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Media Release

Financial support continues for TasWater customers

Help continues to be available for TasWater's customers who are having trouble paying their water and sewerage bill.

Retail Value Creation Project Manager Kendall Mahnken encourages business and residential customers who are struggling to pay their bills to get in touch.

"We have a range of ways to help and so far, we've assisted more than 650 customers through our Customer Support Program," Ms Mahnken said.

"Some customers only required short-term assistance while they got back on their feet, others we'll be working with for an extended period.

"We can all do with a bit of support sometimes and getting help to pay your bill is fast and easy," she said.

In addition to our support program, along with other Tasmanian utilities, we also offered a rebate to eligible small businesses on their water and sewerage bills issued between 1 April and 30 June 2020.

Nearly 7,000 small business customers have received the rebate but some customers on electricity tariffs 22, 94, 82, or 75 are yet to receive this benefit, and we're encouraging them to apply.

"If your business account didn't show the rebate but you believe you're eligible, please get in touch with us," Ms Mahnken said.

"Our team will work with you to create a customised, flexible solution that meets your individual needs – whether you need support in the short or long-term," she said.

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