

SPECIAL NEEDS CUSTOMER HOME HAEMODIALYSIS NOTIFICATION

1. TREATMENT STATUS	
Treatment commencing <input type="checkbox"/>	Treatment ceased <input type="checkbox"/>
Date home treatment will commence	

2. CUSTOMER DETAILS	
First name	Surname
Home ph.	Mobile ph.
Email	

3. PROPERTY DETAILS	
Street address	
Suburb	Postcode

4. ACCOUNT HOLDER DETAILS	
Is the customer the TasWater Account Holder for the property?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Account Holder details (if same as above, leave blank)	

5. NOTIFYING PARTY DETAILS	
Name	
Role	
Organisation	
Phone	
Email	
Today's date	

PLEASE RETURN THIS FORM TO TASWATER	
Mail GPO Box 1393 Hobart TAS 7001	Email enquiries@taswater.com.au

SPECIAL NEEDS CUSTOMER INFORMATION

We understand that we have some customers with special needs. We will keep an up to date register of those customers who:

- require the services of a dialysis machine; or
- are, based on medical advice, determined by us to have special requirements, because of a medical condition affecting the customer or persons to whom services are provided by the customer; or
- are special needs customers as determined by the *Regulator*.

If you are registered with us as a special needs customer we will contact you as soon as possible in the event of an *unplanned interruption* to a *service* and at least four *business days* before a *planned interruption* unless you request a longer period of notice, in which case that longer notice will be given if it is reasonably necessary and able to be accommodated by us.

In all cases we will ensure that all reasonable attempts are made so that, so far as is reasonably practicable:

- customers registered with us as special needs customers will continue to have services provided to them, despite planned interruptions or unplanned interruptions; and
- inconvenience to these customers is minimised; and
- the provision of services to these customers, or the resumption of their services following a planned *interruption* or *unplanned interruption*, takes priority, if necessary, over the needs of other customers.

If you are a residential tenant with special needs you will receive equal treatment, whether or not you meet the technical definition of being a *TasWater* customer.

Special needs customers are entitled to a Water Service Remission equal to 200kL per annum at the prevailing volumetric tariff (pro rata to apply).

PRIVACY STATEMENT

TasWater is bound by the Tasmanian Personal Information Protection Act 2004 and the Commonwealth Privacy Act 1988.

We may collect personal information from you in order to enable us to provide water, sewerage and ancillary services to you. If we don't collect that information we may not be able to provide a service to you, or process any application or complaint you make to us.

We will only use your personal information in connection with our dealings with you - for example in relation to account billing and concessions, development applications and complaints.

We will not use your personal information except for the purpose for which it was collected, nor will we disclose it to any other person except as permitted or required by law. This may include disclosure to contractors and agents we engage to perform or assist in a relevant function or activity, or, where necessary, to other public sector bodies for the efficient storage and use of the information. At all times your personal information will be managed in accordance with the Personal Information Protection Act and the Privacy Act.

To understand more about our obligations, and your rights, including your right to request access to personal information we hold about you, please see the information on our website at <http://www.taswater.com.au/About-Us/Governance-and-Policies>, email our Privacy Officer at enquiries@taswater.com.au or request in writing to the Privacy Officer, TasWater GPO Box 1393, HOBART TAS 7001.