



19 March 2020

## Media Release

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### TasWater temporarily closes shopfronts

TasWater's number one priority is the health and wellbeing of all Tasmanians.

As a precautionary measure and to support social distancing, we have decided to temporarily close our shopfronts in Moonah, Devonport and Launceston from today, 19 March 2020 to help reduce exposure to our customers and staff.

TasWater CEO Michael Brewster said this closure will be in effect from 5 o'clock this evening until further notice.

"TasWater is committed to taking any necessary actions to secure the health and wellbeing of our staff, customers, contractors and key stakeholders."

"Although our shopfronts will be closed, we are still here, and we have several service options available to continue to meet the needs of our customers."

If anyone needs to get in contact with TasWater, they can call 13 6992, email us on [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au), visit our website for information at [www.taswater.com.au](http://www.taswater.com.au) or contact us via Facebook.

If customers need to make a payment they can continue to use direct debit, BPay, online credit card payment, cheque or they can make a payment over the phone.

"Our customers can contact us 24 hours a day, 7 days a week with any faults or emergencies," Michael said.

Water is an essential service and TasWater is well prepared to manage our response to COVID-19. We have enacted our emergency response plan and taken steps to ensure we can continue to provide reliable water and sewerage services.

Ends...