

For Use at TasWater’s Automated Water Filling Facilities – Water Filling Stations

Applicant Details			
Business Name: <i>(If applicable)</i>			
ABN Number: <i>(If applicable)</i>			
Drivers License:			
Customer Name:			
Postal Address:		Suburb:	
		Postcode:	
Phone:			
Mobile:			
E-mail:			

Assigned EKey and Delivery	
Number of EKeys and EKey number/s	
EKeys will be posted to the postal address as listed above, unless another address is provided:	

Primary Prepaid EKey Location	
Water Filling Station Location:	
Public Water Filling Station locations are available on our website www.taswater.com.au	
To access other TasWater water filling Stations and / or to place credit on the Prepaid EKey, per location, go to the AVDATA portal at: www.avdata.com.au/login	

Authorisation for Water Carter	
To be filled out by registered Water Carters – Copies will need to be provided	
Under the <i>Public Health Act 1997</i> a Water Carter must be registered with local council to prevent risks to public health. A Water Carter must also comply with the Tasmanian Drinking Water Quality Guidelines requirements.	
Council Water Carter is Registered with:	
<input type="checkbox"/>	I verify that vehicles used for delivery of domestic drinking water have been certified by the relevant Council Environmental Health Officer. (Please attach)
<input type="checkbox"/>	I currently maintain a current public liability insurance policy which extends to the supply of water, taking of water and all other activities for an amount of not less than five million dollars (\$5,000,000.000) for any single event, or series of claims arising from a single event. (Please attach)

EKey Payment

*Once payment has been made, the key will be express posted to the above postal address

Prepaid EKey purchase includes:

- \$39.38 deposit for each EKey for 2025/26 Financial Year (refundable on return of an undamaged EKey)
- \$20.00 water usage credit

Filling Station Volumetric Charges

2025/26 Financial Year at \$1.9444 Per Kilotre

Pricing from July 2026 will be submitted and approved by the Economic Regulator.

Please tick

<input type="checkbox"/>	Please call me on the phone number listed above to arrange a credit card payment via phone
<input type="checkbox"/>	Please email an invoice for payment to the email address listed above
<input type="checkbox"/>	I have made advance payment by calling 13 6992 (Credit Card payment only) Please complete the details below
	Receipt number: <input type="text"/>
	Date of Payment: <input type="text"/>

EKey agreement

Please tick

<input type="checkbox"/>	I have read, understand and agree to the 'Water Filling Stations Conditions of Use' and certify that I am an authorised representative of the Customer.
Name (Print):	<input type="text"/>
Signature	<input type="text"/>
Date:	<input type="text"/>

To be completed by TasWater:

EKEY ALLOCATION			
<input type="checkbox"/>	Posted to customer	Date of Issue/Posted:	<input type="text"/>
EKEY PAYMENT			
<input type="checkbox"/>	Invoice created and sent	Date sent:	<input type="text"/>
<input type="checkbox"/>	Payment of \$ <input type="text"/> received	Date received:	<input type="text"/>
EKEY APPLICATION PROCESSING			
Processed by:	<input type="text"/>	CM Reference:	<input type="text"/>
Gentrack Number:	<input type="text"/>	Ekey Number:	<input type="text"/>

TasWater to email a copy of the completed form to AVDATA Australia at mail@avdata.com.au

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. As per the *Water and Sewerage Industry Act 2008*, 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. 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 as per the *Water and Sewerage Industry Act 2008*, 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

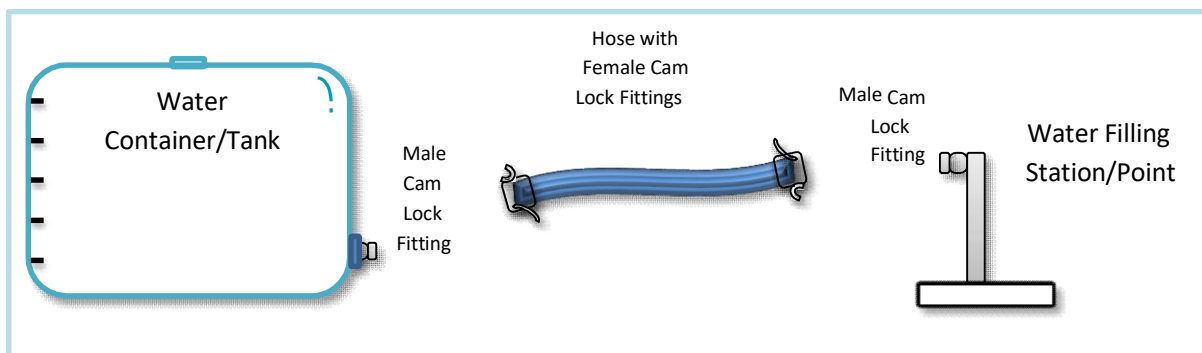
INFORMATION, QUESTIONS AND ANSWERS

At the Water Filling Station

To obtain water from a TasWater water filling point, customers will need a Female Cam Lock fitting and hose, unless a hydrant connection is available. Water filling station locations and the fitting sizes required for each specific Filling Station are available on our website www.taswater.com.au.

When filling from a public water filling station, for safety reasons, it is recommended that you connect your hose fitting directly at the Cam Lock connection at the filling point (the connection at the Filling Station) with the Cam Lock connection on your water container or tank.

Generally, a 1,000 litre water container will have a Cam Lock connection, usually 50mm, at the bottom of the container. The picture below provides an example of the Cam Lock hose fittings and connections required for a safe fill. When filling up from the container's cam lock, open the cap on the top of the container. Please also comply with the manufactures instruction guide for the water container.



AVDATA Prepaid EKey

A Prepaid EKey allows users to access water up to the value of their prepaid credit limit. As you use water, credits are automatically deducted from your account. Users are able to periodically top up their Prepaid EKey. Full instructions on using the Prepaid EKey and accessing water are explained further in this form.

You will be required to make a one off deposit payment on the EKey, as shown on page 2 on this form. On the return of the EKey, TasWater will return your deposit, if the key is not damaged, and any credit left on the EKey.

You will need to arrange credit for the Prepaid EKey, including the filling station to which you want the credit assigned too. To access the filling Station and placing credit on the Prepaid EKey, at each location, go to the AVDATA portal at: www.avdata.com.au/login

You can have more than one location assigned to the Prepaid EKey. If your Prepaid EKey is accessing more than one location, then you will have to maintain a separate prepaid credit balance at each location that you wish to use. The AVDATA portal will provide credit balances for each location.

How much do I pay for water?

Water charges for filling stations are regulated and are set, as per charges outlined on page 2. A full list of fees and charges and available on our website www.taswater.com.au.

AVDATA Australia applies a processing charge to each credit top-up, unless purchased via the AVDATA portal. The fee of \$7.05 excludes GST and may change as it is managed by Avdata Australia.

How do I add credits to my Prepaid EKey?

Users can add credit to their Prepaid EKey in three ways.

1. **AVDATA Portal** – Go to the AVDATA portal at www.avdata.com.au/login and use your credit card to purchase more prepaid water online. There are no fees applied if credit is purchased via the AVDATA portal.
2. **Phone** – Directly over the phone by contacting Avdata Australia, during business hours, on **02 6262 8111** with your credit card details and EKey number (The number is on the key). Fees and charges apply.
3. **Internet Banking** – Direct deposit to Avdata Australia via the internet or at any Commonwealth Bank branch, using the following account details:
BSB: 062 904
Account: 1020 7221
Reference: 'KEY NUMBER' 'SURNAME' 'FILLING STATION LOCATION'

The filling station location would be Bagdad. Fees and charges apply.

NOTE: Credits by direct deposit may normally take two business days to process. To apply credits sooner, users will need to email the receipt to mail@avdata.com.au.

Can my Prepaid EKey be used at more than one location?

TasWater has multiple locations to access water, available on our website www.taswater.com.au.

Your Prepaid EKey can be used at assigned sites via the AVDATA portal at www.avdata.com.au/login.

If your Prepaid EKey is accessing more than one location, the credit assigned to a particular water filling station will not be able to be used at another assigned water filling station. You will have to maintain a separate prepaid credit balance at each location that you wish to use. The AVDATA portal will provide credit balances for each location.

You can use the AVDATA portal to confirm payment transfer before you travel to the water filling station.

Go to www.avdata.com.au/login

Contact Avdata Australia if you have questions about your access, during business hours, on **02 6262 8111**.

How can I tell how much credit is on the Prepaid EKey?

1. At the water filling station, the red light on the control panel will start flashing if you have less than 5,000 litres credit remaining. It will remain illuminated when credit has expired.

You should arrange to purchase more credit on the Prepaid EKey.



For Prepaid EKeys

If the "Select Outlet" light flashes, you have less than 5,000 liters credit.

If the "Select Outlet" light remains illuminated, credit has expired.

2. Go to the AVDATA portal at www.avdata.com.au/login. The AVDATA portal will provide credit balances for each location.
3. Avdata Australia can also advise you of your credit balance, during business hours, on **02 6262 8111**.

What if I run out of credit?

Once you run out of credit, the system will stop supplying you with water. You will need to make arrangements to add more credit if you wish to continue using your EKey.

If your Prepaid EKey is accessing more than one location the credit assigned to a particular water filling station will not be able to be used at another assigned water filling station. You will have to maintain a separate prepaid credit balance at each location that you wish to use. The AVDATA portal will provide credit balances for each location.

Note: The Prepaid EKey is not a disposable item and is designed for repeated recharging. On the return of the Prepaid EKey, TasWater will return your deposit if the key is not damaged.

What do I do if I no longer require my Prepaid EKey?

If you no longer require your EKey, you should arrange to return it to TasWater, via registered post, so that you can receive your refund for the security deposit. The deposit for the EKey will not be returned if the EKey is damaged. TasWater will issue the deposit to the customer once we receive the EKey.

If you are returning a Prepaid EKey, you will also be credited any remaining credits on the Prepaid EKey. Note that TasWater can only refund the balance to the EKey owner, as signed in the customer's Electronic Key Application form. The deposit cannot be returned to a third party.

TasWater, or its employees, will not take responsibility for the loss of the EKey via the mail. EKeys should be posted via registered post for confirmation of delivery, along with the Electronic Key Return Form. You will need to fill out the Electronic Key Return Form available on our website www.taswater.com.au

Please return the EKey, with the Electronic Key Return Form, to TasWater, via registered post to: TasWater
GPO Box 1393 Hobart TAS 7001

Who do I ring if I have problems?

Generally the first point of contact for specific key issues and related enquiries is Avdata Australia on **02 6262 8111**. Avdata Australia manages the system and will be able to assist directly. If you experience any other problems or issues when using the Water Filling Point, or have other general questions, please contact TasWater on 136992.

Will I need any other equipment to fill up at the water filling station?

In most Public Filling stations, a Female Cam Lock fitting and hose will be required to obtain water from the filling stations.

Sizes required for specific Filling Station are available on our website www.taswater.com.au



For more information, contact TasWater on 13 6992 or email enquiries@taswater.com.au.

How do I use the Electronic Water Filling Station?

Public Water Filling Station

PREPAID EKEYS



CONTROL PANEL



The Control Panel is standard for all Water Filling Stations.

TASWATER FILLING POINT



Please note that TasWater's Water Filling Stations may vary.

Instructions For Use

Connect your hose's Cam Lock fittings to your container/tank and the filling point.

Open the designated taps/valve

1. PLACE YOUR EKEY ON THE SENSOR.

Located at the top left hand corner of the control panel. Note that the key must touch the sensor.

If you have a valid key the "Select Outlet" light will illuminate.



For Prepaid EKeys - If "Select Output" light flashes, you have less than 5,000 liters available and should arrange to purchase more credit, if required.

2. PRESS THE "ON" BUTTON.

This will activate the valve and illuminate the light indicating the outlet is active.

Water should begin to flow – ensure the correct outlet taps are open and fill your tank.

3. TO FINISH, PRESS THE "OFF" BUTTON.

This closes the valve and ends the transaction, preventing other users from utilizing your account.

Close the designated taps/Valve



If the "Not Valid" light illuminates, contact Avdata on 02 6262 8111 as there may be issues with the key. Quote the number on the key.

Supply Problems

If water is denied or ceases during operation, any one or a combination of the following may have occurred:

- The user is not operating system as described in these instructions
- All credit has been used or the account is closed. Contact Avdata to confirm key details, on 02 6262 8111 or visit the AVDATA portal at www.avdata.com.au/login
- Power failure
- Fault in system.

Try again - If problem persists, please contact Avdata on 02 6262 8111 or TasWater on 136 992

Safe Filling Procedure from Water Filling Station

Customers must use TasWater’s Public Filling Stations in a responsible and safe manner. Instructions on how to use 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 Filling Station. The picture below provides an example of the hose fittings and connections required for a safe fill of your container/tank.

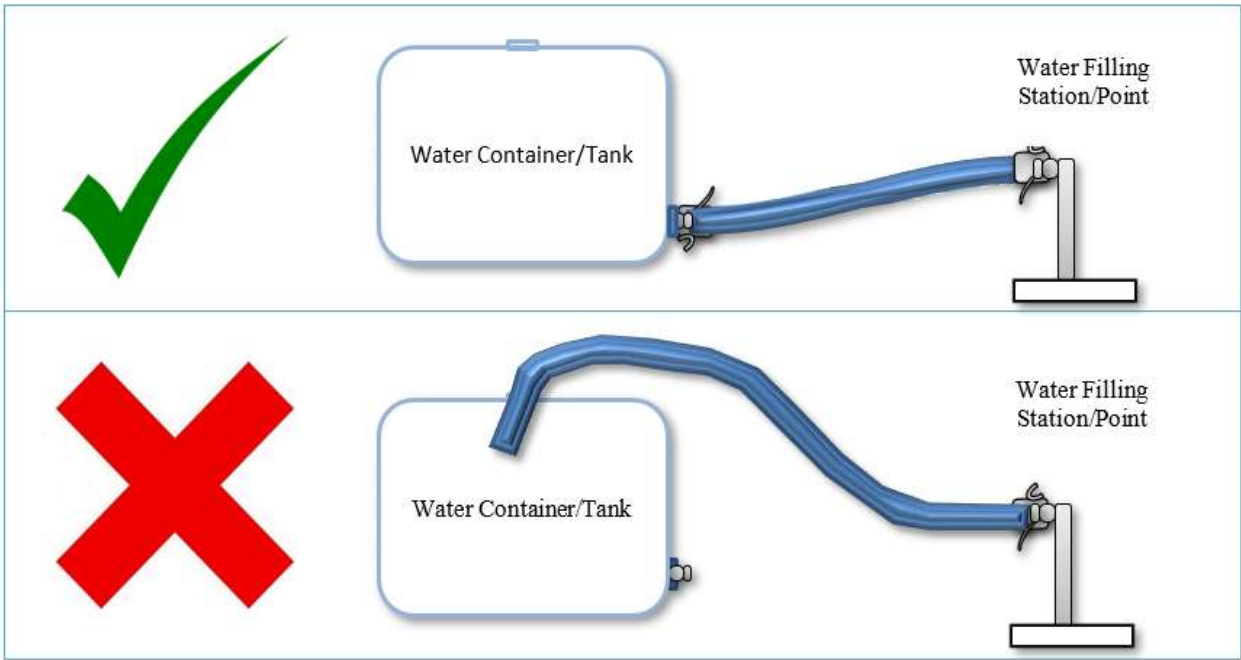


When filling up from the container’s cam lock, open the cap on the top of the container.



Do not climb on your vehicle, trailer, tank or truck.

When filling from this station, we insist that you connect your hose fitting to the cam lock connection at the filling point with the cam lock connection on your water tank



Any person or user found or identified as misusing TasWater’s Public Water Filling Stations, or its components, may be disallowed future use and be required to pay for any repairs, or damage or costs attributed or resulting from the misuse or abuse.