



22 May 2020

Media Release

State of the Industry Report 2018-19 released

TasWater welcomes the Tasmanian Economic Regulator's State of the Industry Report (2018-19) which provides very positive news for our customers.

CEO Michael Brewster said the report is an independent benchmark of how we measure up against equivalent water and sewerage utilities across the rest of the country.

The State of the Industry Report shows 100 per cent microbiological compliance for drinking water across the network which services 415,000 Tasmanians.

"This is the result of TasWater's Regional Towns Water Supply Program," Mr Brewster said.

"In the 2018-19 financial year, we achieved the removal of all public health alerts across our reticulated water supply network. For comparison, there were 25 permanent boil water or do not consume alerts in Tasmania just two years ago."

"This is a significant milestone for TasWater and all Tasmanians, something of which we can be well satisfied."

"The Economic Regulator also highlights TasWater's performance in sewerage treatment, which now has higher rates of compliance of treated effluent discharged to waterways in 2018-19, over 90 per cent against regulatory limits, the highest level since 2009-10."

The State of the Industry Report recognises TasWater's commitment to customer service, noting a reduction in calls because of proactive communication and better resolutions after the first point of contact.

It also recorded a reduction in the number of complaints, which is expected to improve further next year.

"Although the Economic Regulator found that our operating costs have increased in comparison to other water utilities across the country, this reflects the investment that has been necessary to deliver improved customer outcomes. We remain highly competitive on a national comparison with regards to both operating costs and annual bills for a typical Tasmanian residential customer and are continuing to identify productivity savings to ensure customer bills remain affordable" Mr Brewster said.

"Overall, these results are pleasing, but we know there is more to be done and we are committed to continuing our program of investment in capital works."

Ends...