

Service charges, explained

Properties located in serviced land that are not yet connected to our water or sewerage network also receive a service charge from us.

Why are customers paying for a service they don't yet receive?

We recognise that some customers feel the service charge requires them to pay for a service they're not yet receiving. It's important to note that while these customers might not be directly receiving our water and sewerage services today, we are required by law to connect and supply all properties in serviced land within ten business days of receiving their completed application.

The service charge helps cover some of the costs of installing and maintaining the infrastructure needed to connect and supply these properties – like pipes, pump stations and treatment plants, within the required ten business days. The service charge also shares the cost between properties that use our services now, and properties that may use them in the future. If we didn't do this, then currently connected properties would need to carry the financial burden of those that aren't currently connected. This cost-sharing also helps minimise the price of connecting to the network for customers located in sparsely populated areas.

Our customer charter

Our customer charter provides you with important information about the water and sewerage services and standards we deliver, and what we ask of you as a TasWater customer. You can download a copy of our customer charter, either as a summary brochure or in full, from our website at taswater.com.au/Customers/Customers-Protection, or request a copy to be sent to you by emailing enquiries@taswater.com.au or calling 13 6992.



Understanding your bill

The majority of TasWater's customers are billed every three months via their preferred billing method (post, electronically via BPAY View, or via email). Customers are then offered a range of payment options to settle their account:

- Direct debit from a nominated bank account
- BPAY through a nominated financial institution
- With Centrepay using a 'set and forget' payment arrangement
- At Service Tasmania, either in-person or by phone using a credit card
- At Australia Post, in-person
- At one of our shopfronts in Devonport, Launceston or Moonah using Eftpos, credit card or cheque.

For more information on billing, including a guide to understanding your bill, visit taswater.com.au/Your-Account.

Support for concession holders

Eligible customers can receive a Tasmanian Government funded discount off their water and sewerage fixed charges. To be eligible for the concession, individuals must be legally responsible for the TasWater account and occupy the property as their principal place of residence. Eligible concessions include:

- DHS Health Care Card
- DHS or DVA Pensioner Concession Card
- DVA Health Card - All Conditions ('Gold Card').

Customers are encouraged to submit their application at the start of each financial year (1 July) to ensure they have access to the full discounted amount, as the concession can only be applied from the date it is received and approved by us. For more information visit taswater.com.au/Your-Account/Concessions-and-Rebates, or email enquiries@taswater.com.au.

Support for our residential customers

We understand that it's sometimes difficult to meet financial obligations and household expenses, that's why we created our Customer Support Program – to assist our residential customers when they're experiencing difficulties.

Whether you need help in the short or long-term, we invite you to speak with one of our dedicated team members to find a solution that meets your needs. For more information visit taswater.com.au/Customers/Customers-Protection, email customersupport@taswater.com.au, or call 13 6992.

Support for our trade waste customers

We have introduced the Commercial Customer Repayment Program to help Tasmanian businesses manage and reduce the impact of their trade waste. The program consists of a no-interest repayment scheme to be repaid over four (4) years, covering 100 per cent of the cost of installing or upgrading systems that pre-treat and minimise the impact of trade waste before it enters our sewerage network.

For full details visit taswater.com.au/Customers/Trade-Waste/CommercialCustomerRepaymentProgram, email tradewaste@taswater.com.au, or call (03) 6422 5444.

Do you need to contact us?

taswater.com.au
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13 6992

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Taswater

Our Pricing
July 2018 - June 2021



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Our prices for water and sewerage services are reviewed and approved by the Tasmanian Economic Regulator (TER) every three years.

We use this review as an opportunity to engage with our customers and stakeholders to determine how we will:

- Keep bills as affordable as possible
- Maintain and improve the delivery of clean and safe drinking water
- Improve our environmental outcomes
- Continue to improve our customer service.

Under our current Price and Service Plan (which runs from 1 July 2018 to 20 June 2021), the average TasWater connected home pays just \$3.17 per day for all their water and sewerage services. Our average annual residential bill is also the third lowest in Australia when compared to other major water and sewerage utilities¹.

Where your bill goes

As a TasWater customer, your bill helps us provide the following essential services to you, and the broader Tasmanian community:



DELIVERING HIGH QUALITY DRINKING WATER TO YOUR HOME

TasWater produces and delivers 196 million litres of quality drinking water, every day.



REMOVING SEWAGE FROM YOUR HOME

Each day we remove 137 million litres of sewage (wastewater and toilet contents) and manage over 4,000km of sewer mains.



TAKING CARE OF THE ENVIRONMENT

We treat the sewage we remove from your home and return it safely to the environment.



REPLACING OLD PIPES

TasWater has almost 11,000km of water and sewer mains to maintain across Tasmania – in urban, rural and sometimes rugged terrain.



INVESTING IN LONG-TERM PROJECTS

We spend \$780 per TasWater connected property on infrastructure – more than double the national average of \$367 for similar-sized utilities.¹

¹ Australian Government, Bureau of Meteorology, National performance report 2017-18: urban water utilities.

Water charges, explained

We supply water to over 209,000 separate water connections across Tasmania. Our water charges reflect the cost of providing water to these properties, including maintaining and upgrading related water infrastructure like pipe networks and water treatment plants.

Our water charges have two main components, fixed and variable, both of which are detailed on your account from us.

Fixed water charge		
This is based on the size of the connection to the property. The typical Tasmanian home has a 20mm connection.		
Where applicable, fire services are charged at the discounted rate of 25 per cent of the fixed water charge.		
Water connection size	Price [FY2019-20]	Price [FY2020-21]
20mm	\$342.96	\$354.96
25mm	\$535.00	\$553.72
30mm	\$771.64	\$798.64
32mm	\$877.96	\$908.68
40mm	\$1,371.84	\$1,419.84
50mm	\$2,143.48	\$2,218.48
65mm	\$3,621.64	\$3,748.36
75mm	\$4,822.00	\$4,990.72
80mm	\$5,487.36	\$5,679.36
100mm	\$8,574.00	\$8,874.00
150mm	\$19,291.48	\$19,966.48
200mm	\$34,296.00	\$35,496.00
250mm	\$53,587.48	\$55,462.48

Variable water usage charge		
This is based on the amount of water a property uses, measured through its water meter.		
	Price [FY 2019-20]	Price [FY2020-21]
\$1.0620 per kilolitre (kL)		\$1.0991 per kilolitre (kL)

Sewerage charges, explained

We remove and treat sewage (wastewater) from over 183,000 properties across Tasmania every day. Our sewerage charges reflect the cost of removing and treating each property’s sewage, as well as maintaining and upgrading related infrastructure like sewerage pipes, pump stations and sewage treatment plants.

Our residential sewerage charges are calculated according to the amount of sewage discharged from an average residential house – otherwise known as an equivalent tenement (ET). The average residential home is charged one ET, while non-residential customers are assessed against attributes like floor area, amenities, and visitor capacity to determine how many ETs they will be charged. Visit our website for more detailed information on ETs, including rates and our assessment process.

Annual sewerage charge per ET	Price [2019-2020]	Price [FY2020-21]
One (1) ET	\$658.16	\$681.16



Trade waste charges, explained

Trade waste is the liquid waste generated by a business. Typical examples include fats, oils, grease, solvents, paints, pesticides and other chemicals. Compared to regular household sewage, trade waste might be more concentrated, higher in volume or pose a greater risk to people and the environment. For this reason, TasWater has a stringent program to minimise the amount of trade waste entering our sewerage network.

We have over 3,700 trade waste customers across the state, ranging from small businesses like cafes and commercial car washes, to large industrial operations like dairies and abattoirs. Our trade waste charges represent some of the costs associated with removing and treating the waste generated by these businesses.

Trade waste customer category	Annual charge [FY2019-20]	Annual charge [FY2020-21]
1	\$569.48	\$589.40
2A	\$933.52	\$966.16
2B	\$1,309.96	\$1,355.80
2C	\$1,964.64	\$2,033.40

To find out more about trade waste, including the difference between commercial and industrial trade waste customers, visit taswater.com.au/Customers/Trade-Waste.