



Sign up to  
**WIN \$50**

Sign up for  
**eBilling and  
you could win  
\$50 off your  
next bill!**

eBilling is secure, convenient, fast,  
and environmentally friendly.

There are three ways to sign up!

- 1 • Have your TasWater account ID handy
- 1 • Visit [www.taswater.formspost.com.au](http://www.taswater.formspost.com.au), and follow the prompts to register
- 2 • Log on to your internet banking website
- 2 • Follow the prompts to add TasWater to your BPAY biller list
- 3 • Speak with one of our Customer Service Representatives on 13 6992

Terms and Conditions: To be eligible, you must register to receive electronic bills from TasWater between midnight 01 January 2018 and midnight 31 March 2018. 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 Friday, 6 April 2018. 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.



## Ways to save water

Tasmanian households used less water than our interstate counterparts in 2015-16. But as we have some of Australia's driest urban areas, we can always do better!

- 1 • Wash vehicles on grassed areas, using a bucket and sponge
- 1 • Scrape rather than rinse dishes prior to washing up or loading the dishwasher
- 1 • Water gardens early in the morning, or in the evening when its cooler
- 1 • Switch off cooling when not needed, and use fans and natural ventilation

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)



## Customer Newsletter

January - March 2018



ABOVE: Eliza N. from Ulverstone Primary School receiving her poster competition prize from Bennie Smith, General Manager Service Delivery, and Kate Beard, Education Officer.

## Record number of poster entries

Almost 600 children entered TasWater's fourth annual poster competition, with the most creative entries receiving prizes in October 2017.

Each year TasWater aims to raise awareness of the importance of water by inviting primary school-aged children to enter the poster competition as part of National Water Week. The 2017 theme was "Can't flush this" - aimed at making us think twice about what we flush down our toilets and into our sewerage systems.

Prizes were awarded to students from prep to Grade six, and included iPad Minis and Australian National Geographic packs. The prize-winning posters were displayed statewide at public libraries and LINC outlets.

## Update your concession details today

TasWater is required to verify concession holder details in order to apply concessions to your account.

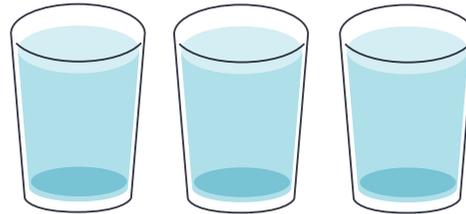
If you are a concession card holder and have not confirmed your details in the past 12 months, please contact us to confirm your concession status via one of the methods below:

- Complete a form at [www.taswater.com.au](http://www.taswater.com.au)
- Call our Customer Service team on 13 6992
- Email [enquiries@taswater.com.au](mailto:enquiries@taswater.com.au)

You can also visit us in person at one of our shopfront locations, listed on [www.taswater.com.au](http://www.taswater.com.au)

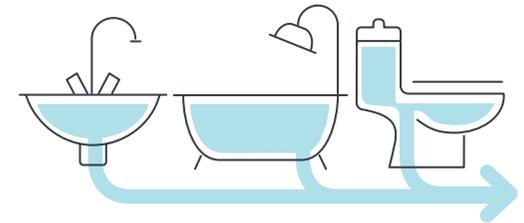
# WHAT YOUR MONEY GOES TOWARDS >

The average TasWater residential bill is roughly \$3.02<sup>(1)</sup> per day, for all the following services.



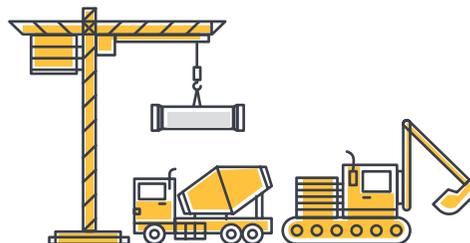
**Delivering high quality drinking water to your home.** TasWater produces and delivers 196 million litres of quality drinking water, every day.

**Removing sewage from your home.** Each day we remove 137 million litres of sewage (waste water 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.** TasWater spends around \$675 per household on infrastructure each year, more than any other similar sized water and sewerage utility in Australia<sup>(2)</sup>.

<sup>(1)</sup>TasWater Annual Performance Report 2016-17. <sup>(2)</sup>National Performance Report 2015-16, Urban Water Utilities, Australian Bureau of Meteorology, for comparable utilities.