

Trade waste charges, explained

Trade waste is the liquefied waste generated by non-residential customers that may be more concentrated, higher in volume or pose a greater risk to people and the environment than regular household sewage. Typical examples include fats, food, oils, grease, solvents, paints, pesticides and other chemicals.

Pricing for trade waste customers is based on the risk their waste poses when discharged in to our sewerage system. The prices for each **commercial trade waste customer** category are shown in this table.

CATEGORY SIZE	ANNUAL TARGET PRICE 2018-19
1	\$569.48
2A	\$933.52
2B	\$1,309.96
2C	\$1,964.64

To find out more about our trade waste fees and charges, go to www.taswater.com.au, or call 13 6992.



Making trade waste compliance more accessible

We have launched a no-interest loan scheme for Tasmanian-owned small business customers to help cover the cost of installing or upgrading their trade waste pre-treatment systems.

Working together for our state

The State Government, Councils and TasWater signed a historic MOU in April.

The signing of this MOU seeks to end debate about TasWater's ownership and, subject to the approval of Councils and Parliament, the agreement will see the State Government become a 10 per cent shareholder in TasWater by 2028.

Under the MOU, TasWater will remain a corporation governed by an independent, skills-based board. The State Government will also inject \$200 million in equity into TasWater over the next ten years. Price increases will be lower than might otherwise be the case, and TasWater will work to bring new infrastructure to the state sooner.

"The Board has endorsed the MOU believing it to be in the best interests of TasWater, our owners, our customers and Tasmania. With the debate about ownership behind us we look forward to a cooperative and collaborative relationship with government," said TasWater Chairman, Miles Hampton.

Minimising the amount of trade waste that enters the sewerage network using pre-treatment systems is an essential step in protecting Tasmania's environment, the general public, and TasWater employees and contractors.

To assist those who have already installed new equipment, we will offer a 10 per cent discount on sewerage charges over the next four years.

While funding will help ease the financial impact of installing a new system, it is important to note that compliance regulations and timeframes remain unchanged.

If you are a Tasmanian-owned small business and would like more information, contact us on 13 6992 or by emailing enquiries@taswater.com.au.

New customer charter and customer promises

More information about our service standards and commitment to customers can be found in our Customer Charter on our website at www.taswater.com.au/Customers/Customer-Protection or by calling 13 6992.

OUR VISION	To be a trusted and respected provider of essential services that is making a positive difference to Tasmania			
STRATEGIC THEMES	CUSTOMER AND COMMUNITY	COMMERCIAL AND ECONOMIC	WATER AND ENVIRONMENT	PEOPLE AND CULTURE
CUSTOMER PROMISES	Deliver a positive customer experience to you	Give you value for money	Provide you with safe drinking water and responsibly manage your sewage	Build culture and skills for the long term benefit of Tasmania
CUSTOMER OUTCOMES	You are satisfied with our service	Your price increases are minimised	Your drinking water is clean and safe to drink	Our work is conducted safely to protect our people, contractors and the communities we serve
	You find it easy to do business with us		You have a reliable supply of water	
	You are kept informed	The local economy benefits from our investment and capacity building	Your sewage is efficiently collected and transported	Our culture and capabilities enable us to make a positive difference to Tasmania
OUR SHARED VALUES: THE WAY WE WORK				
HONEST & STRAIGHT FORWARD	GETTING IT RIGHT	LONG TERM THINKING	WORKING TOGETHER	TAKING OWNERSHIP

For faults and emergencies call (24hrs):

13 6992

General enquiries Monday to Friday, 8.30am-5pm

enquiries@taswater.com.au

www.taswater.com.au

Customer Newsletter

July – September 2018





What you pay for water and sewerage services

Maximum prices for water and sewerage services in Tasmania are set by the Tasmanian Economic Regulator (TER).

The TER has determined maximum annual increases of 4.6 per cent over the next three years from 1 July 2018.

However, we know affordability is a major concern for our customers and have opted to apply a lower increase of 4.1 per cent in FY2018-19 instead. If our Memorandum of Understanding (MOU) with the State Government, Councils and TasWater is implemented, we will also freeze prices in FY2019-20 and cap price increases at 3.5 per cent in FY2020-21.

Transition to statewide target prices

Some customers pay less than the statewide price due to historical variation in pricing across Tasmania. As required by legislation, we are working to make pricing fairer by moving all customers to the same price for the same service.

In FY2018-19, customers within \$50* of the target price for water and/or sewerage will move straight to the target. Otherwise, prices for transitioning customers will increase by one third of the gap between their most recent bill and the FY2020-21 target.

This will change should the MOU be approved.

*Non-residential customers increase in proportion to their connection size and ET count.

We will clarify the impact on prices in FY2019-20 and beyond as this progresses and keep you informed of any changes.

To find out whether your charges are already at target go to www.taswater.com.au or call 13 6992.

Having trouble paying your account?

Please contact us if you are having difficulty paying your account and we can discuss alternate payment methods. Our Hardship Assistance Program is available to customers experiencing a change in circumstances that are beyond their control. Our Financial Hardship Policy is available on the 'Customers' section of our website www.taswater.com.au or you can contact us on 13 6992.

Your sewerage charges, explained

Sewerage charges reflect the cost of treating and removing each property's sewage, including maintaining and upgrading sewerage pipes, pump stations and treatment plants.

Sewerage charges are based on the load a property places on the sewerage system. This is called an equivalent tenement (ET). One ET is equal to the sewage discharge from an average single residential house. ET rates for different land uses are calculated as being a factor of this average sewage discharge rate. The table below lists the target annual fixed price in FY2018-19.

SEWERAGE FIXED / ET	TARGET PRICE FY 2018-19
Fixed / ET	\$658.16

Your water charges, explained

Water charges reflect the cost of providing water to properties, including maintaining and upgrading infrastructure. Water charges to Tasmanian properties include the following:

Fixed charge > based on the size of the connection to the property. The typical Tasmanian home has a 20mm connection. The table below lists the target annual fixed price in FY2018-19 for different connection sizes:

SIZE	TARGET PRICE FY 2018-19	SIZE	TARGET PRICE FY 2018-19
20mm	\$342.96	75mm	\$4,822.00
25mm	\$535.00	80mm	\$5,487.36
30mm	\$771.64	100mm	\$8,574.00
32mm	\$877.96	150mm	\$19,291.48
40mm	\$1,371.84	200mm	\$34,296.00
50mm	\$2,143.48	250mm	\$53,587.48
65mm	\$3,621.64		

Where applicable, fire services are charged at a rate of 25 per cent of the fixed water charge.

Variable water usage charge > based on the amount of water used on a property, measured through a water meter.

TARGET PRICE FY 2018-19
\$1.0620 per kl

Dungeons, dragons and doilies...

TasWater teamed up with Clarence City Council Youth Services in March as part of a joint graffiti pilot program to beautify TasWater infrastructure and reduce the long term costs associated with removing unwanted tagging.

Graffiti on buildings and structures is often unwelcome and costly to remove, but the pilot program casts the art form in a more positive light – enabling local street artists to showcase their skills in a safe and positive setting.

Initially focusing on three reservoirs and a pump station, some of Hobart's best graffiti artists and taggers brought their concepts to life over a series of weekends between March and June.

"We see the program as a fantastic opportunity to resolve graffiti and security issues on our infrastructure, as well as engage with local youth and the community in a positive way", commented Rachaelle Downey, TasWater's Southern Facilities Officer.