



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 replacing 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 quality 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.

Account information

You will receive a TasWater bill every three months. Your TasWater bill will summarise any charges for water, sewerage, trade waste and/or other miscellaneous services if applicable.

Property owners are responsible for paying water and sewerage charges relating to their property. All accounts will be sent to the property owner.

Customers should be aware that interest may be charged on late payments.

Payment methods

- BPAY
- Direct debit
- Internet: www.taswater.formsport.com.au
- Internet: www.service.tas.gov.au
- Centrepay (for Centrelink clients)
- Mail: TasWater, GPO Box 1393, Hobart 7001
- In person at Australia Post or Service Tasmania.

For further information on payment methods please consult your bill, visit our website at www.taswater.com.au/Your-Account/Pay-Your-Account, or call 13 6992.

Concessions

You may be eligible for a concession if you hold a valid Pensioner Concession Card, Health Care Card issued by Centrelink, or a Department of Veterans Affairs Repatriation Health Gold Card. To apply, you can download an application form from www.taswater.com.au, or apply over the phone by calling 13 6992.

Having trouble paying your account?

Please contact us if you are having difficulty paying your account and we can discuss alternate payment methods. Our Hardship Assistance Program is available to customers experiencing a change in circumstances that are beyond their control. Our Financial Hardship Policy is available on the 'Customers' section of our website www.taswater.com.au/Customers/Customer-Protection, or you can call us on 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
- Aim to resolve the complaint 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 www.ombudsman.tas.gov.au/making_a_complaint

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, 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 or by phoning 13 6992.

Changes to our customer contract

Customers are subject to our Customer Contract, which can found on our website. This contract applies without customers needing to sign any documentation, and its terms have been approved by the Tasmanian Economic Regulator.

Our Customer Contract was revised on 1 July 2018 with clearer language and simplified provisions to make it easier for customers to read and understand. These changes are shown in the Customer Contract (2018 changes), which can be found on our website at www.taswater.com.au/Customers/Customer-Protection

Other changes included simplification of metering provisions, enabling customers to receive account invoices by email, changing the interest rate payable on overdue and overcharged accounts, and requiring customers with connections greater than 25 millimetres to install a backflow prevention device.

Access 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 1300 361 633.

Contacting us

Faults and emergencies	13 6992 (24 hours)
General enquiries	13 6992 (Mon-Fri 8.30am-5pm)
Email	enquiries@taswater.com.au
Mail	TasWater, GPO Box 1393 Hobart TAS 7001
Internet	www.taswater.com.au



Customer Charter Summary July 2018



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

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 www.taswater.com.au/Customers/Customer-Protection, or request a copy by phoning 13 6992.

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

We are owned by Tasmania's councils and controlled by an independent board that reports to councils through the Owners Representative Group (ORG).



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 that has a Public Health Alert (boil water alert or do not consume notice) in place for three months or more, or water from a supply that we have declared to be limited water quality supply
- **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 removal and treatment service
- **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 infrastructure and sewerage infrastructure. We also 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 practicable.

WATER

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

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 (85 per cent of the time, and as at 1 July, 2020 this will be 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 take all reasonable steps to 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 Customer Service Centre on 13 6992, website and where appropriate, the media.

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
- 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 and your property's water meter. 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 officers 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 one of our customers, there are certain things we ask of you:

- To contact us if you are unable to pay for an account in full by the due date
- Advise us of a change of address, ownership or any change in land use five days prior to the change occurring
- 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.

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.

