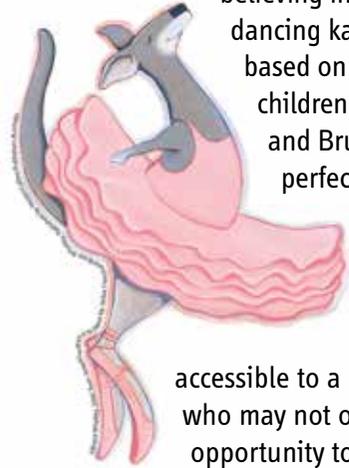


## Josephine loves to dance!

TasWater has a long-standing relationship with the Theatre Royal as part of our work to build stronger Tasmanian communities.

In 2018 we are sponsoring the children's production 'Josephine wants to dance' – a story about dreams, believing in yourself... and a



dancing kangaroo! The play is based on the hugely popular children's book by Jackie French and Bruce Whatley, and is perfect for young audiences from 4 to 9 years.

By sponsoring school performances we hope to make theatre more accessible to a generation of students who may not otherwise have the opportunity to enjoy the delights of a live production.

Taking place in Hobart in June, show times and ticketing information are available on the Theatre Royal website at [www.theatreroyal.com.au](http://www.theatreroyal.com.au), or by calling **6233 2299** (or 1800 650 277 for those outside Hobart)



## Increased investment in water and sewerage

The new Price and Service Plan (PSP3) period runs from 1 July 2018 until 30 June 2021, and will see a significant increase in TasWater's investment in water and sewerage infrastructure to provide better services for our customers.

TasWater's pricing for water and sewerage services is set by the Office of the Tasmanian Economic Regulator. Historically, Tasmanians have paid different prices for these services based on factors like the municipality in which they live and the value of their property. A key reason for TasWater's formation was to ensure all customers paid the same price for the same service, no matter where they lived around the state. With the rollout of PSP3, we are well on the way to meeting this requirement.

### What does this mean for you?

From 1 July 2018, your TasWater bills will be calculated using the new PSP3 pricing, which will fund new infrastructure for Tasmanians. The updated pricing will be available on our website at [www.taswater.com.au](http://www.taswater.com.au) from July, and will also be included in our July-September customer newsletter.

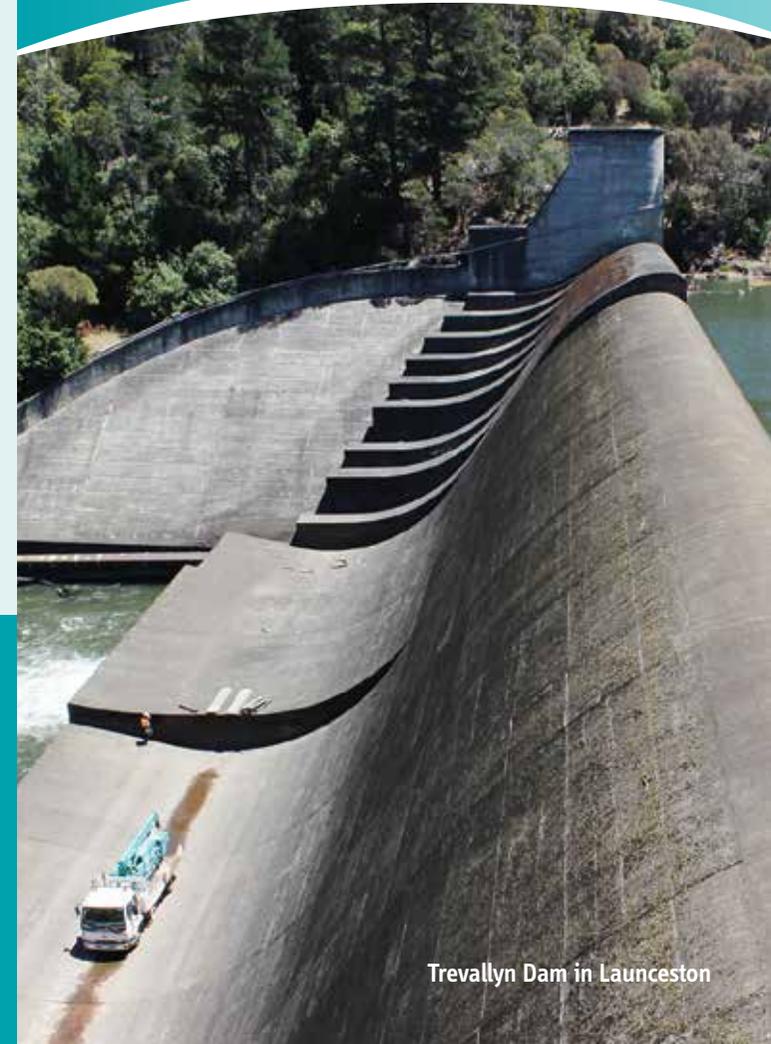
### Questions?

Contact our Customer Service Call Centre on **13 6992**, email [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au), or visit one of our shopfronts in Moonah, Launceston and Devonport.

# Taswater

## Customer Newsletter

April - June 2018



Trevallyn Dam in Launceston

## ⊗ Don't flush it!

TasWater crews remove more than 500 kilograms of wet wipes, sanitary products, cotton buds and nappies from our sewerage system every week – and that's just in Launceston!

If in doubt, remember the 3 Ps (pee, poo and paper), and check out our cheeky animation "Don't flush this", at [www.taswater.com.au/Community---Environment/Education](http://www.taswater.com.au/Community---Environment/Education)

For faults and emergencies call (24hrs):

# 13 6992

General enquiries Monday to Friday, 8.30am-5pm

[enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)

[www.taswater.com.au](http://www.taswater.com.au)



## Cranes, drones and automobiles at Trevallyn Dam

**Almost a third of TasWater's capital budget goes towards maintaining and improving existing infrastructure.**

Trevallyn Dam in Launceston is owned by Hydro Tasmania, but TasWater has a water main located at the base of the spillway. In January we joined forces to carry out essential repairs on the water main to repair flood damage.

The works area was challenging, and involved using a 300 tonne crane to lift a smaller crane, workers, vehicles and equipment to the spillway area. To protect the pipe from future flood damage, specialist welding technicians installed metal shields over the water main.

The water main transports raw water to the Mount Leslie Water Treatment Plant and supplies customers in Blackstone Heights, Hadspen and Carrick areas. "If the pipeline is damaged it would be difficult to fix quickly", said TasWater Project Manager, Michael Peters.

The project took many months of preparation, with a drone used to conduct initial site investigations (footage is available at [www.taswater.com.au/News/Newsletters/Customer-Newsletter-videos](http://www.taswater.com.au/News/Newsletters/Customer-Newsletter-videos)). "This was a high priority project that has secured our customers' water supply", said Mr Peters.

## TasWater attends King Island show

TasWater community engagement and education staff attended the King Island Show in March, providing detailed information about the latest developments on the island, and Stage 2 water restrictions.



The Grassy Water Treatment Plant upgrade will provide King Island with a high quality water product and allow the removal of the current 'hard' water supply – providing Currie with better tasting water.

TasWater also took the opportunity to promote the Save Each Drop campaign in light of Currie's recent elevation to Stage 2 water restrictions.

TasWater would like to remind all customers that with changing climate, challenges may be faced with any of our water sources. For great water saving tips visit [www.saveeachdrop.com.au](http://www.saveeachdrop.com.au)



## Mobile water tech helping regional Tasmanians

TasWater contractor TRILITY is building eight water treatment plants as part of TasWater's commitment to provide all of our customers with quality drinking water by August 2018.

The specialised factory in Launceston is constructing containerised water treatment plants destined for Rossarden, Mathinna, Cornwall, Gladstone, Herrick, Wayatinah and Bronte Park – all of which are scheduled to have their public health alerts removed as part of TasWater's 24glasses project and Regional Towns Water Supply Program (RTWSP). Employing more than 30 local workers, the factory allows the efficient construction of all eight plants in one central location.

Tasmanian company Stornoway is also fabricating water treatment plants in a factory located in Glenorchy. The preassembled treatment plant modules will be installed into customised buildings at Maydena, Fentonbury and National Park in the upper Derwent Valley, and at Rocky Creek in the Huon.

The projects are on track to see 100 per cent of TasWater customers able to access quality water that meets Australian Drinking Water Guidelines by August 2018. For more information on the towns and work involved, visit [www.24glasses.com.au](http://www.24glasses.com.au)