

Public water filling stations

Conditions of Use

TasWater agrees to permit the Customer to access water from its public water filling stations provided that the following terms and conditions are complied with at all times.

1. Electronic Key and charges

- I. All electronic keys used for the dispensing of water from TasWater's public water filling stations will remain the property of TasWater.
- II. There are two types of electronic keys available depending on the customer:
 - Water carters and large users are provided with an Account electronic key. Customers are invoiced monthly for water taken from TasWater's public water filling stations. A monthly statement fee will be applied by Avdata Australia.
 - The General Public are issued with a Prepaid electronic key, where the customer purchases water prior to accessing TasWater's public water filling station. No fees are applied when purchasing credit via Avdata Australia's internet portal at: www.avdata.com.au/login.
- III. A deposit fee will be charged to the customer for the electronic key, as indicated on the application form.
- IV. The electronic key is not a disposable item and is intended for repeated use and/or recharging.
- V. On the return of an undamaged electronic key, TasWater will refund the customer's deposit.
- VI. The deposit will not be returned to the customer if the electronic key has been damaged.
- VII. The cost of water dispensed from TasWater's public water filling stations will be deducted or charged at the rate advertised from time-to-time by TasWater and available on our website www.taswater.com.au.
- VIII. The price TasWater will charge customer for water, under this agreement, is shown on the application form and detailed in TasWater's Price and Services Plan, that is approved by the Office of the Tasmanian Economic Regulator (the Regulator). Additional information in respect of the Regulator's price determination may be accessed at www.economicregulator.tas.gov.au.

2. Avdata Australia – Terms and Conditions

Avdata Australia provides billing, reporting, monitoring and access control services for TasWater's Water filling stations that use an electronic Key. Customers must also agree to the terms and conditions outlined by Avdata Australia.

Avdata Australia's Terms and Conditions for Account electronic keys are outlined on their internet site at:

www.avdata.com.au/pdfs/waterPostpaidKeyTermsAndConditions.pdf

Avdata Australia's General Information for Prepaid electronic keys are available at:

www.avdata.com.au/pdfs/waterPrepaidKeyInfo.pdf

Payments and Electronic Key enquiries should be directed to Avdata Australia:

Avdata Australia
PO Box 877 Mitchell ACT 2911
Phone: 02 6262 8111
Freecall: 1800 020 132
Email: mail@avdata.com.au
Website: www.avdata.com.au

3. Access to Water filling stations

- I. A Female Cam Lock fitting and hose will be required and supplied by the customer to obtain water from TasWater's public water filling stations. Water filling station locations and fitting sizes required for specific water filling station are available on our website www.taswater.com.au
- II. Customers must use TasWater's public water filling stations in a responsible and safe manner. Instructions on how to use the Water filling station, as shown on your application form or as per signage at the filling station, must be adhered to at all times and care should be taken when connecting and disconnecting the hose from your container/ tanker and the filling station.

- III. Any person, or user found, or identified as misusing TasWater's public water filling stations, or its components, may have their electronic key de-registered, be disallowed future use of TasWater's water filling stations and be required to pay for any repairs, or damage, or costs attributed or resulting from misuse or abuse.
- IV. TasWater provides water filling stations to allow customers to access a potable water supply. It is illegal to access water through hydrant points or fire services. Customers found using hydrant points or fire services may have their electronic key de-registered, be disallowed future use of TasWater's water filling stations and be required to pay for any repairs, or damage, or costs attributed or resulting from misuse or abuse of the hydrant points or fire services.
- V. Some water filling stations are only accessible to water carters and not the general public. Water filling stations that are assigned to water carters only, access will be denied to the general public. Water filling station locations and customer access are available on our website www.taswater.com.au

4. Unavailability of Water from the Water filling station and Liability

- I. Public water filling stations may be taken out of operation from time-to-time to facilitate repairs, upgrades, improvements or due to water restrictions. TasWater shall not be liable for any interruption to the supply of water to the public filling point incurred for any reason whatsoever, including but not limited to interruptions occasioned by essential maintenance and modifications to the water supply system.
- II. Except in cases of emergency, TasWater shall give the customer reasonable notice of any such interruption to water supply. No compensation shall be payable by TasWater for such an interruption to supply or any additional costs or expenses, including any extra costs or expenses if water is obtained from other public water filling stations.
- III. TasWater will not be held liable or responsible for any costs or inconvenience resulting in the public water filling station not being available to users at any time.

Instances such as:

- Power failures or outages
- Non-supply of water to the facility, including water restrictions
- Abuse and vandalism to the facility
- Vehicular access problems
- Or other instances not within TasWater's control which may result in the public water filling station not being able to operate or adequately dispense water.

All endeavors will be made by TasWater to ensure the public water filling station is operating continually, safely and reliably.

- IV. TasWater or officers, staff or agents of TasWater will not take any responsibility for anyone or anything that may be injured or damaged as a result or resulting in an action, function or inaction of any part or parts of the facility known as a Public Water filling stations.
- V. TasWater may vary the mode of operation or availability of the public water filling stations as it sees fit.
- VI. Access to a public water filling station may be restricted or denied when it is specifically required for emergency services. TasWater may, in such circumstances, modify the facility which may disallow other users.

5. Lost or Stolen Electronic Keys

- I. It is the responsibility of the electronic key owner to advise Avdata Australia immediately on (02) 6262 8111 or TasWater on 13 6992 if their electronic key is lost or has been stolen.
- II. TasWater or its employees will not take responsibility for any loss of credit or accumulation of charges resulting in loss of an electronic key or the system not being operated as advised or directed.

6. Overdue Accounts (for Account Electronic Keys)

- I. Statements are issued monthly by AVDATA Australia, on behalf of TasWater, and must be paid in full by the customer, by the due date, as shown on the statement.
- II. Overdue accounts may incur an overdue account fee applied by AVDATA Australia if not paid by the due date.
- III. Customers' electronic keys may be de-registered if payment is not made by the customer and will not be re-registered until the account is paid in full by the customer. An electronic key that is de-registered will not be able to access water from TasWater's water filling stations.
- IV. An electronic key re-registration fee may apply, per electronic key, by AVDATA Australia.
- V. After the payment has been processed, it may take up to 10 days for the electronic key to be re-registered.

7. Debt Recovery (for Account Electronic Keys)

- I. If payment is not made, TasWater can:
 - de-registered the customer's electronic key until full payment is made.
 - refer the customer to a debt collection agency.
 - commence legal proceedings against the customer for the recovery of the outstanding balance on the customer's account.
 - list the customer with a credit agency which may affect the customer's credit rating.
 - charge interest and fees on overdue amounts.
- II. The registered electronic key customer is liable for and agrees to pay all legal and other costs and expenses incurred in recovering unpaid amounts.

8. Water Carter's Responsibilities

- I. A water carter must register with the council in whose municipality the carter stores the majority of its vehicles and supply TasWater with a copy of the certificate of registration issued to the Water carter by that council. Verification of vehicles used for delivery of domestic drinking water will appear on the Council Registration Certificate, which confirms that vehicle/s have been inspected and certified with the relevant Council Environmental Health Officer.
- II. A water carter is required to register annually with their Local Council.
- III. The Water carter shall be responsible for maintaining the potable water standard for any water sold by the water carter as potable water.
- IV. Water carters must meet the Tasmanian Water Quality Guidelines 2015 as issued by the Director of Public Health under the *Public Health Act 1997*.
- V. TasWater requires water carters to maintain a current public liability insurance policy, which cover extends to the supply of water, taking of water and all other activities for any single event, or series of claims arising from a single event.
- VI. Under the Tasmanian Drinking Water Quality Guidelines 2015, *A water carrier must not supply drinking water from a water source under the management and control of a regulated entity without the prior written approval of the regulated entity.* As the Regulated Entity, TasWater provides approved Water Filling Stations across Tasmania as listed on our website www.taswater.com.au.
- VII. TasWater will supply water at the public water filling stations that meets the Australian Drinking Water Guidelines, unless all customers are notified otherwise.
- VIII. The Water carter acknowledges that chlorine may be present in the water and may react with common rainwater tank contaminants to cause unusual tastes and/or odour to be present in the water. Water carters must advise its customers of this possibility.
- IX. Water carters are reminded that it is illegal to access TasWater's network through hydrant points, or fire services, for water other than for firefighting purposes by Tasmania Fire Services. These services are also not approved water filling points and water carters found using hydrant points or fire services may have their electronic key de-registered and may be disallowed from future use of TasWater's water filling stations. Water carters will be required to pay for any repairs, or damage, or costs attributed or caused by misuse or abuse of the hydrant points or fire services.