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Media Release

TasWater closes shop fronts

TasWater is permanently closing its three remaining shop fronts in Moonah, Devonport and Launceston.

Like many organisations, TasWater first closed its shop fronts in March 2020 to limit the risk to customers and staff posed by COVID-19. However, since that time most feedback from customers' shows that their needs are being satisfied through TasWater's other methods of contact.

"We will continue to support our customers via the web, email, Facebook Messenger and phone," says Jayne Shepherd, Department Manager for Customer Services. "They can also pay their bills using direct debit, BPAY, online with a credit card, or by mail."

"Of course, those who prefer to pay their bills in-person can still do it at Australia Post and Service Tasmania."

TasWater made the decision to close shop fronts based on a steady decline in demand from customers for face-to-face services over the last four years, and an increase in demand for the convenience of digital channels like email and Facebook Messenger.

This change allows us to concentrate more resources on delivering services in the ways our customers increasingly prefer and expect. It also brings TasWater in-line with the operations of other major Tasmanian utilities.

TasWater recognises that some customers may have concerns with this change, and we will be contacting every customer who has used our shop fronts between July 2019 and March 2020 to make sure they know about the change and the options that are available to them.

"We're committed to ensuring our customers can continue to keep in touch with us in ways that are safe and convenient for them," says Ms Shepherd.

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