



Above: Premier Will Hodgman inspects the new Westbury Water Treatment Plant

Left: TasWater's Westbury Water Treatment Plant is now open for business and provides a safe, secure and reliable supply of water to the Westbury community

## \$8 million Westbury Water Treatment Plant opens for business!

**Residents in Westbury, Hagley and Exton now have fully treated drinking water, following the recent completion of the \$8 million Westbury Water Treatment Plant.**

Tasmanian Premier the Hon. Will Hodgman and Meander Valley Mayor Craig Perkins joined TasWater's Chairman Miles Hampton to celebrate the completion of the project, which includes a \$1.3 million pipeline to supply safe drinking water to the community of Exton.

Prior to the plant's construction, Westbury was the largest community in Tasmania to not have fully treated water, which meant while our customers had safe drinking water, it was at times discoloured and of variable quality. The community now has a safe, secure and reliable supply of water that meets both the Tasmanian and Australian Drinking Water Guidelines.

The construction of the Westbury Water Treatment Plant, reservoir and pipeline represents a large investment in the local economy.

Tasmanian firm Fairbrother completed construction of the 5.5 megalitre reservoir, located onsite at the treatment plant, which ensures water supply to customers, even during peak periods of demand.

TasWater is committed to improving water quality across the state and has a wide range of projects underway, with many nearing completion in communities including Bracknell, Fingal, Ringarooma, Derby, Branxholm, Mole Creek, Flinders Island and Legerwood.

## Water and sewerage prices from 1 July 2014

**TasWater recognise there is inequity in the current charging for water and sewerage services across our state. We believe if you receive the same service you should pay the same price no matter where you live in Tasmania. Since the implementation of the Price and Service Plan 2012-15, we have been transitioning customers to a fairer and more equitable system through pricing adjustments at the start of each financial year.**

The transition to a level playing field for all customers needs to happen over time to ensure a balance between the financial effects on customers together with the impact on revenue which gives TasWater the ability to upgrade our aging and failing systems to an acceptable level.

### What does this mean for me from 1 July 2014?

The impact on your account will depend on the region, service type, size and number of connections at your property together with your current charges. In summary:

- Where your current charge for a service is below the target tariff for your region, the charge for that service will increase by a maximum of \$50.00 or 10% whichever is greater.
- Where your current charge for a service is at the target tariff for your region, the charge for that service will increase by 6%.
- Where your current charge for a service is above the target tariff for your region, the charge for that service will decrease 5%.

For further information on our fees and charges, please visit our website at [www.taswater.com.au](http://www.taswater.com.au) or contact our Customer Service Centre on 13 6992.

## TasWater fault reporting 24-hours-a-day

**If you experience a fault with your water or sewerage service TasWater are available to receive these reports 24 hours a day 7 days a week.**

Outside of normal business hours we may defer any action until the following business day depending on the urgency of your request.

Our customer service staff are available to take calls regarding account enquiries during normal business hours on 13 6992. For your convenience we can also be contacted via email at [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au) or in person at one of our customer shop fronts.



Work is underway to give Queenstown's Conglomerate Dam a facelift

## Queenstown's Conglomerate Dam gets a facelift with new pipe work

**An essential upgrade to Queenstown's Conglomerate Dam is currently underway, involving the replacement of pipes within the dam wall.**

Work on the dam, which started in early June, will be completed by Roadbore Tasmania and is expected to be complete by mid-July.

In order to upgrade the pipes, the water level from the dam will be lowered over several

days through the controlled release of water into Conglomerate Creek.

During this time, the water supply for Queenstown will be sourced from Conglomerate Creek, using the same water treatment process as the water supplied from the dam to ensure both water quality and supply to residents in Queenstown.

Following the completion of the upgrade, the inflow to Conglomerate Dam will be restored and once the water level is back up to minimum operating capacity, the water supply to Queenstown will revert back to the Conglomerate Dam.

TasWater would like to thank the local community for their patience while these important works are completed.

## Community water education to get a boost

TasWater is planning an increased focus on education around our services.

This means sharing with students and teachers around Tasmania our knowledge about the water cycle and treatment, catchment areas, sewerage treatment and protecting the environment. This will be achieved through developing a range of student/teacher resources aligned with the Australian Curriculum and complemented by tours of our treatment plants.

TasWater is also keen to offer these educational opportunities to community and service groups and more broadly to our customers who are keen to learn more about water and sewerage services. It is anticipated that our programs will be up and running in early 2015.

For more information please call Gina Harvey on 6422 5353.



Year 7 Hutchins students participated in a pilot program run by UTAS and Greening Australia for TasWater to encourage school students to consider careers using science, technology, engineering and maths. Here they were joined by Greening Australia's Sebastian Burgess, UTAS' Prof. David Sadler and TasWater's Mike Brewster and UTAS' Bernardo Leon de la Barra

### Did you know?

- An old showerhead for an eight minute shower at 12-15 litres/minute will use about 120 litres of water and cost between \$0.09 and 0.11 cents
- An efficient showerhead for an eight minute shower at seven litres/minute will use about 56 litres of water and cost \$0.05 cents.

### Did you know?

- Dripping taps can waste more than 16,000 litres of water per year.