

## Glossary of Terms

TERMINOLOGY	MEANING	LEGISLATIVE ACT/CODE OR ORIGIN
<b>Account</b>	In relation to a regulated entity, means a written instrument issued, or to be issued, to a customer of the entity, setting out any fees or interest that are payable to the entity by the customer (Account Statement, bill , invoice, statement also has the same meaning)	<ul style="list-style-type: none"> <li>Water and Sewerage Industry (Customer Service Standards) Regulations 2009</li> </ul>
<b>Account Adjustments</b>	An adjustment that has been made to an amount otherwise owed in respect of the account, including refunds, overpayments, concessions and discounts	
<b>Account Statement<sup>^</sup></b>	<p>A written instrument issued, or to be issued to a customer, setting out any fees, charges or interest that are payable by a customer to the corporation</p> <p>Note: Has the same meaning as the term ‘bill’ as defined in the Water and Sewerage Industry (Customer Service Standards) Regulations 2009.</p>	<ul style="list-style-type: none"> <li>Gentrack</li> </ul>
<b>Account number</b>	The number assigned to the record of the customer’s use of a service provided by the corporation and debits and credits in respect of the property	<ul style="list-style-type: none"> <li>Gentrack</li> </ul>
<b>Adherence</b>	Joining two or more properties and titles together to create one title and one PID (also referred to as Adhesion)	<ul style="list-style-type: none"> <li>Office of the Valuer General ( LIST)</li> </ul>
<b>Adhesion</b>	Joining two or more properties and titles together to create one title and one PID (also referred to as Adherence)	<ul style="list-style-type: none"> <li>Office of the Valuer General ( LIST)</li> </ul>
<b>Agency Recall</b>	A customer payment made through a service provider in Gentrack (e.g. Service Tasmania, Australia Post)	<ul style="list-style-type: none"> <li>Gentrack</li> </ul>
<b>Amalgamation</b>	Joining two or more properties together under one PID whilst retaining multiple titles	<ul style="list-style-type: none"> <li>Office of the Valuer General ( LIST)</li> </ul>
<b>Annual Labour Productivity Factor</b>	A factor representing the assumed improvement in the productivity of a regulated entity’s labour force	<ul style="list-style-type: none"> <li>Draft Price Determination</li> </ul>
<b>Annual Management Fee</b>	An annual fee to recover the costs associated with processing Liquid Trade Waste Applications	

<b>Approved Transitional Service Standards</b>	The standards and conditions for the provision of a service as detailed in the corporation's Price and Service Plan approved by the Regulator under section 65 of the Water and Sewerage Industry Act 2008	<ul style="list-style-type: none"> <li>• Price and Services Plan</li> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 65</li> </ul>
<b>Asset Renewal Annuity (ARA)</b>	Annualised calculation of the future asset renewal and replacement program	<ul style="list-style-type: none"> <li>• Draft Price Determination</li> </ul>
<b>Average Consumption</b>	200kL for a 20mm connection per residential property.	
<b>Bank Bill Rate</b>	A daily published rate no less than the pre-tax rate of return that the corporation would earn over the period that the amount remains outstanding, or the period of that a security deposit amount is held, were that amount to be invested in bank bills over a term of 90 days	<ul style="list-style-type: none"> <li>• Customer Service Code</li> </ul>
<b>Ben Lomond Water</b>	The trading name for Tasmanian Water and Sewerage Corporation (Northern Region) Pty Ltd from 1 July 2009 until 30 June 2013.	
<b>Bill</b>	In relation to a regulated entity, means a written instrument issued, or to be issued, to a customer of the entity, setting out any fees or interest that are payable to the entity by the customer (also has the same meaning as the term 'account' as defined in the Water and Sewerage Industry (Customer Service Standards) Regulations 2009. (Account Statement, statement, Account also have the same meaning)	
<b>Billing period</b>	Is defined in relation to a customer, as meaning the period (which may be recurrent) in respect of which an account may be issued by corporation regulated entity to the customer.	<ul style="list-style-type: none"> <li>• Water and Sewerage Customer Service Standards Regulations 2009</li> </ul>
<b>Business Day</b>	A day that is not: <ul style="list-style-type: none"> <li>a. A Saturday or Sunday</li> <li>b. A statutory holiday within the meanings of the Statutory Holidays Act 2000</li> </ul>	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Customer Service Code</li> </ul>
<b>Capex</b>	Capital Expenditure (i.e. investment in new regulated assets)	<ul style="list-style-type: none"> <li>• Draft Pricing Determination</li> <li>• Price and Services Plan</li> </ul>
<b>Complaint</b>	A written or verbal expression of dissatisfaction about an action, proposed action or	<ul style="list-style-type: none"> <li>• Customer Service Code –</li> </ul>

	failure to act by the corporation, including a failure of the corporation to observe its published policies, practices or procedures.	Section 4  • Customer Service Charter
<b>Concession</b>	A rebate on a customer account which is provided by the State Government (also referred to as a rebate in Gentrack) subject to a customer holding a valid concession card (e.g. pension card, health care card).	• State Treasury
<b>Connection Charge</b>	A cost-reflective charge for connecting a particular customer to water or sewerage infrastructure.	• Draft Pricing Determination
<b>Connected</b>	A customer's is connected to the corporation's services when the customer's pipes are connected to the corporation's infrastructure at the connection point.	
<b>Connection Point</b>	The point at which the customer's pipe connect with the water corporation's infrastructure or such other point as may be prescribed in the Water and Sewerage Industry (General) Regulations 2009/Water and Sewerage Industry Act 2008.	• Water and Sewerage Industry Act 2009 • Customer Service Code • Customer Charter
<b>Consent</b>	An agreed arrangement between the customer and the regulated entity for the customer to discharge trade waste into the sewerage system	
<b>Consumer</b>	A Gentrack term used to manage the link between the account and installation. Consumer records hold specific information relating to the account/installation e.g. critical codes, consumer references.	• Gentrack
<b>Contributed Assets</b>	Include developer charges and government grants but exclude equity contributions from the owners of each regulated entity	• Draft Price Determination
<b>CPI</b>	Consumer Price Index.	
<b>Cradle Mountain Water</b>	The trading name for Tasmanian Water and Sewerage Corporation (North West) Pty Ltd from 1 July 2009 until 30 June 2013.	
<b>Credit Cycle</b>	A debt collection cycle in Gentrack that a customer will automatically enter in to if their account remains unpaid after the due date:  For example – the Onstream Regulated Cycle process:  • Stage 1 – Reminder notice	• Gentrack

	<ul style="list-style-type: none"> <li>• Stage 2 – Final notice</li> <li>• Stage 3 – Phone/letter contact</li> <li>• Stage 4 – Referral to debt collection agency</li> </ul>	
<b>Consumption</b>	The actual amount of water used (also referred to as volumetric or usage).	
<b>Customer</b>	<p>A person or corporate entity who is-</p> <p>(a) An owner and occupier of a property that is connected to a regulated entity’s water infrastructure or sewerage infrastructure; or</p> <p>(b) An owner (but not an occupier) of a property that is connected to a regulated entity’s water infrastructure or sewerage infrastructure; or</p> <p>(c) An occupier of a property that is connected to a regulated entity’s water infrastructure or sewerage infrastructure and is liable for service charges; or</p> <p>(d) An owner or occupier of a property that is not connected to a regulated entity’s water infrastructure or sewerage infrastructure but to which a regulated service is available from a regulated entity and the regulated entity imposes a service charge.</p> <p>(e) Bulk water carrier</p>	Water and Sewerage Industry Act 2008
<b>Customer agent</b>	Any person or corporate entity, who, for and on behalf of a customer, has the administrative responsibility to facilitate payment of the customer’s bill for services provided by the corporation (also referred to as a Third Party).	<ul style="list-style-type: none"> <li>• Customer Service Code</li> </ul>
<b>Customer Charter</b>	<p>The Corporations Customer Charter is a document that explains:</p> <p>a. the corporation’s obligations to the customer</p> <p>b. the rights and responsibilities of our customers</p> <p>c. outlines minimum service standards</p> <p>The charter is consistent with the Customer Service Code issued by the Regulator.</p>	<ul style="list-style-type: none"> <li>• Customer Service Code</li> <li>• Section 57</li> </ul>
<b>Customer Classes</b>	<p>Our customer classes are:</p> <p>a. Those with a serviced land property connected to a water service or sewerage service</p> <p>b. Those with a serviced land property not connected to a water service or sewerage service</p> <p>c. Those with an un-serviced property with an approved connection to a water service</p>	

	<p>or sewerage service, generally through an individual written agreement and</p> <p>d. Those who may be using or receiving a water service, sewerage service or other service provide by the regulated entity , by means other than those identified above.</p>	
<b>Customer Complaints Process</b>	A process established to deal with complaints by customers of the corporation relating to regulated services	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Customer Contract</b>	A contract between the corporation and a customer for the provision of regulated services to the customer, which include standard terms and conditions of service.	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Customer Information System</b>	A customer data base (Gentrack) containing billing and non billing data.	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Customer Number</b>	Each customer within Gentrack has their own unique identification number e.g. Mr Smith 24001111 Mrs Smith 24001112.	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Customer Service Code</b>	<p>Tasmanian Water and Sewerage Industry Customer Service Code</p> <p>(A code developed and issued by the Office of the Economic Regulator in accordance with section 57 of the Water and Sewerage Industry Act 2008 and with which the corporation must comply.)</p>	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 57</li> </ul>
<b>Customer Service Regulations</b>	Water and Sewerage Industry (Customer Service Standards) Regulations 2009	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry (Customer Service Standards) Regulations 2009</li> </ul>
<b>Dedicated Fire Service</b>	Dedicated Fire Service Charges shall apply to those customers who have a dedicated fire service to support a sprinkler system or hose reel in the event of fire	
<b>Deem</b>	Assumption of connection to corporation infrastructure	
<b>Developer Charges</b>	A charge levied on a customer to reflect the additional load on the existing infrastructure (either water or sewerage), as well as the cost of any new infrastructure required, that the development of a property will create. Includes headworks charges, assets gifted by developers and cash payments made by developers.	<ul style="list-style-type: none"> <li>• Draft Price Determination</li> </ul>
<b>Direct Debit</b>	Automatic drawing of funds from a customer’s nominated bank account or credit card.	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>

<b>Disconnect (Disconnection, Disconnected)</b>	To physically prevent the flow of water or sewerage.	
<b>DORC</b>	Depreciated Optimised Replacement Cost	
<b>Economic Regulator</b>	The Tasmania Economic Regulator as appointed under the Economic Regulator Act 2009	<ul style="list-style-type: none"> <li>• Economic Regulator Act 2009</li> </ul>
<b>Environmental regulation</b>	Includes applicable requirements of the Environment Protection Authority, the Environmental Management and Pollution Control Act 1994 and associated subordinate legislation	<ul style="list-style-type: none"> <li>• Environmental Management and Pollution Control Act 1994</li> </ul>
<b>Equivalent Tenements (ET)</b>	A measure of the demand that a property places on infrastructure in terms of water consumption and sewerage discharge, compared to a standard residential allotment. ET is also the basis for calculation of target tariffs for customers for sewerage services.	
<b>Expansion</b>	Development of a property or development requiring augmentation of water and sewerage infrastructure which cannot be catered for by current system capacity. Subdivisional works or significant change of use is classed as requiring infrastructure expansion.	
<b>Extension</b>	Lengthening of water or sewerage infrastructure to allow connection, with the subsequent connection able to be catered for by current system capacity (extension can only occur within Serviced Land)	
<b>Fee</b>	Refers to any of: <ol style="list-style-type: none"> <li>one-off fee or charge;</li> <li>volumetric/usage charge</li> <li>fee that is payable periodically</li> <li>scale of fees or charges</li> <li>amount of money determined using a method of calculation or by application of a policy</li> <li>interest or bank charges for dishonoured payment</li> </ol>	
<b>Final Notice</b>	Final letter of demand, similar in format to the Reminder Notice, however notifies the customer that a debt is due and must be paid immediately and outlines what the corporation 'may do' to recover the outstanding debt e.g. referral to collection agency	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>

<b>Financial Hardship Customer</b>	A customer who has the intent but not the capacity to pay	<ul style="list-style-type: none"> <li>• Financial Hardship Policy</li> </ul>
<b>Fire Service</b>	A dedicated connection for the purpose of fire fighting only	
<b>First regulatory period</b>	01 July 2012 to 30 June 2015	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Draft Pricing Determination</li> </ul>
<b>Fixed Charge</b>	A recurrent charge for the provision of a regulated service to a customer but not including a service introduction charge or a variable charge. (Also known as a 'Service Charge')	
<b>Free Water Allowance</b>	A free water allowance allows a customer to use a predetermined volume of water without incurring a variable charge	
<b>Full Cost Recovery</b>	A revenue limit that results in a regulated entity recovering all of the costs associated with providing a regulated service.	
<b>Gentrack ( Gentrack Velocity)</b>	A customer data base containing billing and non billing data, also known as a Customer Information System	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Headworks</b>	Corporation owned assets that provide water and sewerage services. These do not include reticulated assets or private plumbing	
<b>Headworks Charges/Contribution</b>	A form of developer charge levied as a contribution towards the cost of existing or proposed headworks assets used to service developments, which increase demand upon water and/or sewerage infrastructure	
<b>Individual Written Agreement</b>	A specific agreement entered into between the corporation and a customer relating to provision of a non-standard service and identifying specific terms and conditions which apply to such a service	<ul style="list-style-type: none"> <li>• Draft Price Determination</li> </ul>
<b>Industry Regulators</b>	Parties that are responsible for regulating aspects of the Tasmanian Water and Sewerage Industry (e.g. Delegate for Dam Safety, Director of Public Health, Director Environmental Protection Agency, Office of the Economic Regulator)	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2009</li> </ul>
<b>Infrastructure</b>	In relation to a regulated entity, means infrastructure owned by, or under the management and control of the regulated entity Water or sewerage infrastructure (pipes, treatment plants, pumps etc)	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Installation</b>	The installation describes the physical site where a service/s are used. An installation can be linked to many consumers at any one time, however only one can be active.	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>

<b>Installation Identifier</b>	Means PID in Gentrack	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Interest</b>	A fee levied on an overdue account, set at the Bank Bill Rate	
<b>Invoice</b>	A written record of goods or services provided and the amount charged for them. In Gentrack you may have one or many invoices to an account statement	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Kilolitre</b>	A metric unit of volume or capacity equal to 1,000 litres.	
<b>Land Information Request – 56ZQ</b>	A certificate of corporation rights or power over land. Refer section 56ZQ of the Water and Sewerage Industry Act (Reg 14.1A)	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 56ZQ</li> </ul>
<b>Land Parcel</b>	A land area that is identified by individual title	
<b>Land Use Code</b>	What the land has been zoned according to the LIST (e.g. residential, commercial)	<ul style="list-style-type: none"> <li>• Office of the Valuer General</li> </ul>
<b>Ledger</b>	Holds the financial details of a customer account within Gentrack	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Limited Service Customers</b>	Customers identified by the Corporation as having either a limited supply or limited quality water service; and to whom a discount may apply.	
<b>Limited Water Quality Customer</b>	A customer receiving water from a supply which has a permanent boil water alert in place or where the supply has been declared by the Water and Sewerage Corporation to be non-potable.	
<b>Limited Water Supply Customer</b>	<p>A customer who:-</p> <ul style="list-style-type: none"> <li>• Is connected to a water main that is not always fully charged with water; or</li> <li>• Has a connection designed to provide low or intermittent flow, such as where the customer has been required to install , operate and maintain an individual tank and pump; or</li> <li>• Is connected to a water main that is subject to very large pressure variations, including very low pressures, such as occurs where connections are located on a main that is subjected to the intermittent operation of pumps or valves.</li> </ul>	
<b>Liquid Trade Waste</b>	Refer to Trade Waste definition	
<b>Local Government</b>	An administrative body for a geographic area, such as a city, town, county, or state. A local government will typically have control over their specific geographical region, and	<ul style="list-style-type: none"> <li>• Local Government Act</li> </ul>



	cannot pass or enforce laws that will affect a wider area.	
<b>Meter</b>	A device used for the measurement of the flow of water or sewerage	<ul style="list-style-type: none"> <li>Water and Sewerage Industry Act 2008</li> </ul>
<b>Minimum Flow Rates</b>	The minimum rate of flow of water as detailed in the corporations Price and Service Plan	<ul style="list-style-type: none"> <li>Customer Service Code</li> <li>Customer Charter</li> <li>Price and Service Plan</li> </ul>
<b>Miscellaneous Charge</b>	A charge other than a service or water usage charge (also referred to as a Sundry Charge)	
<b>Minimum Service Standards</b>	The minimum service standards as listed in the Customer Service Code and the corporations Price and Service Plan	<ul style="list-style-type: none"> <li>Customer Service Code</li> <li>Schedule 1</li> </ul>
<b>Motorhome Dump Point</b>	A facility intended to receive the discharge of wastewater from any holding tank or similar device installed in a recreational vehicle.	<ul style="list-style-type: none"> <li>Draft Pricing Determination</li> </ul>
<b>New Customer Connection</b>	<p>In accordance with the <i>New Customer Connection Policy</i>, New Customer Connection are identified as those:</p> <ul style="list-style-type: none"> <li>Properties that have not previously been connected to the corporation's infrastructure;</li> <li>Properties connected to corporation infrastructure but have not previously been charged a tariff; and</li> <li>Properties where the predominant use of the property has changed.</li> </ul>	
<b>Nominal Dollars</b>	Nominal dollars refer to the actual price of an item during a specific year.	
<b>Non Compliance Charges</b>	Are exceedance charges and recovery of other costs associated with the customer failing to comply with the conditions of a Trade waste agreement or consent or failing to obtain approval for discharge of liquid trade waste to sewer	
<b>Non Potable Water</b>	Water that, on the basis of both health and aesthetic considerations, does not comply with the health guideline values contained in the Australian Drinking Water Guidelines and is not, therefore, suitable for drinking or culinary purposes	
<b>Not for Profit</b>	Not for Profit relates to an Organisation that has evidence of its not-for-profit and incorporated/registered status.	<ul style="list-style-type: none"> <li>Not for Profit Policy</li> </ul>

<b>Occupier</b>	Of land means a person, who has, or is entitled to, possession or control of the land including a person who occupies the land or part of the land jointly or in common with another person or a person who occupies part of the land	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Occupied Land</b>	Land that has a building/dwelling located on the land	
<b>Ombudsman</b>	The Ombudsman initiates, investigates and resolves complaints concerning the provision of regulated water and sewerage services The Ombudsman appointed under the Ombudsman Act 1978	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Ombudsman Act 1978</li> </ul>
<b>Onstream</b>	Service Provider to water corporation (owned by the three water corporations) from 1 July 2009 until 30 June 2013	Water and Sewerage Industry Act 2008
<b>OTTER</b>	The Office of the Tasmanian Economic Regulator	
<b>Payment Plan/Arrangement</b>	A plan or arrangement containing the matters that are required under regulation 26 (7) of the Water and Sewerage Industry (Customer Service Standards) Regulations 2009 to be specified in such a plan, for payment by a customer of an amount of money that is due and payable by the customer to the corporation	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry (Customer Service Standards) Regulations 2009</li> <li>• Regulation 26 (7)</li> </ul>
<b>PID</b>	Property Identification number, assigned to properties by the Office of the Valuer General.	<ul style="list-style-type: none"> <li>• Office of the Valuer General</li> </ul>
<b>Portable Metered Standpipe</b>	A portable water hydrant which allows a customer to connect and draw water at authorised points throughout a regulated entity's network.	<ul style="list-style-type: none"> <li>• Draft Price Determination</li> </ul>
<b>Potable Water</b>	Water that is fit for immediate human consumption (i.e. drinking water) which complies with the health guideline values contained in the Australian Drinking Water Guidelines (also referred to as Treated Water)	
<b>Price</b>	The price or price range however designed:  (a) For the provision of a regulated service; or (b) For developer charges for water and sewerage infrastructure – and includes a charge or tariff or particular factor, policy or a formula used in fixing the price.	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Price Determination</b>	A price determination made by the Tasmanian Economic Regulator under section 66 of the Water and Sewerage Industry Act 2008, which sets the rules by which a Water and Sewerage entity may charge for regulated services in a <b>REGULATED PERIOD</b> .	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 66</li> </ul>

<b>Price and Service Plan</b>	A price and service plan approved under Section 65 of the Water and Sewerage Industry Act 2008.	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 65</li> </ul>
<b>Property Service Connection</b>	The installation/alteration of a connection joining the corporation’s infrastructure to a customer’s pipes, thus forming a connection point	
<b>Price Constraints (also referred to as ‘Caps’)</b>	Caps placed on annual price movements to manage the impact of price increases on customers.	<ul style="list-style-type: none"> <li>• Draft Price Determination</li> </ul>
<b>Pricing Principles</b>	The principles set out in sections 68 and 68AA of the Industry act and in the Pricing Regulations	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 68 &amp; 68AA</li> </ul>
<b>Quarterly billing</b>	<p>The quarterly billing cycle which is split into:</p> <ul style="list-style-type: none"> <li>• Quarter 1 – July to September</li> <li>• Quarter 2 – October to December</li> <li>• Quarter 3 – January to March</li> <li>• Quarter 4 – April to June</li> </ul>	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>RAB</b>	Regulated Asset Base	
<b>Raw Water</b>	Water that has not been treated in any way, so on the basis of both health and aesthetic considerations, does not comply with the health guideline values contained in the Australian Drinking Water Guidelines and is not, therefore, suitable for drinking or culinary purposes (Also referred to as non potable water)	
<b>Real Dollars</b>	Nominal figures, which are adjusted for the <b>Consumer Price Index</b> (CPI) figure.	
<b>Rebate</b>	The concession applied to the customer account that is provided by the State Government (also referred to as a concession)	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Regulated Services</b>	Services or activities for which a licence is required under section 30 of the Industry Act	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 30</li> </ul>
<b>Regulated period</b>	A period covered by a price determination	<ul style="list-style-type: none"> <li>• Draft Price Determination</li> </ul>

<b>Reminder Notice</b>	Contains the information as an account invoice, and notifies the customer that a debt is due and must be paid	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Remission</b>	Application of a discount to a customer account	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Reasonable Charge</b>	A fee or charge that is set in accordance with a Price Determination or Pricing Order or where not applicable, under the pricing principles of the Water and Sewerage Industry Act 2008	<ul style="list-style-type: none"> <li>• Customer Service Code</li> <li>• Customer Service Charter</li> </ul>
<b>Regulated Entity</b>	<p>a. A person holding a licence or an interim licence granted under the Water and Sewerage Industry Act</p> <p>b. A person deemed to hold a licence under section 32</p> <p>c. A person who has surrendered his or her licence under the Act</p> <p>d. A person whose licence has been cancelled or suspended</p> <p>e. A person who has obligations under section 33</p> <p>f. A person who, but for an exemption under section 90, would be required to hold a licence under section 30</p> <p>Including:</p> <ul style="list-style-type: none"> <li>• Tasmanian Water and Sewerage Corporation (Southern Region) Pty Ltd trading as Southern Water</li> <li>• Tasmanian Water and Sewerage Corporation (Northern Region) Pty Ltd trading as Ben Lomond Water</li> <li>• Tasmanian Water and Sewerage Corporation (North Western Region) Pty Ltd trading as Cradle Mountain Water</li> </ul>	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Regulator</b>	The Tasmanian Economic Regulator established under section 11 of the Water and Sewerage Industry Act 2008.	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Part 4 Regulation of Water and Sewerage Industry</li> </ul>
<b>Regulatory Period</b>	Regulatory period fixed under section 65(12) or declared under section 65(13) of the	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry</li> </ul>

	Water and Sewerage Industry Act  <i>Period is - 1<sup>st</sup> July 2012 to 30<sup>th</sup> June 2015</i>	Act 2008 <ul style="list-style-type: none"> <li>Part 4 Regulation of Water and Sewerage Industry</li> </ul>
<b>Regulated Services</b>	The provision of a water service or sewerage service by a regulated entity	<ul style="list-style-type: none"> <li>Water and Sewerage Industry Act 2008</li> <li>section 30</li> </ul>
<b>Restriction</b>	Reducing the flow of water to a customer's property to a minimum flow of 2 litres per minute at the tap nearest the meter, as outlined in the Customer Service Code	<ul style="list-style-type: none"> <li>Customer Service Code</li> </ul>
<b>Reuse Water</b>	Water discharged from a sewage treatment plant that is reused for purposes such as irrigation	<ul style="list-style-type: none"> <li>Draft Price Determination</li> </ul>
<b>Role</b>	The relationship between a customer and an account in Gentrack (e.g. owner, next of kin, tenant)	<ul style="list-style-type: none"> <li>Gentrack</li> </ul>
<b>Section 61 Contract</b>	A contract between the Water and Sewerage Corporation and a customer(s) in accordance with Section 61 of the <i>Water and Sewerage Industry Act 2008</i> , relating to regulated services; but to which pricing and terms of the Price Determination do not apply.	<ul style="list-style-type: none"> <li>Water and Sewerage Industry Act 2008</li> <li>Section 61</li> </ul>
<b>Service</b>	Means the provision of a water or sewerage service by the corporation	
<b>Service Introduction Charges</b>	A charge on a property to cover the cost of installing, altering or utilising a regulated entity's assets so as it can provide a regulated service to that property (excludes a connection charge, fixed charge or developer charge).	<ul style="list-style-type: none"> <li>Draft Price Determination</li> </ul>
<b>Serviced Land</b>	<p>A description of land, whether identified by individual title or by locality, the water corporation will permit to be connected to its water or sewerage infrastructure. Its boundaries may move as the capacity of the system evolves. This includes:</p> <p style="margin-left: 40px;">a. Land that was within 30 metres of connection to a councils water or sewerage system immediately prior to the commencement of the corporation (under the now repealed section 95 of the Local Government Act 1993)</p> <p>'Service land is within the corporations service area and may or may not have a building on the property'</p>	<ul style="list-style-type: none"> <li>Water and Sewerage Industry Act 2008</li> <li>Section 56U(1)(b)</li> </ul>

<b>Sewage</b>	Domestic strength waste which passes through sewers. Does not include water or trade waste.	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Sewerage Infrastructure</b>	<p>Any infrastructure that is, or is to be, used for:–</p> <p>(a) The collection or storage and includes the connection point; or            (b) The conveyance or reticulation of sewerage; or            (c) The treatment of sewerage, including any outfall pipe or other work that stores or conveys water leaving the infrastructure used for the treatment of sewage; or            (d) Any other infrastructure used in connection with sewage and declared to be sewerage infrastructure by the Minister by order.</p> <p>It includes a combined system but does not include:</p> <p>(e) Any pipe, fitting or apparatus that is situated upstream of a customer’s connection point to a sewer main; or            (f) Infrastructure situated entirely within the one land holding and not connected to any other infrastructure situated within another land holding; or            (g) Any other infrastructure used in connection with sewage and declared not to be sewerage infrastructure by the Minister by order.</p>	Water and Sewerage Industry Act 2008
<b>Service Charge<sup>^</sup></b>	A charge levied on a customer, in relation to a property which may be connected or unconnected to either water or sewerage infrastructure. Levied under section 68A of the Water and Sewerage Industry Act 2008	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 68A</li> </ul>
<b>Serviced Connected Land</b>	Land that is either vacant or with a building that is within our serviced area where there is internal plumbing connected to the corporation connection point at the boundary	
<b>Service Introduction Charges</b>	A charge on a property to cover the cost of installing, altering or utilising a regulated entity’s assets so as it can provide a regulated service to that property (excludes a connection charge, fixed charge or a developer charge).	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry (Customer Service Standards) Regulations 2009</li> </ul>
<b>Serviced Unconnected</b>	Land that is either vacant or with a building where there is a corporation connection	

<b>Land</b>	point on the property boundary, however the property is not physically connected to our services. In other words, there is no internal property plumbing connected to the connection point	
<b>Sewerage Service<sup>^</sup></b>	(a) A service that is provided in connection with the collection, storage, treatment, conveyance or reticulation of sewage, and includes a retail service for the collection of sewage (b) Any other service declared to be a sewerage service by the Minister by order	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Sewerage System</b>	Pipes, fittings, meters and other connected accessories required for or incidental to the discharge or conveyance of sewage to the corporations sewerage infrastructure, but does not include the corporations sewerage infrastructure	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>Side Constraint</b>	Constraints, expressed in either \$ or % terms, which apply to price increases on a customer tariff for water and sewerage services.	
<b>Significant Change in Use</b>	Is used to determine where new customer connection charges will apply. The following situations constitute a significant change in use: <ul style="list-style-type: none"> <li>• Where a customer who is currently unconnected to either water or sewerage, becomes connected.</li> <li>• Where a property that is connected, but undeveloped/vacant becomes developed/occupied.</li> <li>• Where the predominant use of the property changes (e.g. retail to manufacturing site)</li> </ul>	
<b>Special Meter Reading</b>	In relation to a water meter that is used for the purposes of the corporation, means a reading of the meter at a time other than the end of the period at which the meter would usually be read (e.g. upon the sale of a property)	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry (Customer Service Standards) Regulations 2009</li> </ul>
<b>Special Needs Customers</b>	(a) customers of a regulated entity who require the services of a dialysis machine at properties to which a regulated service is provided by the entity; and  (b) customers of a regulated entity who are determined by the entity to have special requirements, because of a medical condition of the customers or	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry (Customer Service Standards) Regulations 2009</li> <li>• Customer Service Code</li> </ul>

	<p>persons to whom services are provided by the customers, in respect of the provision by the entity of a regulated service; and</p> <p>(c) customers of a regulated entity in relation to whom a determination under <u>sub-regulation (2)</u> applies</p>	
<b>Shareholder</b>	One who owns shares of stock in a corporation	
<b>Southern Water</b>	The trading name for Tasmanian Water and Sewerage Corporation (Southern Region) Pty Ltd from 1 July 2009 until 30 June 2013.	
<b>Statement</b>	Written instrument issued, or to be issued to a customer, setting out any fees, charges or interest that are payable by a customer to the corporation (this has the same meaning as account statement, account, invoice or bill)	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Sundry charge</b>	Charge other than a service or water usage charge (also referred to as a Miscellaneous Charge)	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>
<b>Supplementary account</b>	An account that is issued when a property has had a significant change in land use e.g. vacant land has been built on	
<b>System</b>	The corporations water or sewerage system	
<b>Target Tariff</b>	The tariff to be recovered for the provision of services, calculated on a lowest common denominator basis. As part of the tariff reform arrangements, customers are moved to these target tariffs consistent with proposed <b>side constraints</b> on price movements.	<ul style="list-style-type: none"> <li>• Price and Services Plan</li> </ul>
<b>Tariff</b>	Prices charged by regulated entities for the provision of regulated services made up of fixed, charges, variable charges and miscellaneous fees and charges.	<ul style="list-style-type: none"> <li>• Price and Services Plan</li> </ul>
<b>Tasmanian Ombudsman</b>	The Ombudsman appointed under the Ombudsman Act 1978. The Ombudsman initiates, investigates and resolves complaints concerning the provision of regulated water and sewerage services	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> </ul>
<b>TasWater</b>	The state-wide trading name for Tasmania Water and Sewerage Corporation Pty Ltd from 1 July 2013.	
<b>Tax Invoice</b>	An invoice which indicates taxable supply or charge (E.g. GST)	
<b>Third Party</b>	A person or corporate entity, who, for and on behalf of a customer, has the administrative responsibility to facilitate payment of the customer's bill for services provided by the corporation (also referred to as a Customer Agent)	<ul style="list-style-type: none"> <li>• Gentrack</li> </ul>



<b>Trade Waste</b>	<p>The liquid waste generated by any industry, business, trade or manufacturing process, but does not include <b>sewage</b>.</p> <p>In more detail, trade waste acceptable for discharge into the corporation’s wastewater systems includes (but is not limited to) any wastewater resultant from trade, industrial, commercial, institutional, medical, dental, veterinary, agricultural, horticultural or scientific research or experimental activities. (Also known as Liquid Trade Waste)</p>	Water and Sewerage Industry Act 2008
<b>Transitional Tariff Reform Zone</b>	Zone based on original Council boundaries where transitional pricing measures will apply over the first Price Determination period.	Only applies to Cradle Mountain Water Price and Service Plan.
<b>Transitional period</b>	The period from 01 July 2012 to July 2020	<ul style="list-style-type: none"> <li>• Pricing Regulations</li> <li>• Regulation 32</li> </ul>
<b>Transitional Service Standards</b>	Standards of service proposed by regulated entities to apply during the first regulatory period	<ul style="list-style-type: none"> <li>• Price and Services Plan</li> </ul>
<b>Treated Water</b>	Water that, on the basis of both health and aesthetic considerations, does comply with the health guideline values contained in the Australian Drinking Water Guidelines and is therefore suitable for drinking and culinary purposes (Also referred to as potable water, compliant water).	
<b>Two part pricing</b>	Section 68 (b)(i) of the <i>Water and Sewerage Industry Act 2008</i> defines the requirement for two-part pricing for water, meaning the charge must comprise both a fixed and a variable pricing component.	<ul style="list-style-type: none"> <li>• Water and Sewerage Industry Act 2008</li> <li>• Section 68 (b) (i)</li> </ul>
<b>Undetected Water Leak</b>	Excessive water loss resulting from a leaking pipe that may have been beneath a build or underground where no visible sign of water loss could have been reasonably detected by the customer prior to the corporation issuing a bill	
<b>Unconnected</b>		
<b>Unregulated Services</b>	Services that are not subject to regulation including water for irrigation re-use water and tankered waste.	<ul style="list-style-type: none"> <li>• Draft Price Determination</li> </ul>
<b>Usage</b>	The actual amount of water consumed (also referred to as volumetric)	
<b>Usage Charge<sup>^</sup></b>	A charge based on the volume of water delivered to the property to which the charge relates. Also referred to as Volumetric Charge or Variable Charge.	

<b>Unregulated services</b>	Services that are not subject to regulation including water for irrigation, reuse water and stormwater services via a combined sewerage stormwater system.	<ul style="list-style-type: none"> <li>Draft Price Determination</li> </ul>
<b>Unserviced Land</b>	A parcel of land, whether identified by individual title or by locality, that is not within the service land area and therefore is not subject to charges by the corporation. Unserviced land boundaries may move as the capacity of the system evolves.	
<b>Untreated Water</b>	Water that, on the basis of both health and aesthetic considerations, does not comply with the health guideline values contained in the Australian Drinking Water Guidelines and is not, therefore, suitable for drinking or culinary purposes  Untreated water can range from no chemicals added (raw water), to partially treated (disinfected) to almost fully treated.	
<b>Variable Charge</b>	A charge based on the volume of water delivered to the property to which the charge relates. (Also referred to as Usage Charge or Volumetric Charge)	
<b>Vacant Land</b>	Undeveloped land, with no building, dwelling or other improvements, to which services are generally unconnected.	
<b>Volumetric</b>	The actual amount of water consumed (also referred to as usage)	
<b>Volumetric Charge</b>	A charge based on the volume of water delivered to the property to which the charge relates. (also referred to as Usage Charge or Variable Charge)	
<b>Vulnerable Customer</b>	A customer that may be severely impacted if there is a water outage (e.g. home dialysis patients) Also known as 'special needs customers'	Gentrack
<b>WACC</b>	Weighted Average Cost of Capital	
<b>Water</b>	Includes recycled water and re-use water, but does not include sewerage.	
<b>Water and Sewerage Corporations Act</b>	Water and Sewerage Corporations Act 2008	Water and Sewerage Corporations Act 2008
<b>Water Infrastructure</b>	Any infrastructure that is, or is to be, used for:–  (a) The collection, extraction or storage of water, and includes the connection point; or (b) The conveyance or reticulation of water; or (c) The treatment of water; or (d) Any other infrastructure used in connection with water and declared to be water infrastructure by the Minister by order.	Water and Sewerage Industry Act 2008

<p><b>Water Service<sup>^</sup></b></p>	<p>A service that is provided in connection with the collection, storage, treatment, conveyance, reticulation or supply of water includes a retail service for the supply of water, but does not include:</p> <ul style="list-style-type: none"> <li>(a) Supply or use of water for irrigation purposes; or</li> <li>(b) Supply or use of water in connection with the generation of electricity.</li> </ul>	<p>Water and Sewerage Industry Act 2008</p>
<p><b>Water System</b></p>	<p>The pipes, fittings, meters and other connected accessories required for or incidental to the supply and measurement of water provided by the corporation but does not include the corporation’s water infrastructure.</p>	<p>Water and Sewerage Industry Act 2008</p>

<sup>^</sup>It is recommended that we use the key terminologies already used on a customer’s account and those which are commonly used for marketing and advertising purposes.