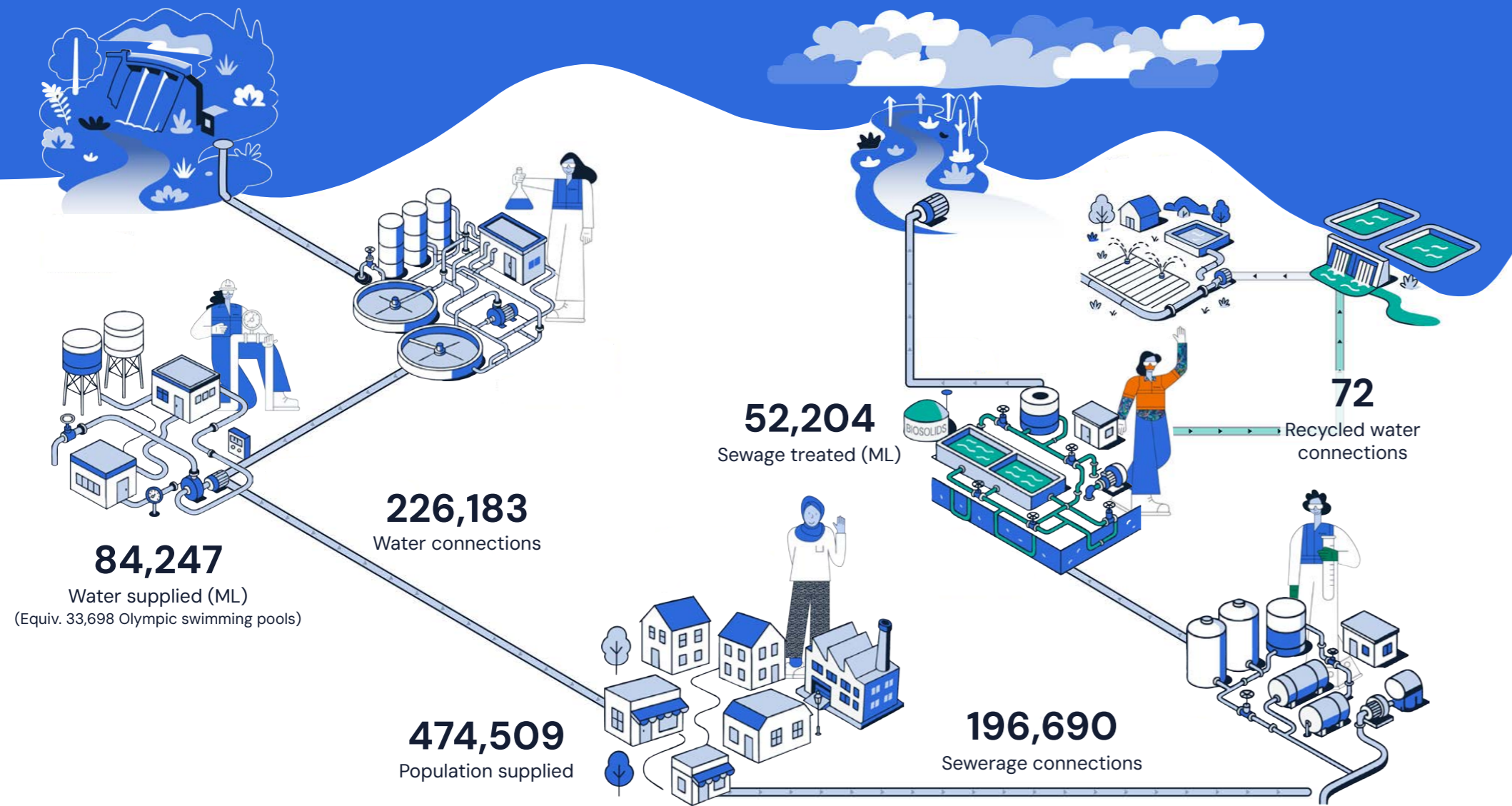
**307**  
Dams under management  
– **119 water dams** and **188 lagoons**



**288**  
Water reservoirs



# Delivering for Tasmanians

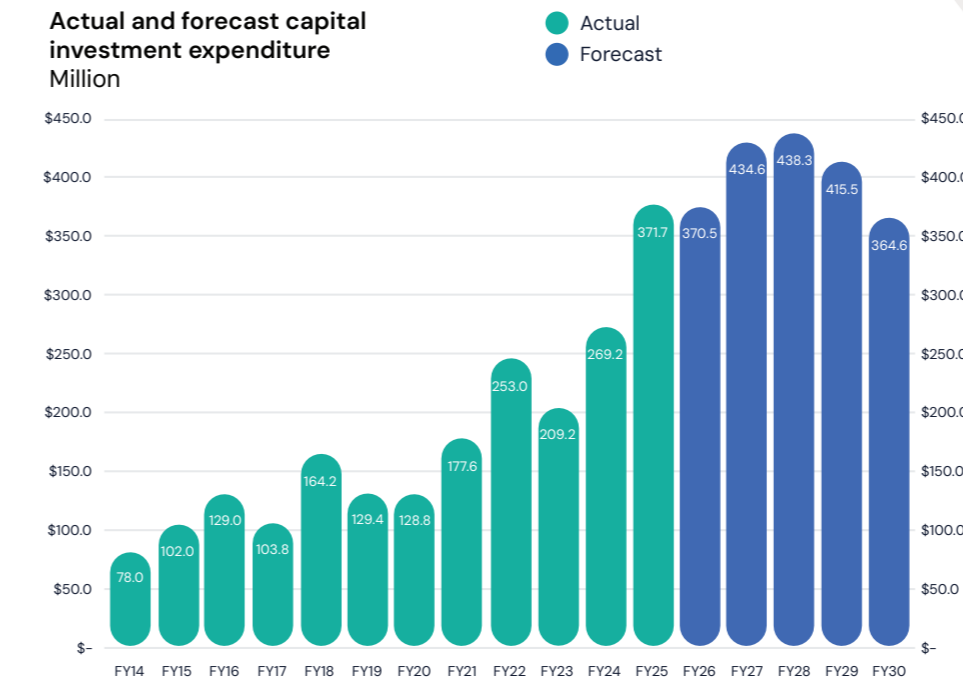


# Investing for the future

Our five-year \$2 billion capital program is expected to deliver:

- More than 15,000 direct and indirect jobs.
- More than \$5 billion in indirect economic benefit for Tasmania.

Actual and forecast capital investment expenditure  
Million

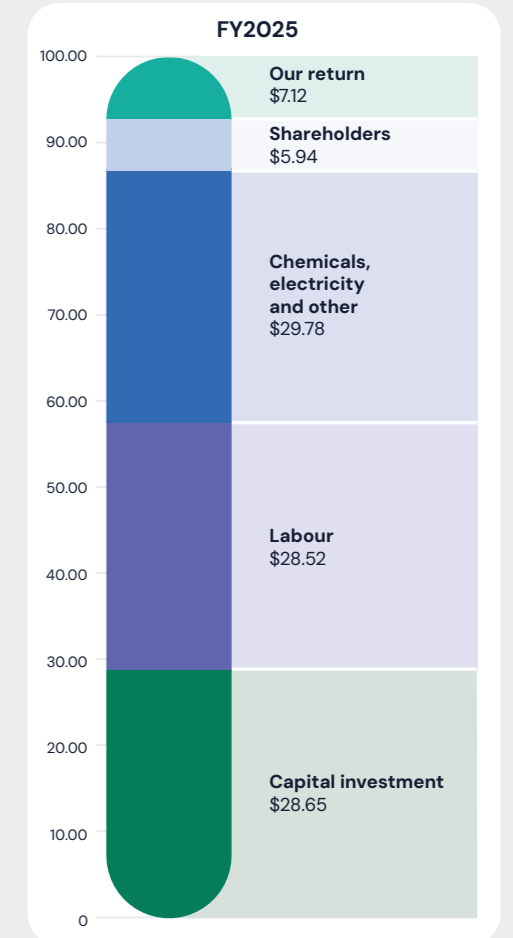


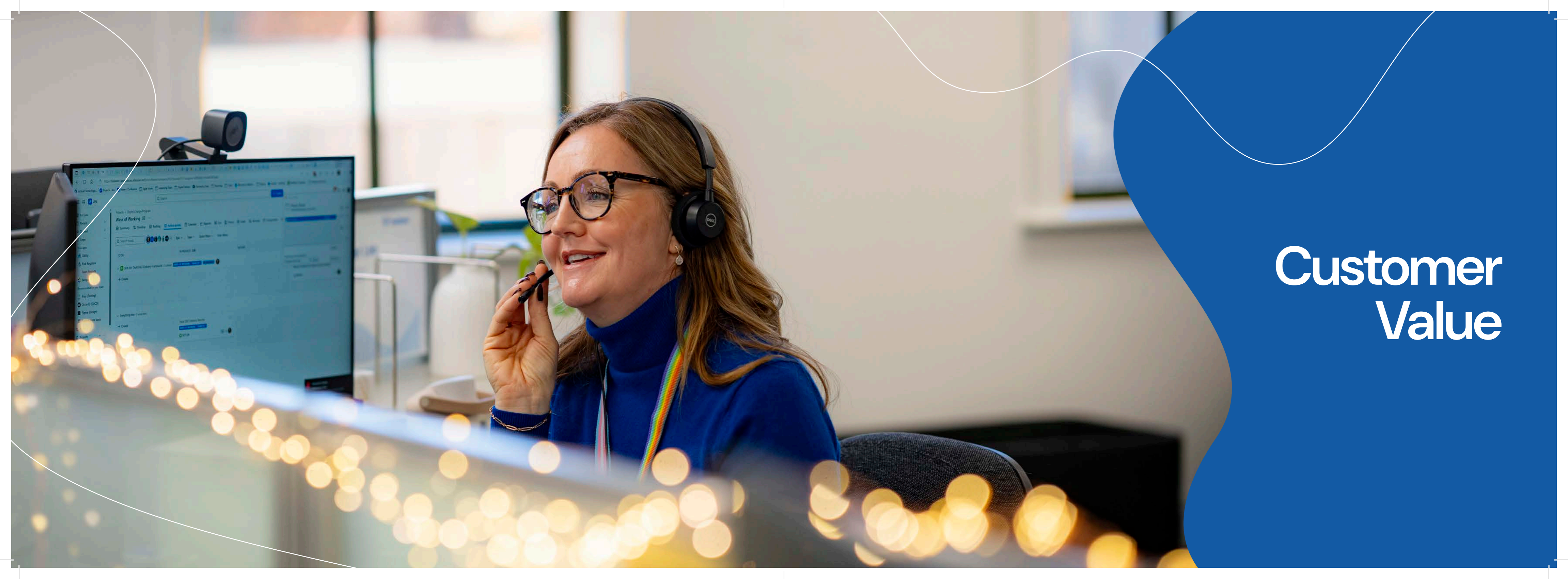
These figures include externally funded projects.

## Customer dollars at work

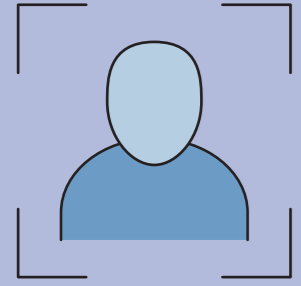
Ever wondered where your money goes? For every \$100 we receive from a customer:

- \$28.65 goes to capital – supporting our program to upgrade our network.
- \$28.52 goes to labour – delivering the services our customers expect.
- \$29.78 goes to non-labour costs – this includes electricity, chemicals, materials and services, facilities and fleet management, water sampling and regulatory costs, insurance and IT.
- \$5.94 goes to shareholders.
- We keep \$7.12 to pay down debt.





# Customer Value



# Customer Value



**6,000+**

Direct engagements with stakeholders on projects



**97.4%**

Customer satisfaction (satisfaction measure relates to customer service team)



**235,264**

Customer contacts in 2024-25

## Fast figures

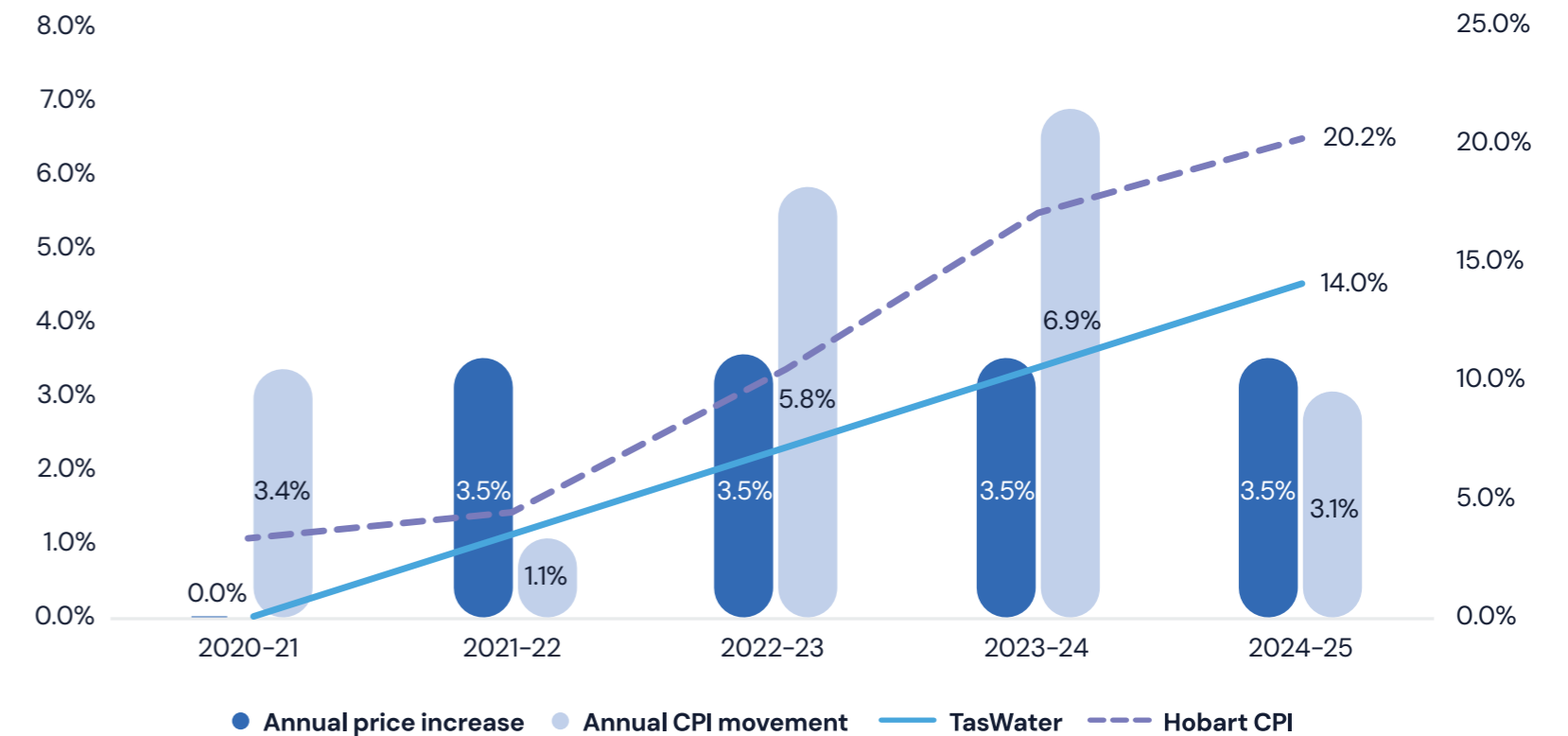
Every day, thousands of Tasmanians reach out to us.

Whether it's a question, a concern, or a moment of connection, our customer service reflects how deeply we care about our customers. Every interaction is an opportunity to listen, support and build trust – because how we show up matters.

## Balancing price and service for all Tasmanians

For years, we've held prices steady to support affordability.

But with ageing infrastructure and growing service demands, we need to invest – and that means finding the right balance between price and performance.

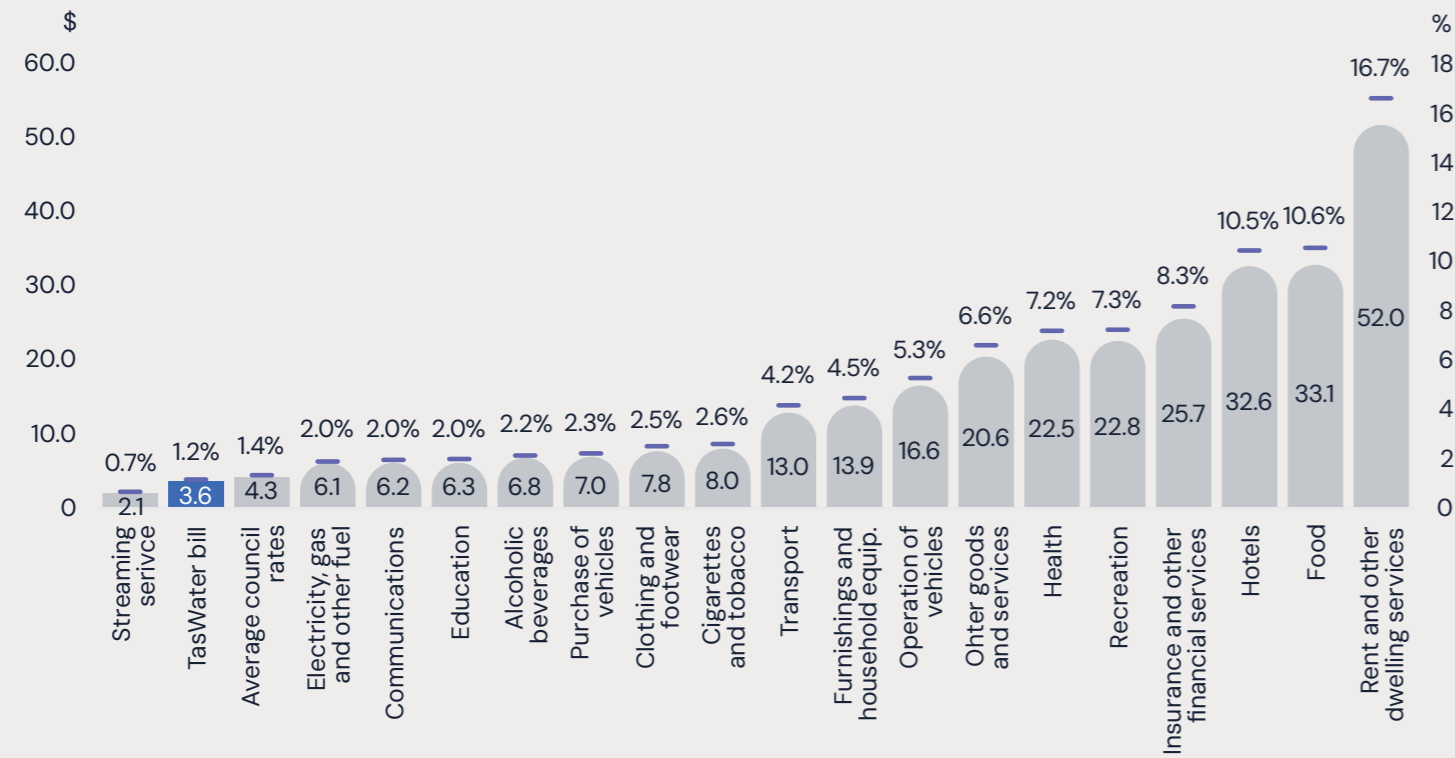
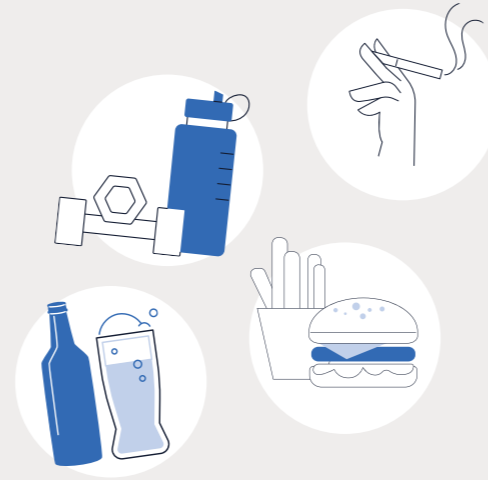


# Average household expenditure

The average TasWater customer paid \$3.60 per day for their water and sewerage services in 2024-25. This equated to about 1.2 per cent of average household expenditure.

During the same period, the average household spent \$6.80 per day on alcohol, \$8 per day on cigarettes, almost \$23 per day on recreation and \$33 per day on food.

- Average Tasmanian daily expenditure (LHS)
- Per cent of total average daily expenditure (RHS)



# Australia's best water on tap

We've proudly won the title of Australia's Best Tasting Tap Water four times, in 2016, 2020, 2022 and 2023.



**2016** – Barrington Water Treatment Plant



**2020** – Rossarden Water Treatment Plant (also won the international title at Berkeley Springs, USA)



**2022** – Rocky Creek Water Treatment Plant



**2023** – Fern Tree Water Treatment Plant (represented Australia internationally)



In 2024, Fern Tree won the Tasmanian state title for the **second** consecutive year.





Better  
Together



# Better Together

## Fast figures

Our commitment to progress and inclusion benefits more than just our people – it strengthens trust, supports local communities, and builds a more equitable future.



Stakeholder trust

**56.7%**

Stakeholder trust is rising, reflecting growing confidence in how we work together.



Investing in local talent

**80%**

Capital projects awarded to Tasmanian businesses, reinforcing our commitment to local partnerships.



Gender equity

**29.6%**

Women in our total workforce, exceeding our target.

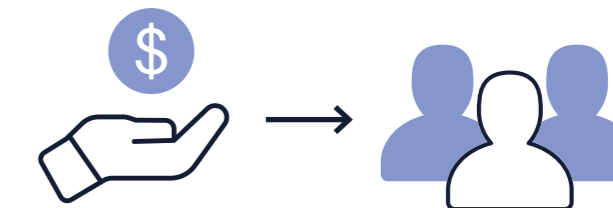
**43.9%**

Women in senior and executive leadership, showing inclusive leadership in action.

## Investing into our communities

We paid \$24 million in dividends to our council owners in 2024–25.

Our dividends to councils are reinvested in their local communities, supporting infrastructure, services, and regional development. The Tasmanian Government does not receive a dividend from TasWater.



## The Water Guardians – inspiring the next generation

We're helping secure Tasmania's water future by starting with the next generation.

In April 2025, we launched The Water Guardians – a creative education initiative for primary school children.

- Three storybooks.
- Curriculum-aligned resources for teachers, students, and families.
- Explores water's journey from sky → tap → sea.
- Emphasises environmental care and sustainable choices.

All Tasmanian schools have access to the online resources, including storybooks and supporting materials.



# Supporting vibrant communities

What was once purely functional is now a source of local pride.

Through our Asset Artwork Program, we've transformed water infrastructure into vibrant murals that reflect the spirit of each community. Designed and painted by local youth and mentor artists, these large-scale artworks turn eyesores into icons – and give back in a way that's both beautiful and meaningful.



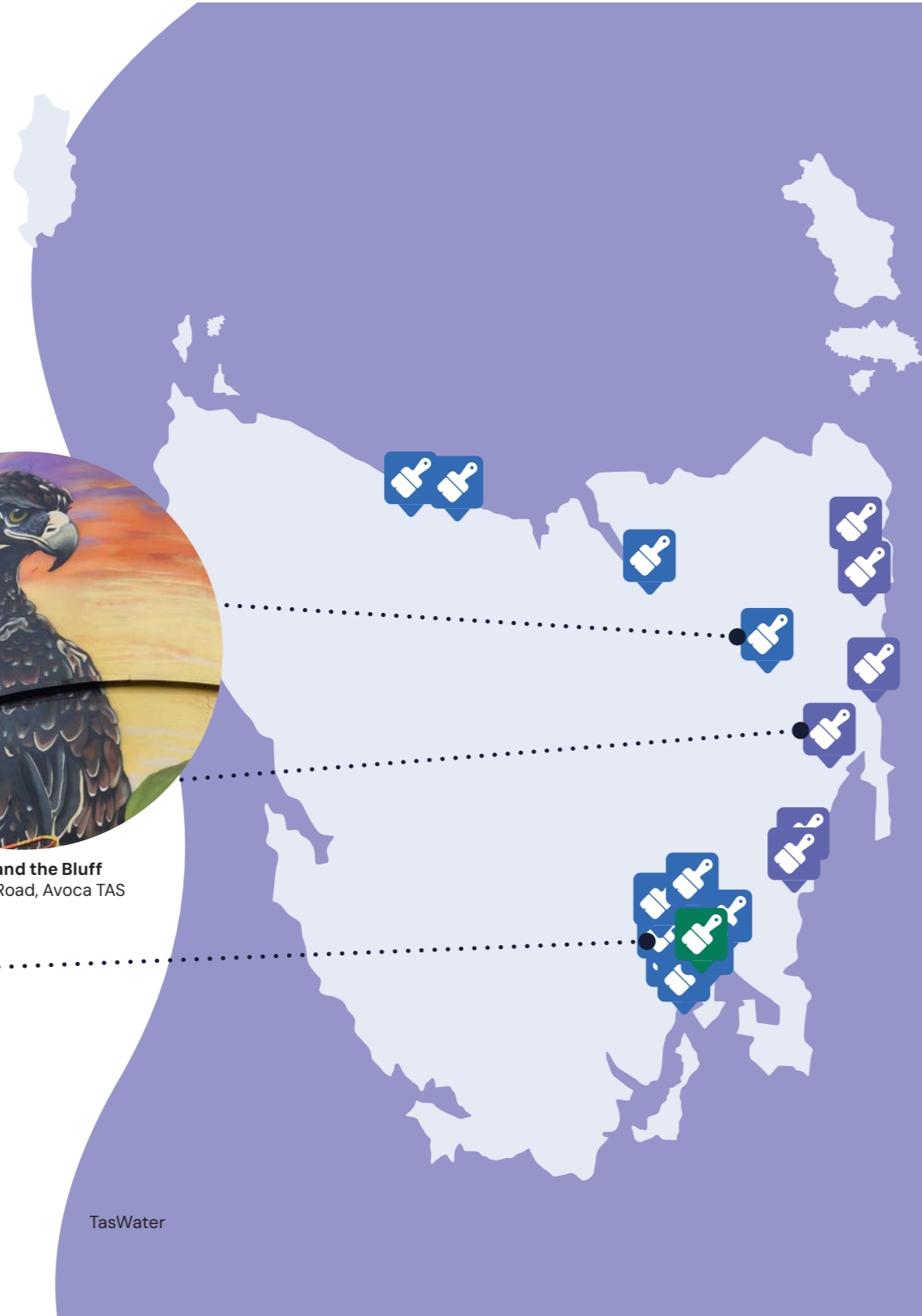
**Eagle**  
Duck Park, Swansea TAS



**Eagle and the Bluff**  
Esk Main Road, Avoca TAS



**Mount Gould and Styx River**  
Tolosa Park, Glenorchy TAS



TasWater

# Thirsty crowd? We've got you

We provide portable water stations free of charge for large outdoor community events.

In 2024–25, our portable water stations quenched the thirst of crowds at 45 events across Tasmania.

Contact our Community Programs team to book a water station for your next event.

Phone: 13 6992

Email: [communityprograms@taswater.com.au](mailto:communityprograms@taswater.com.au)



Fast Facts 2024–25

TasWater



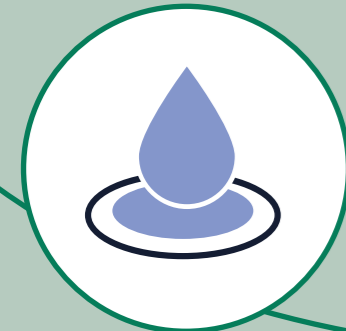
# Healthier Environment



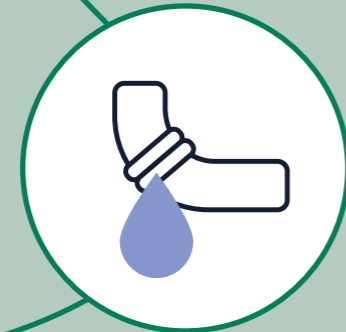
# Healthier Environment

## Fast figures

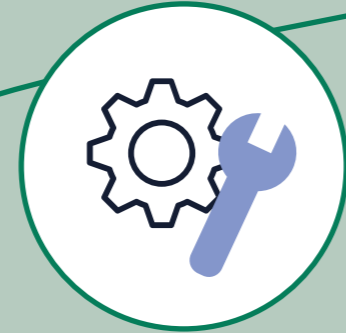
We're making real progress underground and above – here's how we're improving Tasmania's water systems and protecting the environment.



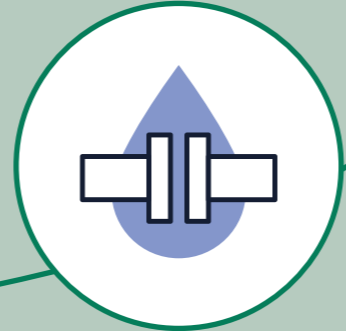
**4,990 ML**  
Recycled water supplied



**147 km**  
Sewer mains cleaned



**13 km**  
Sewer mains relined



**33 km**  
Water and sewer mains replaced



## Be a refiller, not a landfilller

Reducing single-use plastics is one of the simplest ways we can protect Tasmania's environment.

In 2024–25, we installed 32 public water refill stations across the state, giving more Tasmanians access to fresh, clean drinking water without the waste.

- We helped avoid 336,000 single-use plastic bottles annually through current usage patterns
- Each station dispenses an average of 14.4 litres per day – that's 28.8 500 ml bottles
- On average, 130 kg of single-use plastic waste is generated per Tasmanian each year – our program helps reduce this load
- We partnered with 16 councils to identify the best locations and promote the initiative locally



**336,000**  
Single-use bottles avoided



**28.8**  
500 ml water bottles filled every day



**130 kg**  
Single-use plastic generated per person each year



**16**  
Councils hosting refill stations

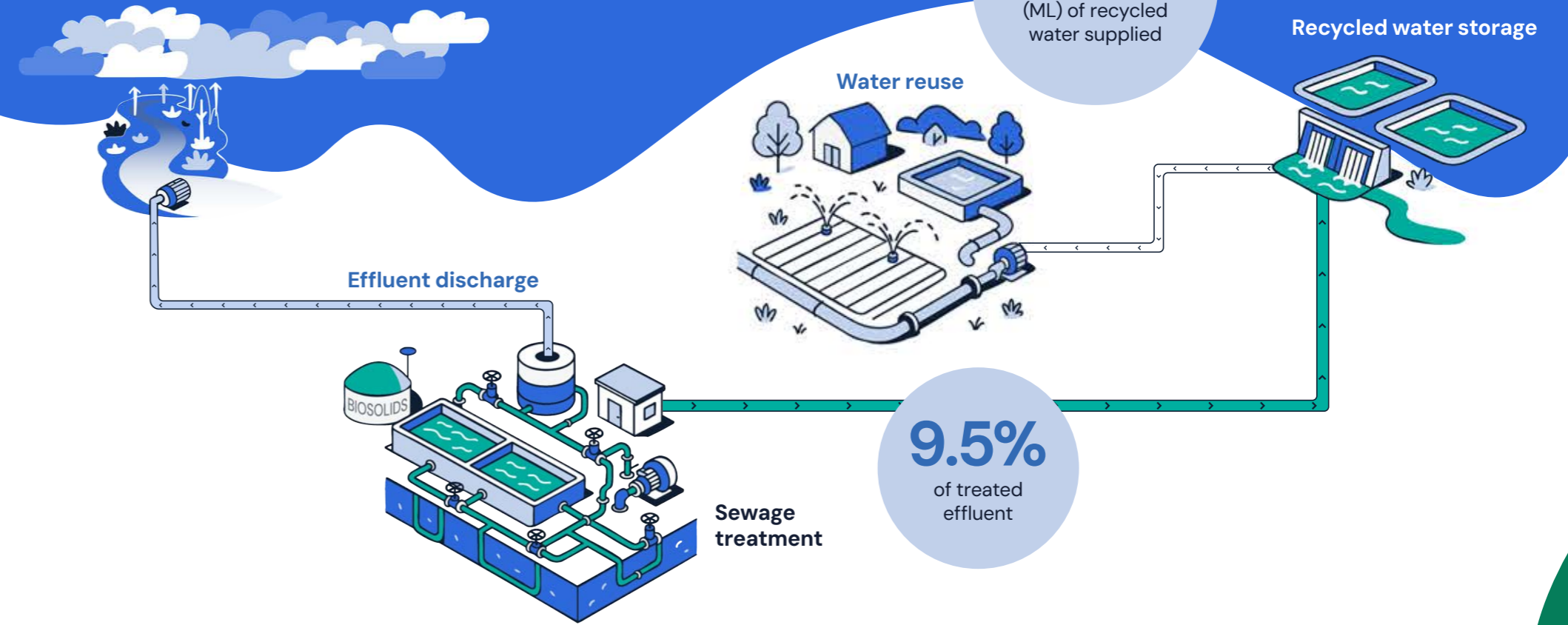
It's a small change making a big impact – helping Tasmanians stay hydrated, healthy, and plastic-free.

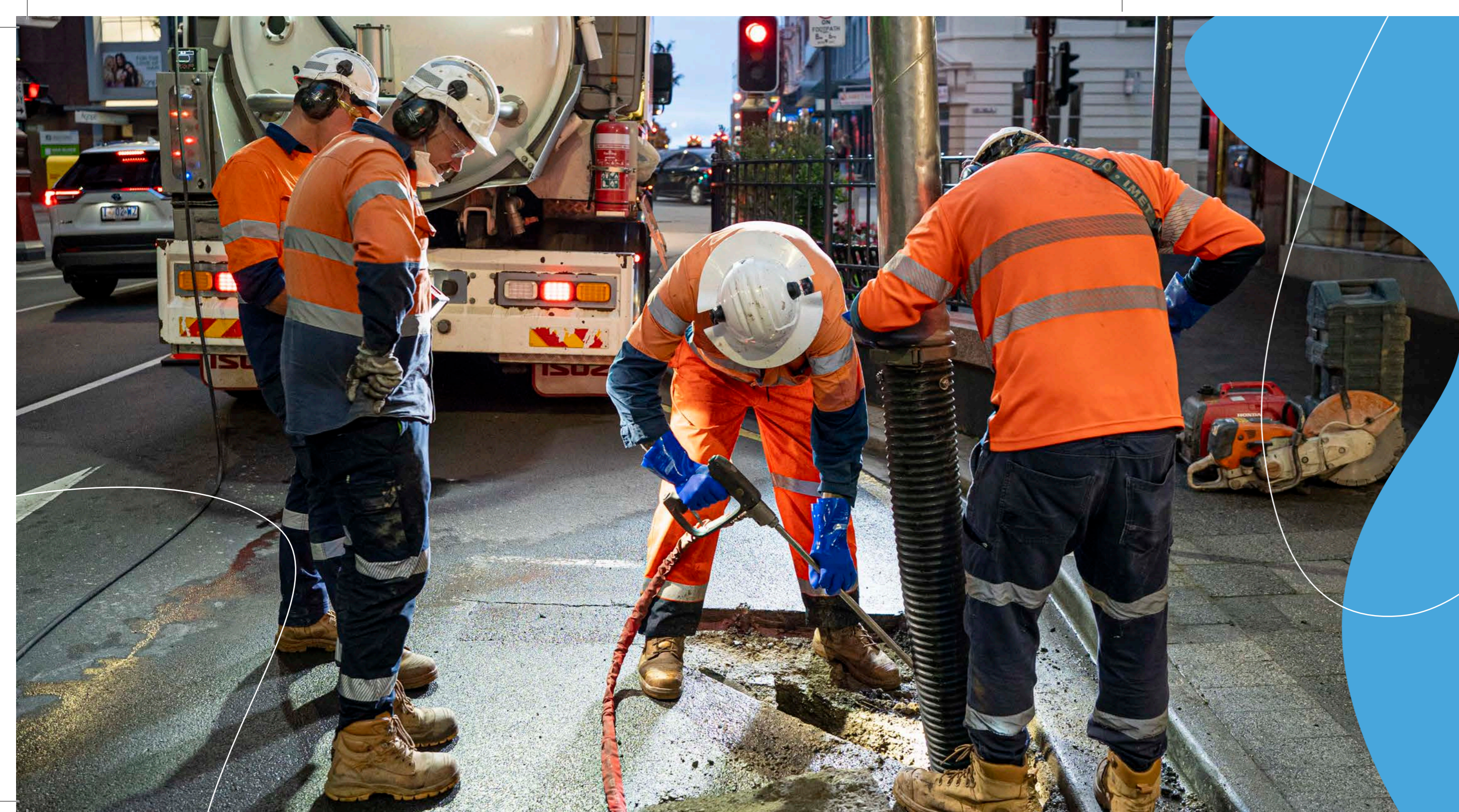
# Recycled water schemes

We operate 33 recycled water schemes across Tasmania – from simple lagoon systems to large-scale infrastructure like the Clarence Recycled Water Scheme, our biggest and most complex.

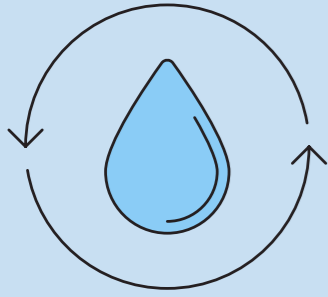
In 2024–25, our 125.4 km of irrigation mains supplied 4,990 ML of recycled water to 72 customers. Recycled water accounts for 9.5 per cent of our annual treated effluent.

Recycled water helps reduce nutrient-rich discharges into waterways, eases pressure on less sustainable irrigation sources, and enables reuse of nutrients like nitrogen and phosphorus.





Water  
Forever



# Water Forever

## Fast figures

From the litres we use to the quality we monitor, these figures show how we're managing water for today ... and forever.



**~280,000**

**Water quality tests** were conducted across Tasmania in 2024-25 - keeping a close eye on what flows through our taps.



**208 L**

Is the average daily drinking water use per person - down from **217 litres last year**, showing a shift toward more mindful use.



**73**

### Catchments feed our supply.

While more than half of the water collected is rated the lowest for raw water quality, our treatment processes ensure it's transformed into safe, high-quality drinking water by the time it reaches our customers' taps.

#### Category 1 - 0 per cent Protected catchment

No public access; natural bushland; negligible contamination risk

#### Category 2 - 26.0 per cent Moderately protected catchment

Low-density rural use; inner catchment fenced and restricted

#### Category 3 - 21.9 per cent Poorly protected catchment

Moderate rural and recreation use; limited urban development nearby

#### Category 4 - 52.1 per cent Unprotected catchment

High-intensity urban, farming, and recreation; unrestricted access

## Saving our thing

### We are reducing the amount of water lost through leaks across our network.

Through smarter water management - including enhanced monitoring, targeted leak detection, and the expansion of District Metered Areas (DMAs) - we're chasing down water leaks that don't come to the surface. We have 208 DMAs now active around the state identifying, in real time, potential leaks across our extensive water network.

We are also inspecting sewerage infrastructure in areas where sewage overflows due to stormwater infiltration occur regularly, impacting the local environment.



Currently, about 22.6 per cent of the water we treat and put into the supply system is lost through leakage.

**This is a decrease from 24.5 per cent in FY24 and 28 per cent in FY23.**

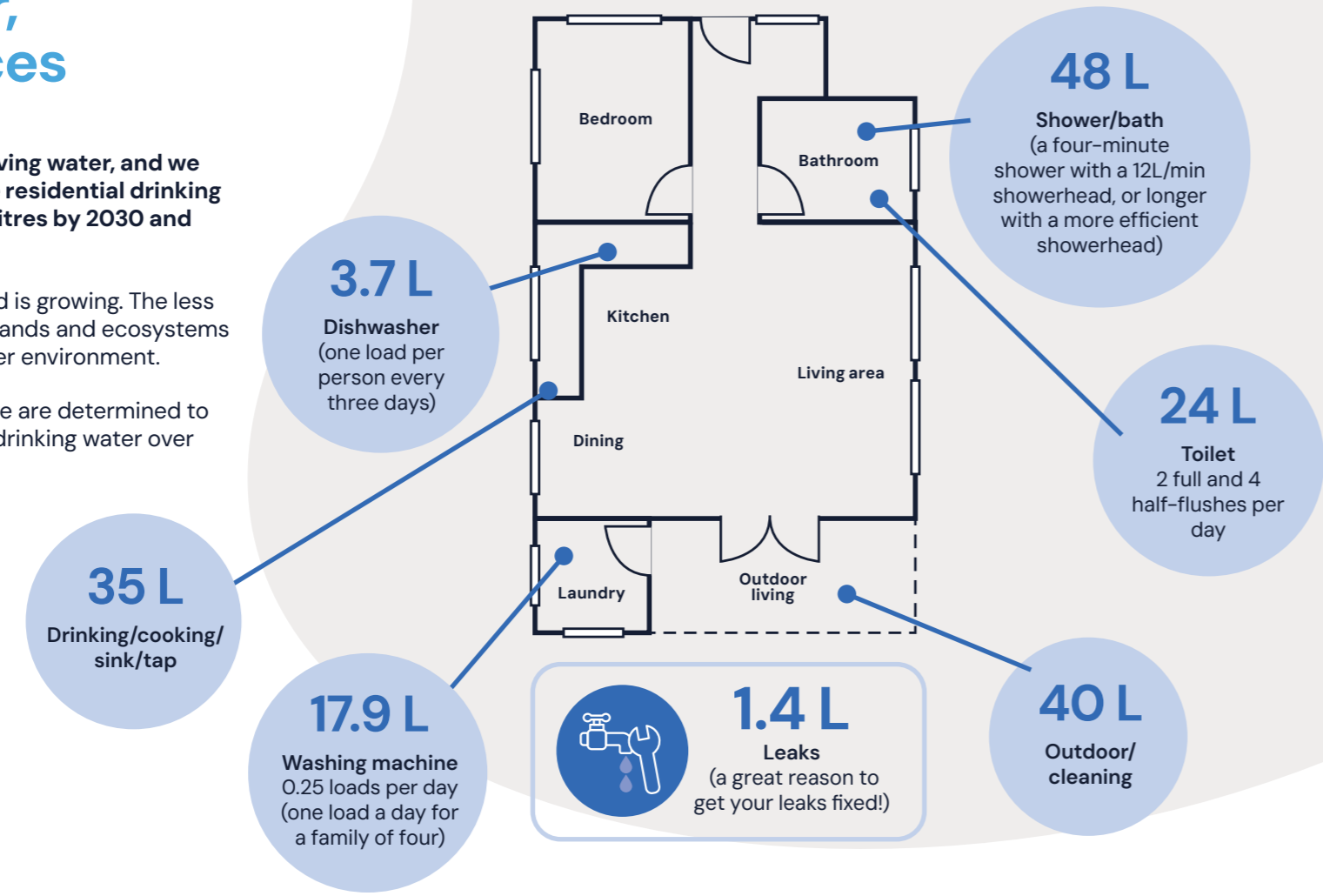
## Everyday water, everyday choices

Everyone has a part to play in conserving water, and we have a target of reducing our average residential drinking water use per person, per day to 170 litres by 2030 and 150 litres by 2040.

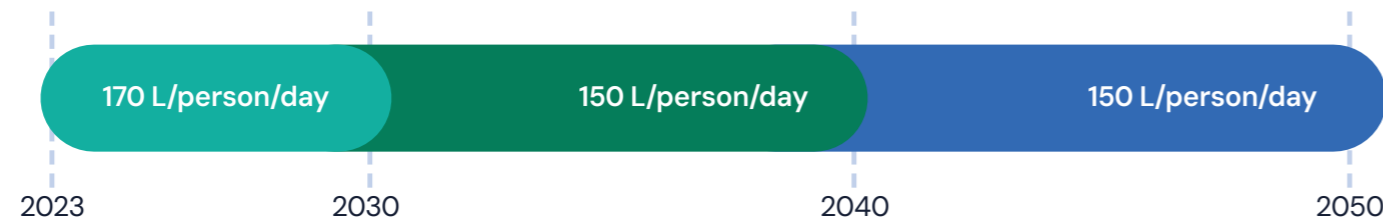
Water is a limited resource and demand is growing. The less we use, the more remains in rivers, wetlands and ecosystems where it supports wildlife and a healthier environment.

Through our Water Security Strategy, we are determined to ensure our customers receive enough drinking water over the long term.

This is what 170 litres per person per day could look like:



Proposed water efficiency targets:



“We are unlocking water’s full potential for future generations of Tasmanians.”



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E: [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au) | P: 13 6992

GPO BOX 1393, Hobart, Tasmania 7001 | [taswater.com.au](http://taswater.com.au)

