



Taswater

Customer Newsletter

April – June 2017

Water meters

TasWater will be renewing many of our water meters in coming months starting in the north-west and continuing across the state until mid-2019.

Many of the water meters currently in use are mechanical devices and as such are prone to wear and tear, much more than electricity meters.

Our new meters meet modern measurement regulations and the latest Australian standards, which ensures the readings taken are accurate.

As a bonus, these meters do not have to be read manually but can be read remotely instead, (i.e. by someone driving past with special equipment) which means our team members can more efficiently cover their routes.

Please help us with the renewals program by keeping your meter clear of vegetation to allow access for these important maintenance activities.

TasWater is covering the cost of meter upgrades.

How to confirm your concession card status

To claim State Government concessions on water and sewerage charges, TasWater has to regularly verify that each concession holder's details are up to date.

To update your concession details, please either:

- Complete an online form at www.taswater.com.au or
- Call our Customer Service team on 13 6992.

Some customers originally provided their details to one of the old regional water corporations and may have never reconfirmed their concession details with TasWater.

We ask those customers especially to contact us to reconfirm their concession status.

For further information, please contact us via email at enquiries@taswater.com.au or by calling 13 6992.

If you wish to visit us in person, locations can be found on our website at www.taswater.com.au



For faults and emergency reporting (24hrs) call:

13 6992

General enquiries Monday to Friday, 8.30am-5pm
enquiries@taswater.com.au / www.taswater.com.au

TasWater Laboratory Services works everyday to ensure clean, safe water for our customers.



Help TasWater help our environment

eBilling is better for our environment. Sign up to today – it's fast, secure, easy and you'll automatically go into the draw to win one of ten \$50 credits off your next TasWater account.

To enter:

1. Visit www.taswater.formsport.com.au
2. Scan the QR code at the bottom of your latest account using your smartphone or tablet.
3. Log on to your Internet banking, enter the BPAY View reference number and follow the prompts.

Register your details and the next account will be delivered to your nominated email address.

Terms and Conditions To be eligible, you must register to receive electronic bills from TasWater between midnight 1 April 2017 and midnight 30 June 2017. Only one entry per email address will be permitted. All eligible entries will be entered into a random draw. TasWater reserves the right to verify the validity of entries and, at its sole discretion, to disqualify any individual who TasWater believes has breached these Terms and Conditions or jeopardised the fair and proper conduct of the competition. Employees of TasWater are ineligible to enter. The prize draw will take place at TasWater 169 Main Road, Moonah 7009 at 4pm Tuesday, 4 July 2017. Ten (10) prize winners will be selected from the draw with the winners receiving \$50 off their next quarterly account. The Prize is not transferable and cannot be redeemed for cash. The Prize winners will be notified by email within two (2) business days of the draw and the prize will be applied to their account after notification has occurred. To the extent permitted by law, TasWater is not liable for: (i) any lost or erroneous entries; (ii) technical failure of its computer online systems or network; (iii) unauthorised human intervention in the competition; (iv) electronic or human error in the administration of the competition; or (v) any injury, loss suffered or sustained in connection with the competition or the prize.



TasWater Labs ensuring our water is safe

Every day, the team at TasWater Laboratory Services works to ensure we deliver our customers clean, safe water that meets the standards of both the Tasmanian and the Australian Drinking Water Guidelines.

The team performs chemical and microbiological testing for water across all of Tasmania, as well as wastewater and trade waste samples.

They also schedule the sampling, provide sample equipment like eskis, bottles and forms, they calibrate field equipment, arrange a statewide sample courier service and record all data and field tests in a water quality database.

Being a one-stop shop for water testing makes it simpler and easier for our samplers, water quality scientists and engineers to access laboratory results.

TasWater Laboratory Services is part of our commitment to providing quality services to our customers.



Who is OTTER?

The Office of the Tasmanian Economic Regulator (OTTER) supports the Tasmanian Economic Regulator who has the final say on TasWater's prices.

OTTER are an independent body responsible for the regulatory activities of:

- the electricity industry
- the gas industry, and
- the water and sewerage industry.

They also provide oversight on a range of pricing issues.

Every three years, TasWater submits a Price and Service Plan to OTTER, who checks that it is fair, meets legislative requirements and takes our customers' views into account.

We are now preparing to submit our third Price and Services Plan (for FYs 2019–2021) at the end of June 2017.

So far, feedback you have provided has given us valuable insight in planning:

- How we will improve water and sewerage services for customers
- How we will improve environmental, drinking water and dam safety performance
- How much this will cost and why the costs are necessary and efficient.

Customer feedback has informed the plan we will submit at the end of June. While formal submissions have now closed, we are always happy to take other feedback on yoursay.taswater.com.au