

Fixed water and sewerage charges

Fixed water and sewerage charges are billed to the owner of every connected property, whether occupied or vacant. Fixed water and sewerage charges help pay for the ongoing cost of operating, maintaining and upgrading our water and sewerage infrastructure.

Service charges (unconnected property)

Water and sewerage service charges are fixed charges billed to the owner of every property within our Serviced Land. Maps of our Serviced Land are available on the LISTMap at <https://maps.thelist.tas.gov.au>

Trade waste charges

Trade waste charges apply to customers that discharge trade waste to sewer, or tankered waste to our treatment plants. Charges are determined based on the type, volume and composition of trade waste discharged to the sewer. Trade waste charges are levied to cover the cost associated with the collection, transport and treatment of approved trade waste. Learn more at taswater.com.au/Customers/Trade-Waste

Variable charges

Where properties are metered, a variable charge will be billed for volume of water delivered to the property.

Account information

The majority of TasWater customers will receive a bill every three months summarising relevant charges for water, sewerage, trade waste and/or other miscellaneous services.

Property owners are responsible for paying the water and sewerage charges relating to their property, with relevant accounts sent directly to the property owner. Customers should be aware that interest may be charged on late payments.

Learn more about our bills at taswater.co/water_sewerage_charges

Payment methods

- BPAY
- Direct debit
- Phone: Service Tasmania
- Centrepay (for Centrelink clients)
- Mail: TasWater, GPO Box 1393, Hobart 7001
- In person at Australia Post or Service Tasmania

Payment methods may vary over time. For information on payment methods please consult your bill, visit our website at taswater.co/pay_account or call 13 6992.

Concessions

You may be eligible for a concession if you hold a valid Pensioner concession card. To apply, you can download an application form from taswater.co/concessions_rebates or call 13 6992.

Having trouble paying your account?

Please contact us if you are having difficulty paying your account and we can discuss alternate payment arrangements. Our Customer Support Program, TasWater Assist is available to residential customers experiencing a change in circumstances that is beyond their control.

Our Financial Hardship Policy is available at taswater.co/customer_protection

You can find more details about TasWater Assist at taswater.com.au/assist or by calling 13 6992.

Enquiries, complaints and feedback

We are committed to working with our customers to resolve any enquiries or complaints by phone, email, letter or via our website. When a complaint is received we will:

- Commence action within two business days to resolve the complaint or enquiry
- Reply to the complaint or enquiry within 10 business days
- Give notice in writing if the timeframe cannot be met, and provide a new date for resolution

If you are not satisfied with the response to your complaint, you may ask for the complaint to be reviewed. If unsatisfied with the review, a complaint can be lodged with the Tasmanian Ombudsman by phone on 1800 001 170 or by visiting ombudsman.tas.gov.au/complaints

Privacy

We will collect personal information from you that allows us to efficiently provide water and sewerage services.

We are committed to ensuring your information is protected, and our policies and procedures comply with the *Personal Information Protection Act 2004* and National Privacy Principles, or for a purpose authorised by the Customer Service Code. A copy of our Privacy Policy can be obtained from our website at taswater.co/customer_protection or by phoning 13 6992.

Family and Domestic Violence Policy

We are committed to supporting customers who may be experiencing domestic violence. A copy of our Family and Domestic Violence policy can be obtained from our website taswater.co/assist_program or by phoning 13 6992.

Our Customer Contract

Our customers are subject to our Customer Contract, which can be found on our website at taswater.co/customer_protection

This contract applies without customers needing to sign any documentation, and its terms have been approved by the Tasmanian Economic Regulator.

Communication assistance

You can call us via the National Relay Service:

- Talk To You (TTY) users phone 13 3677 then ask for 13 6992
- Speak and Listen (speech to speech relay) users phone 1300 555 727 then ask for 13 6992
- Translating and Interpretative Service (TIS) please call 1800 136992

Our Customer Charter has been prepared in accordance with the Customer Service Code and approved by the Tasmanian Economic Regulator.

You can download the Charter from our website taswater.co/customer_protection or request a copy by phoning 13 6992.

Do you need to contact us

Phone: 13 6992 (24hrs)

Email: enquiries@taswater.com.au

Web: taswater.com.au

Post: GPO Box 1393, Hobart Tasmania 7001

Find us on    



Customer Charter Summary

Our Customer Charter Summary provides you with important information about the water and sewerage service and standards TasWater will deliver, and what we ask of you as a TasWater customer.



Phone: 13 6992
taswater.com.au



TasWater is your water and sewerage service provider. We are responsible for delivering efficient and sustainable water and sewerage services to communities across Tasmania.

We are owned by Tasmanian councils and the Tasmanian Government, and governed by an independent board of directors.

Our services

Water services

- **Full water services** – Providing treated water to customers that meets our pressure and flow standards, and the requirements of the Australian Drinking Water Quality Guidelines and *Tasmanian Public Health Act 1997*
- **Limited quality supply** – Providing water from a supply (or part of a supply) which has an alert in place related to the use and/or consumption of water
- **Limited service water supply** – Delivery of water from a supply that is lower in pressure and/or water flow than our standards
- Combined limited water quality and limited water supply

Sewerage services

- **Full service sewerage** – Standard sewerage service, including pressure sewer schemes
- **Septic Tank Effluent Disposal (STED) customers** – Limited sewerage service that removes septic tank effluent only where the septic tanks are pumped out periodically at the owner's expense
- **Trade waste services** – Collection, transport and treatment of liquid waste other than domestic waste. Trade waste includes liquid waste generated by trade, industrial, commercial, educational, medical, dental, veterinary, agricultural, horticultural, scientific research or experimental activities

Development services

We are responsible for approving requests for new or changed connections to our water and sewerage infrastructure. We assess referred planning applications and apply appropriate conditions and process building and plumbing related applications for Certificates for Certifiable work.

Our service standards

We may need to interrupt or limit the supply of water services to your property if there is a fault and/or break in the system. We may also need to interrupt the water supply if inspections, maintenance or repairs are needed or if there is some other occurrence beyond our control.

The following information outlines our response times in relation to planned and unplanned water service interruptions and sewerage blockages and spills.

Unplanned interruptions

Where a service has been disconnected or restricted because of an unplanned interruption, we will restore the service to you or remove the restriction as soon as we can.

Water

The maximum periods within which we aim to respond to an unplanned interruption are as follows:

Issue	Response time
Major – A burst or leak that causes, or has potential to cause substantial damage or harm to customers or impact on water quality, flow rate, property or environment	One hour to attend (90 per cent of the time)
Medium – A burst or leak that causes, or has the potential to cause minor damage or harm to customers, or impact on water quality, flow rate, property or environment	Three hours to attend (90 per cent of the time)
Minor – A burst or leak that causes no discernible impact on customers, property or the environment	Three days to attend (90 per cent of the time)

The average period that a planned or unplanned interruption to a water service may be expected to last is three hours, at least 80 per cent of the time.



Sewerage

- We aim to attend an unplanned interruption to a sewerage service within a maximum of 60 minutes (90 per cent of the time)
- In the event of a sewage spill on your property caused by our infrastructure, we will ensure that any damage and inconvenience to you is minimised
- We will ensure that the sewage spill is promptly cleaned up and the affected area is disinfected

Information about unplanned service interruptions will be made available via our website, SMS, social media, flyers, door knocks, Customer Service Centre on **13 6992**, and also via the media when appropriate.

Planned interruptions

Water and sewerage

- We will notify customers of the time and approximate length of a planned interruption to their water and/or sewerage service in writing, or publish a notice in a newspaper circulating generally in the area at least two business days prior to the event
- We aim to restore planned water supply interruptions within five hours (90 per cent of the time)
- In the event that a planned or unplanned interruption extends beyond eight hours we will, where appropriate, provide alternative drinking water or sanitary facilities

Special needs customers

A special needs customer is one who has advised us that, based on medical advice, they require water for medical or health reasons (such as kidney dialysis patients).

Special needs customers will be notified at least four business days before a planned interruption. The service requirements of special needs customers take priority over the needs of other customers.

Our maintenance responsibilities

We are responsible for maintaining the pipes and fittings from our water main to your property connection. The connection point could be our meter or the first valve close to the property boundary.

We are responsible for the sewer and sewer pipes up to the property connection point.

We will not enter your property without appropriate identification, and our staff and contractors will produce their identification for inspection upon request.

When undertaking operational or infrastructure projects we may affect the local (or immediate) community. As far as is reasonable and practicable we will assess, manage and reduce any known impact.

Customer responsibilities

As a TasWater customer there are certain things we need to ask of you:

- To contact us if you are unable to pay for an account in full by the due date
- Notify us at least five days before vacating your property or selling or leasing your property
- Provide reasonable access to water meters to enable TasWater employees to read and maintain the meter safely and efficiently
- Advise us immediately if damage occurs, or is likely to occur, to TasWater property, by calling **13 6992**

The diagram below provides an example of TasWater and customer responsibilities regarding maintenance and repairs. The connection point could be a meter, or the first valve that is close to the property boundary.

